

MVP Scheduled System Downtime

MVP Health Care® (MVP) is planning a system upgrade which will result in **expected downtime from 5 p.m. on Friday, October 1, 2021, through 10 p.m. on Sunday, October 3, 2021***.

This will impact both MVP Providers and MVP Members during this period.

During this downtime, you will not be able to access your MVP Provider online account, and the following functionality will be unavailable:

1. Providers will not be able to search for eligibility, claims status, or authorization status via Provider online accounts at **mvphealthcare.com**.
2. Providers will not be able to submit real time transactions to inquire about Member eligibility or claims status.
3. Self-service functions to check eligibility and claims status using the automated phone system will not be available via our Provider Customer Care Center.
4. MVP Members will not be able to log in to their **mvphealthcare.com** online account or via the **myMVP** mobile app, and therefore will not have access to their Member ID card, claims status, and deductible limits.

If you offer weekend hours, **please validate eligibility prior to 5 p.m. on Friday, October 1**. If you have additional questions about the impact of this downtime, please contact the Provider Customer Care Center 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.*

To receive future FastFax messages by email, go to **mvphealthcare.com/provideremail**

To view all communications, visit **mvphealthcare.com/FastFax**

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

