

This communication should be viewed by:
All MVP Providers, Clinical Staff, Front Line Staff, Facilities

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, August 7, through 8 p.m. EST on Sunday, August 9, 2026. *

During the scheduled downtime, Providers will be unable to access their MVP Provider online account or MVP Availity Essentials account, and the following functionality will be unavailable:

1. Providers will be unable to check eligibility, claims status, or authorization status through **mvphealthcare.com** or the Provider Customer Care Center's automated phone system.
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. EST on Friday, August 7.

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 a.m.–5 p.m. EST.

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