

## **MVP Health Care Launches myERnow, Virtual ER Telemedicine Service**

MVP Health Care® (MVP) recently announced a new option for members to access free/no-cost virtual emergency room telemedicine services, specifically related to any COVID-19 related concerns.

Powered by United Concierge Medicine (UCM), **myERnow** is a virtual emergency room telemedicine service that allows MVP members in New York and Vermont to connect with trained emergency medicine providers, 24/7, from the comfort of their home to assess a patient's acute medical problem including determining the need for COVID-19 testing. If testing is determined to be appropriate and available, UCM will coordinate with local health departments and health care providers and prescribe testing at an appropriate facility. If the member does not need to be tested for COVID-19, they will be given an appropriate treatment plan that adheres to current guidelines and then referred back to the appropriate provider for follow up as needed.

UCM is integrated with regional health information organizations (RHIO), which allows them to share information with the members' primary care physician (PCP). UCM is dedicated to triaging patients via telehealth, then helping to direct members to the right site of service. Their aim is to partner with MVP's participating providers to provide the right care for our members, in the right place, and at the right time.

All diagnostic COVID-19 testing is covered in full on all plans, except for self-funded plans where no-cost testing is at the employer's discretion. COVID-19 testing is not subject to prior authorization.

To access **myERnow**, MVP members can call **1-833-myERnow (1-833-693-7669)** or visit **[mvphealthcare.com/myERnow](https://mvphealthcare.com/myERnow)**.

To learn more about UCM, go to **[unitedconciergemedicine.com](https://unitedconciergemedicine.com)**.

To receive future FastFax messages by email, send a request to **[MVPFastFax@mvphealthcare.com](mailto:MVPFastFax@mvphealthcare.com)**.

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

