

**This communication should be viewed by:**

All MVP Providers, Clinical Staff, Front line staff, Facilities

## Healthy Practices is Now Available

MVP Health Care® (MVP) has published the Spring 2024 issue of the digital Healthy Practices.  
Access by visiting [mvphealthcare.com/HP](https://mvphealthcare.com/HP).

**In this issue, you will find the following information and topics:**

- **Encourage Members to Complete an ADI**  
*Learn how encouraging MVP Members to complete an Authorization to Disclose Information (ADI) form can improve their coordination of care between their Providers.*
- **Important Reminders for Behavioral Health Facilities**  
*Important information our Behavioral Health Facility partners should know when caring for MVP Members.*
- **2024 Provider Practice Satisfaction Survey**  
*Be on the lookout for the 2024 MVP Provider Satisfaction Survey.*
- **New York State Medicaid Pharmacy Benefits**  
*Based on feedback we've received; Members are not aware their pharmacy benefits are now administered through NYRx. Please read how you can help remind your patients of this change.*
- **Reporting Overpayments**  
*Participating Providers and subcontractors are required to report, return, and explain overpayments within 60 days of identification. Find out more about how to report overpayments to MVP.*
- **Prior Authorization Request Process**  
*MVP has developed a quick reference guide for how to submit prior authorization requests and what to expect next.*
- **Provider Policies and Payment Policies Effective April 1, 2024**  
*Review the latest Provider and Payment Policy updates that impact doing business with MVP.*
- **MVP HEDIS Operations: News and Updates**  
*With medical record collection resuming soon, please review tips and reminders for how to successfully submit Member documentation to MVP.*
- **Closing Gaps in Care**  
*Review the latest tips to help you close Member gaps.*
- **Review the latest Formulary, Pharmacy, and Medical Policy Updates**

**Contact MVP with questions:**



Contact your MVP Professional Relations Representative.



Call the MVP Customer Care Center for Provider Services at **1-800-684-9286**



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