

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](#) Visit [here](#)

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 Electronic Payment and Electronic Remittance

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

- The MVP Payer ID is **14165**
- **Zelis Payments Network (ACH+ or VCC)**
(877) 738-8070 or ClientService@zelispayments.com
- **Zelis ePayment Center (855) 774-4392** or help@empayment.center
- Review the Zelis [Electronic-payments-and-remittance-guide](#)
- For information on the EFT/ERA process, visit [here](#)

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.

[How to Determine Eligibility and Benefits](#)

[How to View Authorization Status](#)

Access Your MVP Provider Online Account

Visit 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 or select the link below to begin the registration process.

Having difficulty accessing your MVP online account?

Contact E-Support at 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 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 Zelis website.*



Visit mvphealthcare.com/providers and select *Resources*, then *Education and Training* 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.

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