MVP Scheduled System Downtime

MVP Health Care®(MVP) is planning system maintenance which will result in **expected downtime from 5 p.m. on Friday, January 12, 2024, through 10 p.m. on Sunday, January 14, 2024***.

This will temporarily impact both MVP Providers and Members, and we appreciate your understanding while MVP makes necessary improvements for a better experience.

During this downtime, you will not be able to access your MVP Provider online account, and the following functionalities will be temporarily offline:

1. Providers will not be able to search for eligibility, claims status, or authorization status via Provider online accounts at **mvphealthcare.com** or via the automated phone system through Provider Customer Care Center.
2. MVP Members will not be able to log in at **mvphealthcare.com** or in the *Gia by MVP* mobile app, and therefore will not have access to their digital Member ID card, claims status, and deductible limits.

If you offer weekend hours, **please validate eligibility prior to 5 p.m. on Friday, January 12.** If you have additional questions about this scheduled downtime, please contact the MVP Customer Care Center for Provider Services at **1-800-684-9286**, Monday through Friday, 8:30 a.m. - 5 p.m. EST.

*This downtime duration is subject to change.

It's Time to Recertify Your Patients!*

The Families First Coronavirus Response Act has expired. To learn how MVP can help your patients continue their coverage, visit **mvphealthcare.com/recertification.**

*Applies to Members enrolled in Medicaid, Child Health Plus (CHP), Health and Recovery Plan (HARP), and the Essential Plan (EP).

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**.

MVP HEALTH CARE®