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Facility/Practice staff

Changes to Medical and Pharmaceutical Policy Access

To keep our valued care delivery partners informed, MVP Health Care® (MVP) is sharing an update regarding changes in accessing MVP Medical and Pharmaceutical policies.

Effective January 1, 2025, the current version of the Benefits Interpretation Manual (BIM) will be retired. It will be replaced with searchable PDF versions of all current MVP Medical policies, Pharmacy policies, and policy update summaries.

To access the policies, visit mvphealthcare.com/providers and select *Resources*, then under the dropdown menu, select either *Medical Policies* or *Pharmacy Policies*.

Policy update summaries and redlined versions of upcoming Medical and Pharmacy policy changes will continue to be available at least 30 days prior to taking effect by Signing in at mvphealthcare.com, selecting *Provider Online Resources*, then selecting *Medical Policies and Policy Update Summaries*.

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 and click the **Live Chat** red circle on the bottom right.

To view all communications, visit mvphealthcare.com/FastFax