This communication should be viewed by:
Primary Care Providers
Clinical staff
Billing staff & agencies**

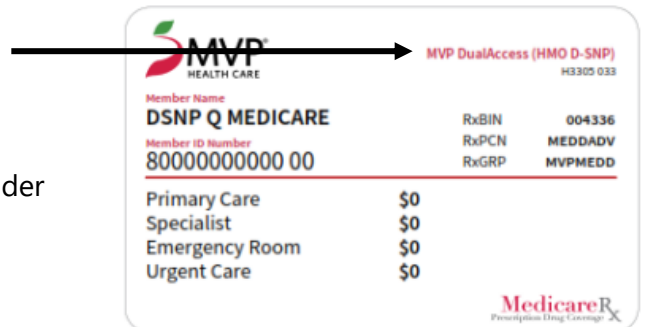# DualAccess Cost Share & Training Update

MVP Health Care® (MVP) is proud to offer the MVP DualAccess plan, which is a Dual Eligible Special Needs Plan (D-SNP) that serves individuals who are dually eligible for Medicare and Medicaid in the Capital District, Hudson Valley, and Monroe County.

As a reminder, **Participating Providers should not collect any cost-share from DualAccess Members unless specifically provided in their Subscriber Contracts**. Exceptions may include:

- Eyewear allowance benefit could result in a Member cost-share if the allowance is exceeded
- Members who see a non-participating provider will be 100% responsible for services received
- Members who are advised by their Provider in writing that item/service is not covered and Member is liable for payment. Providers may then collect permissible cost-shares

Please submit a claim to MVP and the D-SNP portion of the Member's plan will pay what Medicare would traditionally pay. If there is a balance, Medicaid will cover it. Please bill the Member's Medicaid plan accordingly (i.e., Fee-For-Service Medicaid or the Medicaid Managed Care plan. Please note, if the Member has MVP Medicaid, the claim will automatically be submitted to that plan.) Unless an exception applies, Participating Providers are prohibited from balance billing DualAccess Members.

To identify DualAccess Members, look for *MVP DualAccess* or *MVP DualAccess Complete* in the upper right corner of the MVP Member ID card.

Providers can also check eligibility by signing in to their Provider Online Account at **mvphealthcare.com**.

As a reminder, Participating Providers must complete the annual D-SNP training. The training can be accessed at **mvphealthcare.com/DSNPeducation**.

**If your practice uses a billing agency, please forward this information to them.
A digital version can be found at **mvphealthcare.com/fastfax2024-1.**

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.**

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