



Health Management Programs Provider Referral Guide



MVP Health Care® offers Health Management programs to members in need of extra support to manage their health. By working in partnership with providers, we ensure that MVP members with multiple or chronic health concerns best understand their condition or situation, and the best course of action to address their needs.

- Programs are available to members of MVP health plans at no charge and with no obligation.
- Your referral triggers our outreach (or members may call the phone number below to self-refer).
- Sessions are confidential and conducted by phone.
- Programs include education and training, personalized mailings, and health coaching for those who need extra help to set and reach goals that are important to their treatment plans.

Goals of Health Management Programs

Help members better understand and manage their conditions

Communicate effectively with your office to ensure timely sharing of information

Help reduce unnecessary ER visits and ensure members receive the right care at the right place at the right time

To Make a Referral:

Call **1-866-942-7966**

Fax **1-866-942-7785**

Email **phmreferrals@mvphealthcare.com**

Our Case Management team includes registered nurses, respiratory therapists, social workers, a registered dietician, and other health care professionals.

Health Management Programs

Case Management

Refer members with complex injuries or diagnoses, often with critical health issues and co-morbidities, related to both physical and behavioral health.

Members with one or more of the following who need lifestyle changes and help managing their conditions will benefit from our condition management programs:

Asthma
COPD
Depression
Diabetes
Heart Disease
Heart Failure
Low Back Pain

Little FootprintsSM

Refer members who are experiencing a difficult pregnancy, have had problems with a previous pregnancy, or are considered high risk.

Social Work

Refer members who need help connecting to community resources and services. Refer members living with a behavioral health or substance use diagnosis that need additional assistance.

Transplant Case Management

Ideal for members in need of approval of transplant evaluations and listings for solid organ and bone marrow transplants.

What Patients Can Expect

Upon referral, your patients will be contacted by an MVP Case Manager, who will perform an evaluation to ensure they receive the appropriate support. Once in the program, members can expect regular, private outreach from their Case Manager with health coaching, education, guidance on community resources, help with medication adherence, and questions to ask their doctor(s) at their next visit. Members are in control of the information they share, and participation is at their discretion and confidential, though MVP can communicate with their doctor to ensure the best care possible.

What Providers Can Expect

Providers can expect their patients to have easy and timely access to additional support and can also expect to receive feedback from MVP about referred members. MVP may contact your office to request information about referred members. Requested information may include dates and results of recent tests, exams, or labs, recent office notes, use of certain devices, and medications.

The information requested is HIPAA compliant and helps ensure a collaborative partnership between MVP and your office to give your patients—our members—the best care possible. Your cooperation in providing the requested information is greatly appreciated.