



## MVP Health Care® Quick Links & Contacts

### Contacting MVP Health Care

Provider Customer Care Center	1-800-684-9286
Prior Authorization Forms	<a href="http://mvphealthcare.com/providers/forms/">mvphealthcare.com/providers/forms/</a>
How to View Prior Authorizations	<a href="http://mvphealthcare.com/Provider/Education">mvphealthcare.com/Provider/Education</a>
Behavioral Health Forms	<a href="http://mvphealthcare.com/providers/forms/#behavioral-health">mvphealthcare.com/providers/forms/#behavioral-health</a> Fax: 1-855-853-4850 <a href="mailto:BHServices@mvphealthcare.com">BHServices@mvphealthcare.com</a>
Coordination of Benefits	1-800-556-2477
E-Support for Provider Online Account assistance	1-888-656-5695 <a href="mailto:esupport@mvphealthcare.com">esupport@mvphealthcare.com</a>
Contact Professional Relations	<a href="http://mvphealthcare.com/providers/contact-us">mvphealthcare.com/providers/contact-us</a>

### Credentialing/Registration/Provider Demographic Changes

Provider Participation Guide	<a href="http://mvphealthcare.com/credentialing">mvphealthcare.com/credentialing</a>
Provider Application Request Form	Provider Application Request Form
CAQH	<a href="http://caqh.org">caqh.org</a>
MMIS enrollment	<a href="http://emedny.org/info/providerenrollment">emedny.org/info/providerenrollment</a>
Provider Demographic Change Form	<a href="http://mvphealthcare.com/Providers">mvphealthcare.com/Providers</a>

### Participating Provider Reminders

Health Access Standards	Provider Resource Manual under Provider Responsibilities
Coding Reference Guides	<a href="http://mvphealthcare.com/providers/reference-library">mvphealthcare.com/providers/reference-library</a>
Streamlining Medical Record Submission Practices (scroll to bottom of web page)	<a href="http://mvphealthcare.com">mvphealthcare.com</a>

### Provider Resources

Fast Fax archive	<a href="http://mvphealthcare.com/providers/fastfax">mvphealthcare.com/providers/fastfax</a>
Healthy Practices (Instructions to receive electronically)	<i>Sign in</i> at <a href="http://mvphealthcare.com/providers">mvphealthcare.com/providers</a> , select <i>Account Profile</i> , then <i>Communication Preferences</i>
Provider Resource Manual	<a href="http://mvphealthcare.com/PRM">mvphealthcare.com/PRM</a>
MVP Reference Library	<a href="http://mvphealthcare.com/providers/referencelibrary">mvphealthcare.com/providers/referencelibrary</a>
Provider Education Resources (How to tutorials)	<a href="http://mvphealthcare.com/providers/education">mvphealthcare.com/providers/education</a>
Medical Policies and Benefits Interpretation Manual	<i>Sign in</i> at <a href="http://mvphealthcare.com">mvphealthcare.com</a> and select <i>Resources</i>

## Third-Party Network Administrators

Landmark Healthcare ( <i>New York State Only</i> )	1-800-638-4557
Musculoskeletal Management Program Magellan Healthcare	RadMD.com 1-866-249-1578
eviCore	evicore.com 1-866-665-8341
Cigna	cignaforhcp.com 1-800-CIGNA24 (244-6224)

## MVP Member Programs

Case Management Programs	<a href="http://mvphealthcare.com/members/health-and-wellness/case-management">mvphealthcare.com/members/health-and-wellness/case-management</a>
Silver Sneakers	SilverSneakers/StartHere.com 1-800-324-3899 (TTY: 1-800-662-1220)
Little Footprints	<a href="http://mvphealthcare.com/members/health-and-wellness">mvphealthcare.com/members/health-and-wellness</a> Referrals: 1-866-942-7966 <a href="mailto:phmreferrals@mvphealthcare.com">phmreferrals@mvphealthcare.com</a>

## Claims

MVP Clearinghouse preferred vendors	Clearinghouse preferred vendors
Online Claims submission through TransShuttle	Claims submission through TransShuttle
Claims submission guidelines in MVP PRM	<a href="http://mvphealthcare.com/PRM">mvphealthcare.com/PRM</a>
PaySpan	PaySpan: 1-877-331-7154 <a href="mailto:providersupport@payspanhealth.com">providersupport@payspanhealth.com</a>

## Behavioral Health

Notifications/Prior Authorization Forms	<a href="http://mvphealthcare.com/providers/forms/#behavioral-health">mvphealthcare.com/providers/forms/#behavioral-health</a>
Requests for Prior Authorization Requests and Supporting Clinical Documentation	fax: 1-855-853-4850 <a href="mailto:BHservices@mvphealthcare.com">BHservices@mvphealthcare.com</a>
Areas of Focus	<a href="http://bit.ly/mvpbhsurvey">bit.ly/mvpbhsurvey</a>
Behavioral Health Programs	MVP Provider Resource Manual under <i>Behavioral Health</i>
Behavioral Health Access Standards	MVP Provider Resource Manual under <i>Provider Responsibilities</i>

## Accessing MVP Provider Online Account

Instructions for How to Access your MVP Provider online account	Go to <a href="http://mvphealthcare.com">mvphealthcare.com</a> Click <i>Providers</i> in the top right had corner to access provider homepage <i>Log in</i> to your current account or click <i>Register Now</i> for Access  A guide for how to use your online account can be found at: <a href="http://mvphealthcare.com/providers/education">mvphealthcare.com/providers/education</a> .
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