

# Provider Bulletin

## **\*\* MEDICAL VERIFICATION SERVICES (MVS) ANNOUNCEMENT\*\***

As you may recall, Lovelace Health Plan (Lovelace), Blue Cross Blue Shield of New Mexico, Molina Healthcare of New Mexico and Presbyterian Health Plan contracted with Medical Verification Services (MVS) to provide credentialing verification services for its provider networks. Lovelace was notified by MVS that they made the strategic business decision to no longer provide credentialing verification services for all clients, including those in New Mexico.

Lovelace would like to first assure your office that MVS's decision has not created a crisis in the processing of the credentialing files for Lovelace. Instead, effective immediately, Lovelace will assume all credentialing verification services for those files that MVS was processing on behalf of Lovelace. Lovelace will receive an electronic transmission of all files in process with MVS and will complete the credentialing verification services for those files. Both organizations are working to ensure a smooth and efficient transition of these files. Additionally, for the next 60 days, MVS will forward any new files received by their office to Lovelace and will route any inquiries from providers to Lovelace.

Going forward, **Lovelace will require all future credentialing requests be sent directly to Lovelace for processing.** Lovelace uses the universal NM statewide credentialing application. An electronic version can be found at [www.lovelacehealthplan.com](http://www.lovelacehealthplan.com) in the Provider section under "Forms, Tools & Resources". Completed applications should be sent to the Lovelace Health Plan at 4101 Indian School Rd NE, Albuquerque NM 87110 – Attn: Credentialing Department.

Based on our commitment to provide outstanding customer service to our provider network, Lovelace is dedicated to ensuring this transition will have little to no impact to your office. Lovelace's Credentialing Department has experienced and knowledgeable staff trained to provide credentialing verification services and to complete these files as quickly as possible. Attached is a summary highlighting key points of this transition. Please feel free to share this with your office staff and to use this as a quick reference tool.

Lovelace values our partnership and thanks you for providing quality care to our Members. If you have any questions or concerns, please contact your Provider Services Representative below.

Northern NM	Central NM	Southwestern NM	Southeastern NM	UNM and Lovelace
Sharon Houston (505) 262-3736	Ken Haas (PCP) (505) 262-3763 Gilbert Gallegos (SCP) (505) 232-1700	Christina Bustamante (505) 262-3818	Cindy Chavez (505) 232-1853	Mary Ulibarri (505) 232-1793

