Contacting MVP Health Care

Mid-Hudson

PHONE / FAX / WEB / E-MAIL			
	ID BEGINS WITH "8"	ID BEGINS WITH ANY LETTER	CIGNA ID BEGINS WITH "U"
Professional Relations	1-800-666-1762, option 2 FAX: 1-845-897-1035		1-800-882-4462
Claims Status	1-800-684-9286 GOLD: 1-800-671-7527	1-800-999-3920	1-800-882-4462
Coordination of Benefits	1-800-556-2477	1-800-999-3920	1-800-882-4462
DME	1-800-452-6966		1-800-882-4462
Electronic Claim Submission	1-877-461-4911 or edi@mvphealthcare.com	1-800-933-3920 ext 2239	1-800-882-4462
Eligibility	HMO: 1-888-687-6277 ASO: 1-800-229-5851	1-800-999-3920	1-800-882-4462
Home Care	1-800-777-4793 option 2, ext 2587	1-800-999-3920 option 3	1-800-882-4462
Imaging Authorizations	1-800-568-0458, option 3 FAX: 1-800-280-7346		1-800-882-4462
Mental Health / Substance Abuse	*ValueOptions® PR Dept:* 1-800-235-3149 or northeastregion@valueoptions.com		1-800-882-4462
Population Health Management Programs	To make referral, call: 1-866-942-7966		N/A
Prior Authorization / Notification	HMO: 1-800-568-0458 ASO: 1-800-229-5851 FAX: 1-800-280-7346	1-800-324-3899, option 2 FAX: 585-327-2275	1-800-882-4462
Referrals	FAX: 1-888-819-2103	FAX: 585-327-5759	1-800-882-4462
Web Site	www.mvphealthcare.com		www.cignaforhcp.com
	Secure Web portal (login required): www.mvphealthcare.com/provider		
Web Portal Registration	Download and return our Site Access form, posted at: www.mvphealthcare.com/provider/documents/MVP_Provider_Site_Access_form.doc		1-800-882-4462 or www.cignaforhcp.com
Web Technical Assistance	Contact the eSupport Help Desk at 1-888-656-5695 or esupport@mvphealthcare.com		

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MVP HEALTH CARE

Mid-Hudson

MAILING ADDRESSES			
	ID BEGINS WITH "8"	ID BEGINS WITH ANY LETTER	CIGNA ID BEGINS WITH "U"
Appeals	*No prior authorization obtained / not medically necessary:* MVP Health Care Attn: Appeals Dept PO Box 2207 Schenectady, NY 12301	*No prior authorization obtained / not medically necessary:* MVP Health Care Attn: Appeals Dept 220 Alexander St Rochester, NY 14607	*Use the address on the back of the CIGNA card*
	Eligibility (excludes appeals also requiring medical necessity review): MVP Health Care Attn: Operations Adjustment Team PO Box 2207 Schenectady, NY 12301	*Eligibility (excludes appeals also requiring medical necessity review):* MVP Health Care Attn: Provider Services 220 Alexander St Rochester, NY 14607	
	Claim exceeding timely filing limits / contractual denials per MVP policy: MVP Health Care Attn: Operations Adjustment Team PO Box 2207 Schenectady, NY 12301	*Claim exceeding timely filing limits / contractual denials per MVP policy:* MVP Health Care Attn: Claims Dept/Claims Provider Appeal Coordinator PO Box 2207 Schenectady, NY 12301	
Claim Adjustment Forms	*Initial claim adjustment:* MVP Health Care Attn: Claims Dept PO Box 2207 Schenectady, NY 12301	*Initial claim adjustment:* MVP Health Care Attn: Claims Dept PO Box 2207 Schenectady, NY 12301	
	Second clinical review: MVP Health Care Attn: Operations Adjustment Team PO Box 2207 Schenectady, NY 12301	*Second clinical review:* MVP Health Care Attn: Claims Dept PO Box 2207 Schenectady, NY 12301	
Manual Claim Submission *Follow address shown on ID card*	HMO	MVP Health Care Attn: Claims Dept. PO Box 2207 Schenectady, NY 12301	*HMO plans are NOT part of the MVP / CIGNA Alliance; obtain prior authorization*
	ASO		*Use the address on the back of the CIGNA card*
	EPO / PPO		*Use the address on the back of the CIGNA card*
	Preferred Gold		*Government plans are NOT part of the MVP / CIGNA Alliance; obtain prior authorization*