

# 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](#)

### Online Claims Submission

Providers may create and submit medical and behavioral health claims online to MVP by visiting **mvphealthcare.transshuttle.axiom-systems.com**.

[MVP Trans Shuttle Sign Up Guide](#)

### 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 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**.

# Claims and Electronic Data Instruction Guide

For Providers New to the MVP Health Care® Network

## 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.

[How to Determine Eligibility and Benefits](#)

[How to View Authorization Status](#)

### 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**.

\*As of October 1, 2022, MVP no longer prints and mails explanations of payment or capitation summaries with paper remittances. Electronic versions of your payment summaries will be available for download and printing, only from the Payspan website.



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).