

Provider Bulletin

**** Summary****

- ∞ MVS (Medical Verification Services) was contracted to provide credentialing verification services for Lovelace Health Plan (Lovelace), Blue Cross Blue Shield of New Mexico, Molina Healthcare of New Mexico and Presbyterian Health Plan.
- ∞ MVS made a strategic business decision to stop the provision of credentialing verification services and will focus their future growth and development on their other business units.
- ∞ Effective immediately, MVS will no longer provide credentialing verification services for all clients in the United States, including New Mexico.
- ∞ This decision has not created any crisis in the processing of provider credentialing files for Lovelace.
- ∞ Lovelace is working with MVS to electronically transition all files for providers currently in the credentialing process.
- ∞ Lovelace has the core competency and staff to perform credentialing verification services and will manage the processing of the files to alleviate any delays.
- ∞ Lovelace will complete the credentialing verification process on all files and will then assume our standard practice of presenting providers to the credential committee for review.
- ∞ Any completed applications received by MVS in the next 60 days will be routed to Lovelace for completion.
- ∞ Any inquiries by providers received by MVS over the next 60 days will be forwarded to Lovelace.
- ∞ Providers do not need to contact MVS or Lovelace to ensure that their credentialing file is in process.
- ∞ For providers currently credentialed with Lovelace, Lovelace will also send the reappointment applications for those providers due for recredentialing. This will keep these providers on the correct credentialing cycle for the immediate future.
- ∞ Lovelace will use the universal NM statewide credentialing application. An electronic version can be found on www.lovelacehealthplan.com – in the Provider section under “Forms, Tools & Resources”.
- ∞ Completed applications should be mailed to:
***Lovelace Health Plan
ATTN: Credentialing Department
4101 Indian School RD NE
Albuquerque, NM 87110***
- ∞ For additional questions contact your Lovelace Provider Services Representative.

Long Term Initiatives

- ∞ Lovelace is commissioning a physician driven “Blue Ribbon” panel on credentialing to address ways to lessen the credentialing application processing burden on providers for the future using information technology.
- ∞ The panel will be directed by Bill Mitchell, MD, Lovelace Associate Medical Director and will include providers representing managed care organizations and professional organizations. Dr. Mitchell is known for his knowledge and support of IT solutions within health care.
- ∞ Lovelace is signing a contract with CAQH, a national centralized credentialing application data warehouse.

