

**This communication should be viewed by:**

Primary Care Providers  
Behavioral Health Providers  
Clinical staff  
Specialist

## Execution of Clinical Criteria

InterQual® criteria, published by *Change Healthcare Inc*, is used in many of the MVP Health Care® (MVP) medical review processes to support the medical necessity of health care services. The criteria are updated by Change Healthcare to be consistent with evidence-based standards of care and current practices. MVP will begin using the 2024 InterQual criteria starting on August 10, 2024.

If you have questions, please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 am – 5:00 pm, Eastern Time, at **1-800-684-9286**.

### It's Time to Recertify Your Patients!\*

The Families First Coronavirus Response Act has expired. To learn how MVP can help your patients continue their coverage, visit [mvphealthcare.com/recertification](https://mvphealthcare.com/recertification).

\*Applies to Members enrolled in Medicaid, Child Health Plus (CHP), Health and Recovery Plan (HARP), and the Essential Plan (EP).

### Contact MVP with questions:



Contact your MVP Professional Relations Representative.



Call the MVP Customer Care Center for Provider Services at **1-800-684-9286**



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