

Coronavirus Disease 2019 (COVID-19) Update

MVP Health Care® (MVP) encourages front-line health care providers to be prepared and aware about the ongoing outbreak of Coronavirus Disease 2019 (COVID-19). The Centers for Disease Control and Prevention (CDC) predicts that person-to-person spread will continue to occur, including in the United States. Widespread transmission of COVID-19 would translate into large numbers of people needing medical care at the same time.

Stay Up to Date

Clinical guidance, persons under investigation (PUI) definition, testing, and infection control guidelines are being updated regularly. It is imperative for health care providers to stay up to date on the latest information by visiting <https://www.cdc.gov/coronavirus/2019-ncov/index.html> daily.

Enroll in Electronic Claims Payment

CDC is predicting that businesses may see significant absenteeism. To ensure we can fully support providers and process payments as rapidly and seamlessly as possible, MVP strongly urges any provider not currently registered for electronic claims payment to enroll ASAP. The provider's Tax ID# and NPI, along with a registration code and provider ID# that may be obtained from PaySpan are needed to register by phone at **1-877-331-7154** or at payspanhealth.com.

Understand How Telemedicine Works for MVP Members

CDC is urging providers to consider telemedicine options for their patients. Providers that currently offer telemedicine are encouraged to utilize this service for your patients. MVP recently expanded its coverage to allow providers to bill for these services. Additional information, including coding and billing requirements can be found in the MVP Telehealth Payment Policy at mvphealthcare.com/PRM.

MVP also offers **myVisitNow**®, giving MVP members access to online video visits for the following services: urgent care, psychiatry, behavioral health, lactation specialists, and nutrition. If your MVP patient needs an urgent visit or temporary coverage for their primary care needs, **myVisitNow** is a great alternative to support community mitigation efforts and minimize overload on the health care system. **myVisitNow** is easily accessible at myvisitnow.com or via the **myVisitNow** mobile app (MSG & DATA rates may apply).

Additional Information

Providers should regularly review guidance from state and city health departments for local and regional updates on the COVID-19 outbreak. Below are some helpful links:

- *New York State Department of Health:* health.ny.gov/diseases/communicable/coronavirus
- *Vermont Department of Health:* www.healthvermont.gov/response/infectious-disease/2019-novel-coronavirus
- *CDC:* www.cdc.gov/coronavirus/2019-ncov/index.html
- *NYC Department of Health and Mental Hygiene:*
www1.nyc.gov/site/doh/health/health-topics/coronavirus.page

myVisitNow from MVP Health Care is powered by American Well. Regulatory restrictions may apply.

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at **1-800-684-9286**.

