Scheduled System Downtime

MVP Health Care® (MVP) will complete a system upgrade which will result in **scheduled downtime from 5 p.m. on Friday, August 28, 2020 through 8 p.m. on Sunday, August 30, 2020**. During this time, you will not be able to access your online account, and the following functionality will be unavailable:

1. Providers will not be able to search for eligibility, claims status, or authorization status via Provider online accounts at **mvphealthcare.com**
2. Providers will not be able to submit real time transactions to inquire about member eligibility or claims status
3. Self-service functions to check eligibility and claims status using the automated phone system will not be available via our Provider Customer Care Center
4. MVP members will be unable to log in to their **mvphealthcare.com** online account or via the myMVP mobile app, and therefore will not have access to their Member ID card, claims status, and deductible limits

If your practice offers weekend hours, **please validate eligibility prior to 5 p.m. on Friday, August 28**. If you need immediate assistance for an emergency, please contact the Provider Customer Care Center at **1-800-684-9286** and select option 3.

To view a summary of all updates, visit **mvphealthcare.com/Providers/COVID19.**

To receive future FastFax messages by email, send a request to **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**.

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