

Online Provider Demographic Information Review Request

As a participant with MVP Health Care® (MVP), we are requesting you review your provider* demographic information to ensure it is accurate and up-to-date. The Centers for Medicare and Medicaid Services (CMS) regulation 42 CFR 422.111(b)(3) and (h)(2)(ii), 422.112, 423.128(d)(2) mandates all health plans require its participating provider network perform a quarterly review of provider demographic information found in the plan's online directory. Failure to correct demographic information constitutes a breach of your obligations under your participating provider agreement, may affect the accuracy and availability of provider payments, and may also affect the accuracy of member information available on **mvphealthcare.com**. Accordingly, MVP must be notified of any demographic changes.

Please follow these steps and complete this review no later than October 31, 2018.

Step 1 – Visit **mvphealthcare.com** and select *Find a Doctor* from the red bar, then search by *Find a Doctor*.

Step 2 – Under *Search by Provider*, click on *Guest* and choose one of the products the provider(s) in your practice participate with. Search for the provider(s) in your practice and review the following demographic information for accuracy:

- Ability to accept new patients;
- Street address changes, missing addresses, and phone number changes; and
- Other changes that affect availability to patients. (e.g. handicap accessible, specialty changes)

Step 3 – If demographic information is incorrect, please access the new Online Provider Change of Information form at **mvphealthcare.com/demographics** and submit the correct information to MVP. Delegated providers should contact their delegate administrator to update their demographic information.

Step 4 – If the update applies to multiple providers in the group, choose *Contracted Group* on the form and attach a roster of all providers the change applies to, including the provider's name and NPI.

Step 5 – A reference number will be provided to you once the form is submitted. Please keep this for your records and use it when requesting the status of your change.

Step 6 – Log in to CAQH and make any demographic updates to your CAQH profile so it matches the information you are submitting to MVP and re-attest your CAQH.

***Note** – this request is only applicable to credentialed physicians. Registered mid-level providers and hospital-based physicians are not listed in the MVP online directory.

Reminder – Effective 10/1/2018 MVP will disable all regional PR email addresses, including:

eastpr@mvphealthcare.com centralprdept@mvphealthcare.com vpr@mvphealthcare.com
MidHudsonprdept@mvphealthcare.com RocProviderChanges@mvphealthcare.com

Please email MVPPR@mvphealthcare.com to check the status of a Demographic Change or to submit a Mid-Level Registration.

If you have any questions with respect to this notice, please contact your Professional Relations Representative.

