



# MVP Enrollment Information for Employers & Brokers

When it comes to your health care questions, every answer matters and your time is important. MVP is dedicated to providing you with the information you need quickly and accurately. For answers to your questions, use this guide to reach our call centers.

The **1-800-TALK MVP (1-800-825-5687)** Line is dedicated to helping you manage your members' MVP Health Care coverage. Please direct your questions or inquiries to the following areas designed to meet your needs.

**Hours of operation:** We are here to serve you from 8:30 a.m. to 5 p.m., Monday through Friday.

## Member Service Call Center

This line is dedicated to helping you with questions regarding our members MVP coverage.

- Benefits
- Claim information
- ID cards (to order or for questions regarding cards)
- Information about medical or pharmacy services
- Individual member questions
- Provider information or concerns
- To change a member's PCP

## Marketing Service Unit

This line is for our Group Administrators and Brokers to contact their dedicated MVP sales and service representative.

- Benefit additions and/or changes
- Renewals

## Employer Account Service (EAS) Department

- FAX enrollment forms to 518-386-7885
- E-mail eligibility questions or images of forms to [easelibility@mvphealthcare.com](mailto:easelibility@mvphealthcare.com)

## Option 2

## EAS Dept. Group Service Center

## Option 5

The GSC can help you with enrollment, eligibility, and premium billing-related questions. The staff can also provide information on your current enrollment status or in promptly processing enrollment changes.

- COBRA (eligibility, billing)
- Disabled dependents (eligibility to continue coverage)
- Domestic partners eligibility
- Electronic Data Interchange (EDI) Enrollment via electronic data submission
- Eligibility (questions or issues)
- Eligibility (questions re: notification of terminations)
- Enrollment (changes, status, guidelines)
- Online enrollment Web passwords
- Premium billing (balances, payments, rates, adjustments, invoice mailing schedules)
- Reinstating an employee (previous MVP member)
- Student eligibility
- Termination of coverage questions
- Urgent resolution (re: emergency enrollment)
- Web services and online enrollment information

## FYI and helpful tips

### ID Cards

- ID cards can be ordered online for your actively enrolled employees and/or dependents at [www.mvphealthcare.com](http://www.mvphealthcare.com). Enrolled employees and/or dependents may also request new ID cards by visiting this site.
- MVP mails ID cards to our subscribers listing all covered family members.
- Typically, ID cards are mailed within 10 calendar days of our office's receipt of members' applications or change forms.
- New ID cards may be issued due to addition of new family members and/or changes in benefits or MVP information that appears on the ID cards.

### Enrollment Tips

Use the following information when completing MVP enrollment submissions to help ensure the prompt completion of changes.

- Mail enrollment and/or changes directly to: Employer Account Services Dept., MVP Health Care, 625 State St., P.O. Box 2207, Schenectady, NY 12301-2207
- Be certain that enrollment forms are completed in full (incomplete applications can delay the enrollment process for your employee or dependent).
- For **paper enrollment forms:** Submit all changes no later than 14 business days *before* the effective date of coverage. This will ensure MVP's enrollment records are updated and that ID cards are in your employees' hands prior to their effective date of coverage.
- For **urgent enrollment** due to emergency medical needs, call the GSC at **1-800-825-5687 (Option 5)**.



- **Retroactivity (terminations):** MVP recognizes terminations received in writing or online. MVP will grant retroactivity 90 days from receipt of a termination request or within its effective date.
- **Enrollment additions:** Must be received no more than 30 days after the qualifying event.
- **COBRA (eligibility)** Remove members from active coverage during their election/decline period. This will avoid unnecessary billing and retroactivity on your premium invoice.
- **COBRA (billing):** MVP offers separate billing and/or sub-group billing for these members. Contact your marketing representative for details.
- **Student eligibility:** If your group offers a student rider benefit, all eligible dependents must complete and return an updated student waiver form annually to ensure continued coverage.
- **Domestic partners:** If you have purchased an MVP Domestic Partner Rider, verify that members attempting to enroll as domestic partners have met the rider's eligibility criteria.
- **PCP information:** Must be submitted for all products requiring a PCP. Failure to do so could delay the enrollment process. MVP makes every attempt to obtain the subscriber's choice of PCP. If unable to do so, MVP will auto assign a PCP in the member's residential area.
- **Disabled dependents:** Refer to MVP's Certificate of Coverage for information regarding eligibility to continue disabled dependents' coverage beyond the coverage period.
- **Notification of dependent or student terminations due to loss of eligibility:** MVP will notify employer groups if it determines that a dependent and/or student is no longer eligible for coverage based on the coverage and riders purchased. Notification will be made shortly after the termination date so that the employer can complete any COBRA or continuation-of-coverage offerings as required by law.
- **Reinstating an employee** previously enrolled with MVP:
  - For paper enrollment, check the boxes for "new applicant" with a reason of "new hire" on the enrollment form. Our enrollment staff will contact you if additional information is needed.
  - For online enrollment, select the reinstatement option to activate the member's previous enrolled coverage with the new effective date.

**Commonly omitted items when completing or submitting enrollment forms:**

- Primary Care Physician(s) for *all* family members where the selected product requires a PCP (include PCP's full name or MVP ID number).
- Social Security numbers
- Employer group number
- Plan number (aka "product number")
- Birth dates of *all* family members
- Employer group name
- Employer subgroup number
- Effective date
- Employee's signature

**Electronic and Web functionality**

**Online Web enrollment**

At [www.mvphealthcare.com](http://www.mvphealthcare.com), you can enroll your employees or make enrollment changes for existing employees covered by MVP. With a few simple clicks, our 24-hour online enrollment system enables you to submit enrollment additions and changes, which are updated nightly into our system. **Your employees may also complete their own enrollment forms online and submit them to their group administrator or health benefit manager for approval and submission.**

The MVP Web site provides you with a current **enrollment roster** to help you manage your employees' coverage; and **templates** of member enrollment and student waiver forms that can be printed out and submitted to MVP for processing.

To receive a **password** or for assistance in using MVP's online enrollment system, call a Group Service Center representative at **1-800-825-5687 (Option 5)**.

**Electronic Data Interchange (EDI) enrollment**

Our EDI system allows MVP to accept standard, formatted enrollment files in the transmission of enrollment changes. For employer group customers who prefer electronic submission and updating of their enrollment and eligibility data, EDI may be a less time-consuming and more economical method in administering their enrollment.

For details or to speak to someone about our EDI process, contact your marketing representative or the EAS Department's EDI coordinator at [www.easedi@mvphealthcare.com](mailto:www.easedi@mvphealthcare.com).

**Premium Invoices**

- Monthly invoices are created for the following month and are typically received by the 20th of the month.
- Payments are due on or before your due date, which is the last day of the coverage period (this date is on your group bill).
- Payments received after the statement date will *not* be reflected on your current billing statement. It will be credited to your account and reflected on your next premium statement.
- When calculating your premiums, use the remittance worksheet included with your invoice for enrollment additions, changes, or terminations. Submit this worksheet, noting the changes, along with your payment.
- Submit enrollment forms and change requests ASAP. *Do not* hold them to submit along with your premium invoices. This will ensure a timelier processing of your data and updating of our records.
- **Mail** premium payments to: **MVP Health Care, GPO Box 23864, New York, NY 10087-6864**
- When submitting payment, be sure to include your group number and subgroup and/or subscriber number to avoid any unnecessary delay in processing your payment.
- MVP offers **Direct Debit** payment option directly from your account. Please contact the GSC for details.