

# Claims and Electronic Data Instruction Guide

For Providers New to the MVP Health Care® Network



## Claims Submission

### Electronic Claim Submission

- Electronic claim submission is the easiest method to route claims to MVP.
- The MVP Payer ID is **14165**
- To view the *MVP Preferred Clearinghouse List*, select the link below or visit **mvphealthcare.com** and select *Providers*, then *Reference Library*, then *EDI Information and Guides*.

[MVP Preferred Clearinghouse List](#)

### Submitting Paper Claims

Form CMS-1500 or UB-04

Submit claims for all products and members to:

ATTN: CLAIMS DEPARTMENT  
MVP HEALTH CARE  
PO BOX 2207  
SCHENECTADY NY 12301-2207

## Payment and Remittance Information

### Receive Paper Check and Remittance

This is the default method of receiving payment and remittance for new providers and provider groups. No action is needed.

### Receive Paper Check and Electronic Remittance

Complete the *MVP EDI Enrollment* by selecting the link below or visit **mvphealthcare.com** and select *Providers*, then *Forms*, then *EDI Forms and Guides*.

[MVP EDI Enrollment](#)

### Receive Electronic Payment and Electronic Remittance

Payspan manages the MVP Electronic Funds Transfer and Remittance Advice (EFT/ERA) process. To view the *EFT/ERA Action Steps for Health Care Providers*, select the link below.

- The MVP Payer ID is **14165**
- EFT and ERA must both come from Payspan, they cannot be split
- The Group/NPI linked to your Tax ID/Payer ID is required for Payspan enrollment. If MVP does not have a Group NPI on file, you will not be able to Register for EFT through Payspan. Submit a *Provider Demographic Change* by selecting the link below, visiting **mvphealthcare.com/demographics**, or contacting your MVP Professional Relations representative.

[EFT/ERA Action Steps for Health Care Providers](#)

[Provider Demographic Change](#)

For information on the EFT/ERA process, visit **mvphealthcare.com** and select *Providers*, then *Reference Library*, then *EDI Information and Guides*.

**Questions?** Contact MVP EDI Services at **1-877-461-4911** or **EDIServices@mvphealthcare.com**.

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## Member Eligibility and Claim Status

### Submit an Electronic Eligibility Status (270) or Claim Status (276) Request

MVP supports electronic 270/276 transactions. Confirm that your clearinghouse accepts the 271/277 response.

### Access Your MVP Provider Online Account

Visit [mvphealthcare.com](https://mvphealthcare.com) and *Sign In* to your MVP provider online account to search member eligibility, claims, authorization status, and more.

#### Don't have an MVP online account?

Visit [mvphealthcare.com/providerregister](https://mvphealthcare.com/providerregister) or select the link below to begin the registration process.

#### Having difficulty accessing your MVP online account?

Contact E-Support at [esupport@mvphealthcare.com](mailto:esupport@mvphealthcare.com) or call **1-888-656-5695**, Monday–Friday 8:30 am–5 pm.

[MVP Provider Online Account Registration](#)

## Electronic Data Transactions Support

### MVP EDI Companion Guides

Select the link below to view the *MVP EDI Companion Guides*, or visit [mvphealthcare.com](https://mvphealthcare.com) and select *Providers*, then *Reference Library*, then *EDI Information and Guides*.

[MVP EDI Information and Guides](#)

### MVP Payer ID

The MVP Payer ID is **14165**.



Visit [mvphealthcare.com/providers/education](https://mvphealthcare.com/providers/education) to watch a tutorial about how to use your online account to submit paper and electronic claims, receive remittance information, and get support for electronic data transactions.

**Questions?** Contact MVP EDI Services at **1-877-461-4911** or [EDIServices@mvphealthcare.com](mailto:EDIServices@mvphealthcare.com).