



MVP Health Care: System Transition Provider Frequently Asked Questions

Q. Who is MVP Health Care?

- A. MVP Health Care is a nationally recognized, regional not-for-profit health plan caring for over 700,000 members across New York and Vermont for over 30 years.

GENERAL QUESTIONS

Q. What is changing regarding claim submission effective 10/1/2018?

- A. Effective 10/1/2018, Beacon is pleased to announce the following MVP product lines will join MVP Commercial and Medicare on the same platform and be administered by Beacon Health Options, Inc.: **MVP Medicaid Managed Care, Essential Plan, Child Health Plus, and Harmonious Health Care Plan (HARP).**

The chart below outlines how we are streamlining submission for electronic and paper claims:

	If you submit electronically:	If you mail claims:
For dates of service through 9/30/2018	Continue to follow existing process and submit electronic claims to Beacon via clearinghouse or electronic submission through the eServices portal Payer ID is BHS-963116116	Beacon Health Options Attn: MVP Claims P.O. Box 1866 Hicksville, NY 11802
For dates of service beginning 10/1/2018	Submit electronic claims to Beacon via clearinghouse or electronic submission through ProviderConnect. To learn more about ProviderConnect, visit our ProviderConnect resource page . Payer ID is FHC &Affiliates	Beacon Health Options Attn: MVP Claims P.O. Box 1850 Hicksville, NY 11802

- If you have been recently migrated to our single Beacon payer ID, there is no need to change your claim submission protocol as of 10/1/2018
- MVP Commercial and MVP Medicare Plans will continue to follow existing claim submission processes
- If applicable, be sure to include the appropriate license-level modifier on all claims
- **Exception regarding inpatient admissions before 9/30/18:**
 - If the member is discharged after 10/1/18, continue to submit claims through the eServices portal or by USPS to P.O. Box 1866, Hicksville, NY 11802

If you're unable to access the links in this FAQ, visit our MVP Network-Specific page:

www.beaconhealthoptions.com/providers/beacon/network/mvp-health-care/.

Q. What is ProviderConnect?

A. ProviderConnect is a self-service tool available 24/7 that allows providers access to the following features: eligibility/benefit search, direct and batch claim submission, claim and authorization status, request for authorizations, and more. To learn more about ProviderConnect, register for one of our upcoming training sessions below.

Q. Will Beacon also manage member benefits?

A. Yes. Beacon will continue to manage benefits for MVP Commercial, Medicare, Medicaid Managed Care, Essential Plan, Child Health Plus, and Harmonious Health Care Plan (HARP) members.

Q. Will I be able to review eligibility and submit authorizations through ProviderConnect effective 10/1/2018?

B. Yes. Providers will be able to verify eligibility and benefits for MVP Commercial, Medicare, Medicaid Managed Care, Essential Plan, Child Health Plus, and Harmonious Health Care Plan (HARP) members through ProviderConnect.

PROVIDER WEBINARS

To assist with this transition, Beacon is conducting Provider Webinar Trainings/Refresher Courses which will include the following topics:

- How to register for ProviderConnect
- How to submit authorizations and claims through ProviderConnect
- How to review eligibility, benefits, authorizations, and claim status through ProviderConnect

You must register online in advance to attend. Registration instructions are below. This webinar is free of charge. Recording of the webinar will be available on our website.

ProviderConnect Overview for MVP Providers: We will discuss billing, authorizations, and how to use ProviderConnect portal.

Thursday, September 20, 2018	12-1 p.m. ET	Register Today
Tuesday, September 25, 2018	2-3 p.m. ET	Register Today

Registration Instructions: To register, click on the link above next to the session you would like to attend. You will be taken to the registration screen. Click **Register** and enter all information marked by an asterisk and click **Submit**. Once registered you will receive a confirmation email with additional instructions on how to join the call on the day of the webinar. The email confirmation is from messenger@webex.com.

For any training-related questions, please email: nyptrainings@beaconhealthoptions.com.