



625 State Street, PO Box 2207
Schenectady, NY 12301-2207
mvphealthcare.com

December 15, 2009

Re: One Point of Contact for Durable Medical Equipment, Orthotic and Prosthetic
Prior Authorization Reviews as of January 1, 2010

Dear Provider:

We are pleased to announce that effective January 1, 2010, MVP Health Care will have one point of contact for Durable Medical Equipment (DME), orthotics and prosthetics prior authorization reviews. We hope this will make it easier for you to work with MVP.

All items and/or services requiring prior authorization should be faxed to the DME Unit at **1-888-452-5947**. Supporting medical documentation must accompany your requests to avoid delays for determinations. Phone requests will only be taken for urgent care determinations. (There is no change to the existing prior authorization process for Vermont DME providers who service VMC members)

It is important that your representatives verify eligibility and benefits for each member *prior* to fabricating or dispensing items and/or providing services. Depending on the member's plan, some items may not be covered. General member eligibility and benefits may be verified online or by contacting one of our Member Service numbers as shown below:

- For member ID numbers beginning with an "8", contact Schenectady Member Services at **1-888-687-6277**.
- For member ID's beginning with an alpha character, contact the Professional Relations Service Center in Rochester at **1-800-999-3920**.

Look for additional updated DME information available on the MVP Health Care Website after January 1, 2010, at www.mvphealthcare.com/provider/dme.html.

- Updated DME Prior Authorization Code List, with and without descriptions.
- Updated DME Coverage and Purchasing Guidelines
- Updated DME Prior Authorization Request form. (Please be sure to discard old copies and use the 1/1/10 version.)

MVP's DME staff is available 24 hours, seven days a week.

MVP appreciates your continuing support and efforts in assisting with the health care needs of our members promptly and with the best possible service.

If you have any questions regarding this information, please contact the DME Unit at 1-800-452-6966.

Sincerely

Lisa McCabe, RN

Lisa McCabe, RN
Associate Director, Utilization Management
MVP Health Plan, Inc.
MVP Select Care, Inc.
MVP Health Insurance Company
MVP Health Services Corp.
Preferred Assurance Company, Inc.
Preferred Administrative Services, Inc.

cc: B. Coleman, Ancillary Contracts Manager