

**This communication should be viewed by:**

Primary Care Providers, Behavioral Health Providers, Specialists, Office Staff

## Scheduled Security Update of MVP Provider Online Accounts

Thank you for being a valued Provider Partner with MVP Health Care® (MVP). We are dedicated to constantly improving the ease of doing business with MVP.

**On Sunday, September 15, MVP will update the security of MVP Provider Online Accounts.**

This security update will require you to complete a one-time upgrade and enable multi-factor authentication prior to signing in.

**There will be a maintenance period from 10 pm EST on September 14 to 6 am EST on September 16. During this time, login to MVP Provider Online Accounts will be unavailable.**

**Starting September 16, you will have 90 days to login and complete a one-time account update.**

When you attempt to log in to your account, you will be guided through the process to update your security.

During this process, you will need to do the following:

- Change your username to an email address
- Change your password to meet new security requirements
- Enable multi-factor authentication with a mobile phone number

**If you do not complete this update within 90 days, you will need to create a new account to sign in.**

This update will make it easier for practices to access Member information. Previously, separate Provider Online Accounts were required to access different practice groups. With this update, different groups can now be accessed with a single account. Each user within your practice will use their own email address to log in. Users will no longer be able to use a group or shared practice email sign in (i.e., admin@practice.com).

If you have questions about this one-time update, please review our Frequently Asked Questions, which can be found at [mvphealthcare.com/providers/education](https://mvphealthcare.com/providers/education) on the top right of the page.

### Contact MVP with questions:



Contact your MVP Professional Relations Representative.



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



*Chat with us!* Visit [mvphealthcare.com/Providers](https://mvphealthcare.com/Providers) and click the **Live Chat** red circle on the bottom right.

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