

Improving Medical Record Submissions to MVP For Quality Gaps in Care Processing

To improve the efficiency of our Gaps in Care process to support Quality gap closure, the MVP Health Care® (MVP) Quality Review Team prefers that medical records be emailed to **mvpgapclosures@mvphealthcare.com**.

We understand that this may be difficult for some providers, so we will still be accepting fax transmissions to our dedicated gaps fax line, **888-219-5623** if necessary.

Things to consider when faxing or emailing medical records

- Faxed records can result in poor transmission quality such as illegible sentences, dates of service, dates of birth and names. Please review all records for these issues and correct them prior to submitting.
- MVP requests each medical record be submitted as an individual file using the following format: FIRST NAME, LAST NAME, and appropriate measure acronym (BCS, CCS, CHL, COL, EED, HBD, HPV, LSC).
 - Transmitting records to MVP as individual files will significantly improve overall processing time.
- Please use the dedicated Medical Record Transmission Cover Sheet completed in its entirety. Only one cover sheet for each date of submission is required. This is included in a separate tab with the monthly Gaps in Care report. Records submitted without the cover sheet will be returned to the practice for completion and re-submission.

If you would like to set up an electronic data exchange with MVP, please email **mvpgapclosures@mvphealthcare.com** for more information.

Important: Please note this request is separate from any other medical record processing related to Utilization Management and Claims Programs.

To view all communications, visit **mvphealthcare.com/FastFax**

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

