

This communication should be viewed by:
Primary Care Providers

MVP Partners with Secondwave to Support Better Member Outcomes

Starting November 15, MVP Health Care® (MVP) will partner with Secondwave to provide additional support to Participating Providers and eligible Members, helping strengthen engagement, close care gaps, and improve health outcomes.

SecondWave supports health plans and Provider practices through Clinical Documentation Integrity programs. Its services help practices identify chronic and suspected conditions before Member visits, support accurate annual documentation, and provide participating practices with operational assistance, reporting, and education.

Key benefits of participating in the Secondwave CDI program:

- **Comprehensive CDI alerts:** These alerts identify previously reported conditions requiring reaffirmation, suspected conditions needing assessment and management
- **Streamlined workflow:** CDI alerts are updated monthly and provided before eligible patient encounters. Each alert presents only those conditions that have not yet been addressed in the current calendar year, helping providers focus on the most relevant documentation opportunities during the visit.
- **Dedicated support:** A Secondwave Provider consultant will work closely with your practice to confirm contacts, align the preferred workflow for receiving and returning CDI alerts, answer questions, share completion reporting and help resolve barriers throughout the program

How Secondwave will engage with Providers

Secondwave will work closely with participating Provider practices to support outreach and follow-up for eligible Members. Engagement may include identifying Members who could benefit from additional outreach, coordinating recommended actions with practices, providing updates on engagement activity, and offering ongoing support to help practices address outstanding documentation opportunities.

Our next steps

In the coming weeks, a Secondwave representative will reach out to introduce the program in greater detail, confirm participation requirements and align the most efficient process for exchanging CDI alerts and related program communications. During this initial discussion, they will review the incentive structure, documentation expectations, monthly alert update cadence and available provider education to ensure your team is well positioned for success.