

This communication should be viewed by:

Primary Care Providers
Clinical staff
Billing staff

Recertifications Have Resumed for Medicaid, HARP, CHP, and EP

Beginning in May 2023, MVP Health Care® (MVP) will begin renewal outreach efforts to your patients enrolled in Medicaid, Child Health Plus (CHP), Health and Recovery Plan (HARP), and the Essential Plan (EP). The reinstatement of renewals is a direct result of the expiration of the continuous coverage rule, which was enacted as part of the Families First Coronavirus Response Act that went into effect in March 2020.

Members will be notified of their plan renewal 60 days prior to their coverage expiration date. MVP will continue outreach to these Members until they renew their coverage, or it expires. Additionally, if a Member no longer qualifies for Medicaid, CHP, HARP, or EP, an MVP representative will assist with enrollment in another plan and premium assistance, if applicable.

If your patient has questions about their coverage expiring, they can contact the MVP Customer Care Center at the number listed on the back of their MVP Member ID card or **1-800-852-7826** (TTY 711).

Our Plan to Keep Patients Covered

MVP will outreach Members in various ways within 60 days prior to their coverage expiration date, including direct mail postcards, targeted emails and texts, and direct phone outreach to patients.

We Need Your Help!

CMS estimates 17% of enrollees may lose coverage due to failure to recertify or they no longer meet the income requirements. To avoid loss in coverage, MVP would like to:

- Deliver Member-facing material to your office to remind patients that they will need to renew their health plan this year. You can order flyers, posters, and buckslips through your MVP Professional Relations Representative
- Share reporting that will inform your office of recertification due dates for your MVP patients

Additionally, please encourage your patients to update their contact information by contacting the MVP Customer Care Center at the number listed on the back of their MVP Member ID card or **1-800-852-7826** (TTY 711). They can also update their contact information by logging into their online account at **my.mvphealthcare.com**.

Together, we can minimize the negative impact of gaps in coverage by working together to raise awareness with your patients. Please contact your MVP Professional Relations Representative with questions about how MVP can work with you and your staff.

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**.

