

MVP Scheduled System Downtime

MVP Health Care® (MVP) is planning system maintenance which will result in expected outages from 5 p.m. EST on Friday, September 19, 2025, through 8p.m. EST on Sunday, September 21, 2025.*

During this downtime, you will not be able to access your MVP Provider 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** or via the automated phone system through the 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 pm on Friday, September 19.

If you have additional questions about the impact of this downtime, please contact the Customer Care Center for Provider Services at **1-800-684-9286**, Monday through Friday, 8:30 am–5 pm EST.

**The downtime duration outlined above is subject to change.*