

### Overview

**Electronic Data Interchange (EDI)** is the electronic interchange of business information using a standardized format; a process which allows MVP to send information electronically rather than with paper.

**Q1: What is MVP's Payer ID?**

A1: MVP's Payer ID is 14165

**Q2: Can I submit my claims through [mvphealthcare.com](https://mvphealthcare.com)?**

A2: Providers may create and submit medical and behavioral health claims online to MVP by accessing [TransShuttle](#). This website is hosted and powered by AXIOM and the services available therein are offered by AXIOM to providers on behalf of MVP Health Care. AXIOM may require that users agree to AXIOM's site requirements and certain terms of use before accessing AXIOM's services. Please note that an NPI is required in order to set up an account.

**Q3: Where do I call for status on my electronic claim?**

A3: For status on any claim submitted to MVP please contact our Customer Care Center at **1-800-684-9286**.

**Q4: Does MVP offer Electronic Funds Transfer (EFT)?**

A4: Yes, MVP offers EFT/ERA through Zelis. Please see the Zelis FAQ's and Guide in the link below [Provider Reference Library Home](#) click the drop down for *Zelis EFT/ERA* information.

**Q5: Who do I call if I am having trouble logging into the MVP Provider Portal?**

A5: Please contact MVP's E Support Department at **1-888-656-5695** or [esupport@mvphealthcare.com](mailto:esupport@mvphealthcare.com).

**Q6: I am missing an electronic remittance (ERA). How can I get my remittance replaced?**

A6: Please contact Zelis Customer Service at call **1-877-828-8770** or email [ClientService@zelispayments.com](mailto:ClientService@zelispayments.com), 8 a.m. to 7 p.m. ET Monday-Friday.