

This communication should be viewed by:

Skilled Nursing Facilities
Inpatient Rehabilitation Facilities
Home Health Facilities

MVP ending relationship with naviHealth December 31, 2025

MVP Health Care® (MVP) appreciates your continued dedication to the well-being of our Members and is committed to promptly informing you of any changes that may impact your delivery of care.

naviHealth, Inc. has been delegated to manage Utilization and Case/Care Management for post-acute services—including Skilled Nursing Facility (SNF), Inpatient Rehabilitation Facility (IRF), and Home Health—for MVP Medicare Advantage, DualAccess, and DualAccess Complete Members. After careful business review, MVP has terminated their services contract, and the relationship with naviHealth, Inc. will end on December 31, 2025.

Effective January 1, 2026, MVP will perform Utilization Management as well as Case/Care Management for SNF, IRF, and Home Health services for MVP Medicare Advantage, DualAccess, and DualAccess Complete plans.

Further details and information related to this change will be communicated by November 1, 2025.

If you have questions, please contact your MVP representative.