



# Broker Bulletin

October 14, 2011

## Broker Services

1-888-819-2132  
8:30am - 5:00pm  
Monday - Friday

[E-Mail Broker Services](#)

Rochester, NY  
Area:

[E-Mail Rochester & Buffalo Broker Services](#)

## Broker Bulletin - Update on Billing & Enrollment Policies

At MVP Health Care we continuously monitor our policies for ways to improve the delivery of health care benefits. In a review of our current billing and enrollment practices, we have made some minor improvements that will help employer groups ensure the accuracy of monthly statements by making timely changes to their accounts. A summary of these billing and enrollment practices is provided below along with a link to the actual notification that will be mailed to Vermont employer groups in the next week. As you will note, the group communication will also serve as a review of our current practice.

- MVP will no longer accept enrollment changes noted manually on the monthly invoice worksheet. The previous practice for some of our groups has been to make corrections on their monthly invoices and send an adjusted amount, rather than the total amount billed. As per MVP contract, any changes in enrollment must be submitted directly to MVP Employer Account Services Department (EAS).
- Groups must pay the total amount billed on each month's invoice to avoid receiving a termination notice. If there is a discrepancy, then the group must make the appropriate changes, in writing, and an adjustment will be made within 60 days.

- We also encourage each group to reconcile its monthly statement to ensure that all members being billed are still active and enrolled in the correct tier and product. All enrollment changes that are submitted and processed before the bill run date will appear on the current month's invoice. If activity is submitted and processed after the bill run date, then the change will appear on the following month's invoice.

Please click [here](#) to view the group notification that will be mailed to Vermont employer groups.

Please click [here](#) to review the new format of the last page of the monthly invoice.