

# 2021 Annual Notices

## for MVP Health Care<sup>®</sup> New York State Providers

As part of MVP Health Care's commitment to the accreditation standards of NCQA and to comply with state and federal government regulations and mandates, MVP Health Plan, Inc. and MVP Health Insurance Company (collectively, "MVP") publish regulatory and compliance content on [mvphealthcare.com](http://mvphealthcare.com) and direct Participating Providers to this content each year in our Provider newsletter, *Healthy Practices*.

### Members' Rights and Responsibilities

The MVP Member Rights and Responsibilities policies clearly state:

- Our commitment to treating Members in a manner that respects their rights
- MVP's expectations of Members' responsibilities

MVP recognizes the specific needs of Members and strives to maintain a mutually respectful relationship. Members are notified of their Rights and Responsibilities in their MVP onboarding material upon enrollment and in the Member Annual Notices, both available at [mvphealthcare.com](http://mvphealthcare.com) and in hard copy at any time by request. New and existing Providers can find the MVP Member Rights and Responsibilities statements specific to Commercial, Medicaid Managed Care, and Medicare Advantage Members in the MVP Provider Resource Manual (PRM). To access the PRM go to [mvphealthcare.com/PRM](http://mvphealthcare.com/PRM). These are also available in hard copy by contacting MVP.

### Member Complaints and Appeals Process

The MVP complaints and appeals policies assure that Members' written and verbal concerns are registered, investigated, and resolved in a timely manner. Members, or their designated representatives, may call the MVP Customer Care Center or write to the Appeals Department to initiate a complaint or appeal. Members may appoint their provider as their designee for the purpose of commencing a complaint or appeal. MVP encourages Members to utilize these procedures when necessary and will not retaliate or take any discriminatory action against Members should they file a complaint or appeal. Complaints and appeals are analyzed and trended on an aggregate basis and reported regularly to the MVP Service Improvement Committee (SIC) and the Quality Improvement Committee (QIC). Issues that identify opportunities to improve the quality of care, access to care, or MVP administrative services are addressed. After complete evaluation, review, analysis, and recommendations, the trended complaint information is included in Provider performance measures and considered through the Recredentialing process.

### Confidentiality and Privacy Policies

#### Protection of Oral, Written, and Electronic Protected Health Information

All MVP employees are trained in the appropriate use and disclosure of Members' protected health information (PHI) and sign an annual corporate confidentiality statement committing to uphold MVP's standard of protecting oral, written, and electronic PHI. Access to MVP's physical facilities and information systems is limited to the required minimum necessary to provide services. MVP has established physical, electronic, and procedural safeguards that comply with federal and state regulations to guard PHI. In addition, all MVP Provider and vendor agreements include language regarding the confidential handling of Members' PHI.

#### MVP's Privacy Notice

MVP's Privacy Notice is provided to all Members at enrollment. Thereafter, Members are notified annually on how to obtain the Privacy Notice. It is also included in the MVP PRM and available at [mvphealthcare.com](http://mvphealthcare.com) for easy access with no login required. Printed copies of this notice may be obtained upon request to MVP at any time. The Privacy Notice instructs Members regarding MVP's legal duties and health information privacy rules, including:

- Definition of "health information" with respect to the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Permitted use and disclosure of health information
- Special use and disclosure situations
- Members' rights to request restrictions, confidential communications, and accounting of disclosures
- Members' rights to inspect and obtain copies of their PHI and to amend their health information
- MVP's commitment not to take retaliatory action against any individual who exercises a right under the HIPAA Privacy and/or Security Rules
- Contact information for MVP

## HIPAA Reminder About Faxes

Fax communications are not specifically addressed by HIPAA, but information that MVP faxes at the request of a health care provider may contain PHI, to which HIPAA rules apply. Fax machines should be in a secure location with authorized personnel only access.

## Medical Management Decisions

It is the policy of MVP to provide benefits for covered, Medically Necessary health care services provided to our Members. Providers may contact the Utilization Management (UM) Department, via Provider Services, Monday–Friday, 8:30 am–5 pm Eastern Time, at **1-800-684-9286** regarding utilization management concerns.

The MVP Utilization Management Program does not provide financial incentives to employees or Providers who make utilization management decisions that would create barriers to care and services. Utilization Management decisions are based only on the appropriateness of care, treatment and/or services, and the benefit provisions of the Member's coverage.

MVP does not specifically reward Providers or staff, including Medical Directors and Utilization Management staff, for issuing denials of requested care. MVP does not offer financial incentives to encourage decisions that result in inappropriate utilization.

MVP informs those involved with utilization management decisions of the concerns and risks associated with under-utilization of medical care or services. For Medicaid Managed Care plans, a Member can request a fair hearing through New York State if he or she does not agree with a decision made by MVP.

It is the policy of MVP to monitor the impact of the MVP Utilization Management Program to ensure appropriate utilization of services.

## Pharmacy Benefit Management

MVP utilizes prescription drug Formularies (lists of covered drugs) for Commercial, Marketplace, Medicaid Managed Care, and Medicare Part D Members.

**The Commercial Formulary is divided into three Tiers as determined by our Pharmacy and Therapeutics (P&T) Committee:**

- Tier 1 contains most generic drugs
- Tier 2 contains preferred brand drugs
- Tier 3 contains non-preferred brand drugs and compounds

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**The Marketplace Formulary is divided into three Tiers as determined by our P&T Committee:**

- Tier 1 contains all preferred generic drugs
- Tier 2 contains preferred brand-name drugs and select high-cost generic drugs
- Tier 3 contains non-preferred brand-name drugs and compounds

**The Medicaid Managed Care Formulary is a two-tier Formulary:**

- Tier 1 contains most generic drugs
- Tier 2 contains preferred brand drugs

All other drugs and compounds require approval from MVP before they will be covered.

**The Medicare Part D Formulary is a five-tier Formulary:**

- Tier 1 includes preferred generic drugs
- Tier 2 includes generic drugs
- Tier 3 includes preferred brands and non-preferred generic drugs
- Tier 4 includes non-preferred brands and non-preferred generic drugs
- Tier 5 includes drugs that cost more than \$670 for a 30-day supply

To access the most current versions of the MVP Formularies and regular updates, visit **mvphealthcare.com** and select *Providers*, then *Pharmacy*.

## Utilization Management Criteria

MVP uses the most current version of InterQual® criteria as a guideline for its utilization management decisions for inpatient services and certain medical services. In addition, MVP utilizes evidence-based proprietary medical policies, outlined in MVP's Benefit Interpretation Manual (BIM), as a guideline to render medical necessity determinations for select requests.

MVP's Medical Necessity Criteria for mental health consists of the most current version of InterQual® and guidelines provided by New York State (e.g. Assertive Community Treatment [ACT], Personalized Recovery Oriented Services [PRO], Adult Behavioral Health Home and Community Based Services [HCBS], Children and Family Treatment and Support Services [CFTSS], and Children's HCBS). For MVP Members in New York State receiving substance use disorder services, MVP uses the most current version of the New York State Office of Addiction and Services Support (OASAS) Level of Care for Alcohol and Drug Treatment Referral (LOCADTR) for Medicaid Managed Care, Health and Recovery Plans (HARP), Commercial, Child Health Plus (CHP), and Essential Plan Members for all levels of care when treatment is provided within New York State. For all other lines of business and when treatment is provided outside of

New York State, InterQual® criteria is utilized for substance use disorders. Additionally, MVP has proprietary medical policies outlined in MVP's BIM.

Pharmacy utilization management follows criteria and Formularies that are developed by the MVP P&T Committee.

MVP follows and complies with national coverage decisions, general Medicare coverage guidelines, and written coverage decisions of local Medicare contractors when rendering coverage decisions for Medicare Advantage plan Members.

MVP has delegated the responsibility for utilization management decisions related to clinical reviews on radiology requests for MVP Members in New York State to eviCore healthcare (eviCore). eviCore reviews MRI/MRA, PET scans, Nuclear Cardiology, and CT/CTA.

When making utilization management decisions, eviCore utilizes evidence-based guidelines and recommendations for imaging sourced from national and international medical societies and medicine research centers. Sources include:

- American College of Radiology Appropriateness Criteria
- Institute for Clinical Systems Improvement Guidelines
- National Comprehensive Cancer Network Guidelines
- National Institute for Health and Clinical Excellence Guidelines

MVP has also delegated the responsibility for utilization management decisions related to radiation therapy reviews for all lines of business in New York State to eviCore. The clinical guidelines for eviCore's radiation therapy are derived from evidence-based guidelines and recommendations, sourced from national and international medical societies and medical research centers, including:

- American College of Radiology Appropriateness Criteria
- American Society for Radiation Oncology
- National Comprehensive Cancer Network Guidelines
- Radiation Therapy Oncology Group

eviCore may be reached at **1-800-918-8924** or at **evicore.com**.

MVP has delegated utilization management of chiropractic care, massage therapy, and acupuncture to eviCore MSI (eviCore). eviCore uses clinical criteria that have been developed based on current referenced professional literature with input and approval from chiropractic specialists and actively practicing chiropractors. Clinical criteria serve as guidelines when making utilization management decisions and are applied by eviCore Case Managers, all of whom are licensed chiropractors. eviCore's Utilization Review Department can be reached at **1-800-638-4557**.

In service areas where MVP offers participation in Medicaid Managed Care, CHP, and Commercial products, MVP has delegated utilization management for routine dental service to Healthplex, Inc. (Healthplex) for all dental services. Healthplex utilizes the most current version of Current Dental Terminology

published by the American Dental Association, in addition to internally developed criteria (professional guidelines). Healthplex ensures that approval and denial of services related to MVP's government program Members are based on The Professional Guidelines for Review of Services for Medicaid/CHP Plans and the MVP contract provisions.

MVP has delegated responsibility for utilization management for Skilled Nursing Facility (SNF), Acute Inpatient Rehabilitation (AIR), and Home Health services for Medicare Advantage Members ONLY to naviHealth, Inc. naviHealth staff are located in each of MVP's regions to visit facilities and manage the transitions. naviHealth can be reached at **naviHealth.us** or **1-844-411-2883**.

MVP has delegated utilization management determinations to Magellan, NIA, Inc. (Magellan) for non-emergency Interventional Pain Management (IPM) such as Spine Pain Services including spinal epidural injections, facet joint injections or blocks, radio frequency ablation of vertebral facet joints, and sacroiliac joint injections; all non-emergent outpatient and inpatient hip, knee, and shoulder surgeries including but not limited to arthroscopic procedures and joint replacements; and all non-emergent outpatient and inpatient spine surgeries including laminectomies and fusions for the cervical and lumbar regions.

The clinical guidelines for Magellan's musculoskeletal program are derived from evidence-based guidelines and recommendations, and sourced from national and international medical societies and medical research centers, including, but not limited to:

- American Academy of Orthopaedic Surgeons
- American Pain Society
- North American Spine Society

MVP's UM Policy Guides and BIM will help determine whether a service is covered and requires prior authorization. This online manual provides convenient access to needed information. To view both documents, Providers can *Sign In* to their online account at **mvphealthcare.com**, then select *Provider Snapshot*, then *Online Resources*, then *UM Policy Guide (New York)* or *Benefit Interpretation Manual*.

Providers may request a copy of the criteria employed to make a specific utilization management determination by contacting the MVP Utilization Management Department at **1-800-568-0458**. The criteria will be mailed or faxed to the Provider's office with a proprietary disclaimer notice.

MVP Members may request a copy of the criteria used to make a specific utilization management determination by contacting the MVP Customer Care Center at the number on the back of their MVP Member ID card.

If an MVP Participating Provider has questions regarding the MVP utilization management policies or a specific utilization management decision, such as a denial of service, MVP

Medical Directors and appropriately licensed clinical reviewers are available to discuss the denial. Providers requesting to speak with a clinical reviewer should contact the Utilization Management Department, who will coordinate the discussion. The appropriately licensed clinical reviewers will contact the Provider directly. The MVP Utilization Management Department can be contacted at **1-800-568-0458**.

## Provider Appeals

Providers should follow the steps below to obtain information regarding why a claim was rejected or processed in a certain manner (see item 1 below) or to initiate an internal review of denials (see items 2, 3, and 4 below):

1. **Make a Claim Inquiry:** Providers may obtain information regarding why a claim was rejected or processed in a certain manner, often resolving the need for any further action, by calling the MVP Customer Care Center for Provider Services at **1-800-684-9286**. If an adjustment is required, Providers may file a Correspondence Adjustment Form, which is available by logging into their MVP online account, or by using a HIPAA standard EDI adjustment transaction for electronic adjustments.
2. **Provider Claim Appeal:** Providers may call or write to the MVP Customer Care Center to request an appeal of the denial of a properly submitted claim (i.e., “clean claim”). Provider appeals denied for “not Medically Necessary” should be mailed to:

ATTN: MEMBER APPEALS DEPARTMENT  
MVP HEALTH CARE  
625 STATE STREET  
SCHENECTADY, NY 12301

All other appeals should be mailed to:

ATTN: OPERATIONS ADJUSTMENT TEAM  
MVP HEALTH CARE  
625 STATE STREET  
SCHENECTADY, NY 12301

Providers may appeal verbally by calling MVP Customer Care Center for Provider Services at **1-800-684-9286**.

3. **Providers Submitting Appeals on Behalf of MVP Members:** Providers may also appeal a pre-service denial as the designated representative of an MVP Member. MVP will only accept appeals submitted by Providers on behalf of Members after the Member or appropriate representative of the Member has designated the Provider to act on their behalf. Such designation must be in accordance with MVP’s policies and procedures.
4. **Request a Reconsideration:** For non-Medicare Products, when the requesting Provider is notified of an adverse determination, the Provider is advised of the option to

request a reconsideration of the decision and speak with the MVP Medical Director who made the decision. Review of the reconsideration request is completed within one business day for urgent and concurrent review requests and must be conducted by both the requesting Provider and the Medical Director making the initial determination.

For Medicare Products, all pre-service requests for reconsideration of an initial adverse determination (for Part C request or Part B drugs) and re-determinations (for Part D), are processed as appeals.

## Compliance with MVP Protocols

MVP continuously monitors Participating Provider compliance with Credentialing and Recredentialing requirements, Provider services agreements, and requirements of the Provider Resource Manual including utilization management and claims processing (collectively “MVP Protocols”). Non-compliance with MVP Protocols is identified as a failure to follow such obligations and requirements including but not limited to breach or non-adherence to the Provider services agreement, accessibility, access of care, unauthorized referrals, prior authorization, member non-liability (balance billing), or a general lack of cooperation with MVP.

## Utilization Management Processes

MVP offers managed health care products, with the Primary Care Provider (PCP) as the coordinator of care for all medical services (exceptions: MVP Direct Access, PPO, and Non-Group Indemnity plan types).

## Out-of-Network Requests

For those plans with in-network benefits only, all requests for out-of-network services require prior authorization to be reviewed by the MVP Medical Director or a Medical Director of an entity to whom MVP has delegated responsibility for utilization management functions. The MVP Member’s PCP or MVP Participating Provider must submit a Prior-Authorization Request Form (PARF) to the Utilization Management Department for review before the Member’s first appointment with the out-of-network provider. Please attach to the PARF any information substantiating the need for out-of-network services. Providers can access the PARF by visiting [mvphealthcare.com](http://mvphealthcare.com) and selecting *Providers*, then *Forms*, and then *Prior Authorization*. Substantiating clinical information can be submitted along with the online form.

Providers can also download and print the PARF and submit the completed hard copy to MVP via fax or mail. Without prior authorization, MVP will not reimburse out-of-network services, except in emergency situations. In urgent cases, you

may contact the MVP Utilization Management Department at **1-800-568-0458** and request an expedited review.

### **Transition of Care for Members of a Provider Leaving the MVP Provider Network**

Prior written notification must be given if a Provider wishes to end his or her network affiliation with MVP. This is an important part of the MVP Participating Provider contract and helps MVP Members transition their care to a Participating Provider. MVP Members may be eligible to receive transitional care from a Provider who has supplied MVP with a termination notice, up to 90 days from the date of the contract termination. However, the Provider leaving the MVP network must agree to:

- Accept MVP's established rates as payment in full
- Adhere to the MVP Quality Improvement requirements
- Provide medical information related to care
- Adhere to MVP policies and procedures

If a Member is receiving maternity care and has entered her second or third trimester of the pregnancy at the time the Provider has ended participation with MVP, the Member may continue her course of care with the same Provider through delivery and related postpartum care. The Provider must submit a request for authorization as outlined above to the Utilization Management Department. Transitional care is not available if the Provider disenrollment is the result of an MVP determination of imminent harm to Member care, a quality issue, fraud, or action of a state board.

### **Transition of Care for New MVP Members**

New MVP Members with life-threatening, disabling, or degenerative conditions who are receiving an ongoing course of treatment from a non-Participating Provider may continue treatment with that provider for up to 60 days from the effective date of the Member's MVP contract if the provider agrees to:

- Accept MVP's established rates as payment in full
- Adhere to MVP's Quality Improvement requirements
- Provide medical information related to care
- Adhere to MVP policies and procedures

New Members of the Federal Employees Health Benefits Program have transitional care for 90 days for involuntary change of health plans.

If an MVP Member is receiving maternity care and has progressed beyond her first trimester at the time she becomes a Member with MVP, the Member may continue her course of care with the same provider through delivery and related postpartum care. The provider must adhere to all requirements listed above.

Transition of care services must receive prior authorization from MVP. To request transition of care services for an MVP Member, please follow the out-of-plan process and state that

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the need for out-of-plan services is Transition of Care. Without prior authorization, MVP will not reimburse for out-of-network services or treatments that are provided during the transition of care except in emergency circumstances.

### **Transition from Pediatric to Adult Care**

Members entering adulthood (age 18 and older) may want help to transition from a pediatric to an adult care Provider. MVP offers resources to help you serve your adolescent patients. MVP's online Provider directory enables Members to search for and choose an adult Provider by several preferences such as location, board certification, gender, or language spoken. Visit **mvphealthcare.com** and select *Find a Doctor*.

The MVP Customer Care Center is available to assist with older adolescent Members' transition from a pediatrician and/or pediatric specialist to an adult Provider. Members can reach the MVP Customer Care Center by calling the phone number on the back of their MVP Member ID card.

MVP offers a template letter to make it easy for you to contact your patients age 18 and older to help make the transition from your practice to an adult practice. Contact the MVP Quality Improvement Department at **1-800-777-4793 ext. 42588** for more details.

### **Specialist as a Primary Care Provider**

Individuals with life-threatening, disabling, or degenerative conditions requiring ongoing care may request that a Participating Specialist or a Participating Specialty Care Center be responsible for providing and coordinating their primary and specialty care. The MVP Member or PCP must initiate the process by submitting a written request to the appropriate MVP Utilization Management Department for prior approval. For details regarding submitting a request, please refer to the MVP Provider Resource Manual.

MVP will need to collect information regarding the specialist's ability to provide access to care, the Member's medical needs in relation to the current condition, the plan of care, and a written agreement from the specialist to assume the role of the Member's PCP. Once all information has been received, the request will be reviewed by the MVP Medical Director and the Utilization Management supervisor. The Member, the PCP, and the specialist will be notified in writing of MVP's decision.

Members may not elect to use a non-participating specialist or Specialty Care Center as their PCP unless the required services are not available from a Participating Provider.

### **Emergency Services**

Emergency services are those episodes of care provided in an emergency setting when a medical or behavioral condition produces a sudden onset of symptoms of sufficient severity, such

that a prudent layperson, possessing an average knowledge of medicine and health, believes a true medical emergency exists.

Members may seek emergency treatment without contacting a provider (self-refer). A referral or prior authorization is not needed to seek emergency treatment. Services are covered when a change in a medical or behavioral health condition would lead a prudent layperson to believe a true emergency exists and that the absence of immediate medical attention will result in one or all the following:

- Placing the health of the person afflicted in serious jeopardy, or in the case of a behavioral condition, placing the health of the person or others in serious jeopardy
- Serious impairment to the person's bodily functions
- Serious dysfunction of any bodily organ or part
- Serious disfigurement of the person

Determination of coverage is based upon the Member's eligibility, contracted benefits, presenting symptoms, and clinical findings. Diagnosis upon discharge has no bearing on the coverage determination. An MVP Medical Director reviews all potential denials of services.

### Behavioral Health Program

MVP views medical and behavioral health as equal components of a person's overall well-being. MVP supports integrated medical and behavioral health to enable primary care and behavioral health professionals to succeed at integrating patient care, enabling them to support an individual's journey to better health and optimal living. MVP offers behavioral health care management services to manage Members' behavioral health and substance use disorders for all ASO (self-funded) plans, and all fully insured plans in New York State (HMO, POS, EPO, PPO, Indemnity, and Government Programs including Medicaid Managed Care, HARP, and CHP. For questions related to Behavioral Health Services contact MVP at **1-800-684-9286** and listen for the Behavioral Health prompt.

### Technology Assessment

MVP follows a formal process to evaluate new technology and reassess existing technologies to determine whether the technology should be covered by MVP when medically appropriate. The results of the evaluation or reassessment are published as policies in the BIM. This includes medical/surgical procedures, drugs, medical devices, and behavioral health treatments. A copy of the policy is available upon request.

Requests to review new technology or to reassess established technology may originate from providers or institutions outside MVP, or from within the health plan.

Assessment and research are completed by MVP's team of medical professionals. The resulting draft policies are

distributed to appropriate specialists, MVP Medical Directors, Utilization Management, Claims, Operations, Marketing and Communications, and Legal Affairs Departments for a 14 business-day review and comment period. The new or revised policy is then presented to the Medical Management Committee (MMC) for consideration.

MMC Membership includes practicing Providers from representative specialties, including at least one Provider from each region within the MVP service area, and health plan staff. Formulary recommendations are reviewed by the MVP P&T Committee.

New drugs, changes in formulation or indications, provider communications, coverage policies, and revisions are distributed to P&T Members for review and comment prior to each meeting.

All existing medical policies undergo review on an annual basis and are updated as new evidence becomes available.

MVP obtains the services of clinical specialists through the MVP network of specialists, academic centers, and contracted experts in selected specialties to ensure that its technology and policy reviews are thorough. Medical policy language reflects the standard of care.

Policy recommendations that are accepted by the MMC and P&T are then sent to the MVP QIC for final approval. The QIC may approve policies as they are presented, or it may require additional research and revision before considering them again at a future meeting.

Participating Providers are notified of new policies or changes in existing policies through Healthy Practices, the MVP Provider newsletter, and via MVP FastFax. To view an archive of all MVP FastFax communications, visit **[mvphealthcare.com/FastFax](http://mvphealthcare.com/FastFax)**. Full versions of the policies are available at **[mvphealthcare.com/providers](http://mvphealthcare.com/providers)**.

### MVP Medical Record Standards and Guidelines

Well-documented electronic or paper medical records improve communication and promote coordination and continuity of care. In addition, detailed medical records support efficient and effective treatment. MVP established standards for recordkeeping and retention in medical offices that follow the recommendations of NCQA.

The standards are as follows:

- Providers must maintain medical records in a manner that is current, detailed, organized, and permit effective and confidential patient care and quality review.

- B. Providers must have an organized medical record-keeping system:
- Medical records must be stored in a secure location inaccessible to the public.
  - A unique patient identifier is used for each Member. The identifier is included on each page of the medical record.
  - Records are organized with a filing system or search capability to ensure easy retrieval. Medical records are available to the treating Provider whenever the Member is seen at the location at which they typically receive care.
- C. Primary care medical records must reflect all services provided directly by the PCP, all ancillary services and diagnostic tests ordered by the Provider, and all diagnostic and therapeutic services for which the Provider referred the Member (e.g., home health nursing reports, specialty provider reports, hospital discharge reports, physical therapy reports, etc.).
- D. **Confidentiality:** Providers/Practice sites shall comply with current state and federal confidentiality requirements, including HIPAA, and are expected to adopt policies and procedures that guard against unauthorized or inadvertent disclosure of PHI.
- E. **Retention of Medical Records:** Providers shall retain medical records in accordance with contractual obligations, and current applicable federal and state laws and regulations.

**Specific medical records standards are:**

1. The medical record should be organized in such a way that data abstraction be performed efficiently. Each page in the record should include the Member full name and identification number. In addition, home address, phone number(s), employer, marital status, and emergency contact information is maintained.
2. The record is legible to someone other than the writer.
3. Each entry or note must be dated.
4. All entries in the medical record should contain the author's identification and credential. For all entries dated after July 1, 1999, stamped signatures are not considered appropriate author identification. Author identification may be handwritten, or an electronic signature is acceptable.
5. The history and physical exam identify appropriate subjective and objective information pertinent to the Member presenting complaints.
6. **Problem List:** Documents all chronic, serious, or disabling conditions, active and acute medical, and psychosocial problems. A problem list should be completed for each Member, regardless of health status and updated as necessary. A flow sheet for health maintenance screening is considered part of the problem list. The Provider may outline a problem list at each visit in the progress note or keep a current ongoing problem list in an electronic medical record system (EMR).
7. **Past Medical History (for Members seen three or more times):** Should be easily identified and include serious injury, surgical procedures, and illnesses. For children and adolescents (18 years of age and younger), past medical history relates to prenatal care, birth, surgical procedures, and childhood illnesses.
8. **Medication List:** Documents all medications, updated as necessary with dosage changes and the date the change was made. All medications (prescribed, over-the-counter, herbal therapies, vitamins, and supplements) must be noted. Dates of initial and refill prescriptions must be included.
9. Medication allergies and adverse reactions should be prominently noted in the record or on the front cover of the medical record. If the Member has no known allergies or history of adverse reactions, this is also appropriately noted in the record (e.g., NKA, NKDA).
10. Screening and assessment of tobacco, alcohol, and substance use for Members 12 years of age and older who have been seen three or more times, including substance abuse history.
11. **Immunization Record:** Include the complete immunization record for Members 18 years and younger. An immunization history is maintained for Members 19 and older to include influenza, pneumococcus, tetanus/diphtheria, pertussis, and varicella zoster immunizations, among others.
12. Unresolved problems from previous office visits should be addressed and documented in subsequent visits.
13. Encounter forms or notes should indicate follow-up care, calls, or visits. The specific time frame for return to office is noted (e.g., weeks, months, or as needed).
14. No-shows or missed appointments must be documented with follow-up efforts to reschedule the appointment.
15. Specialist, laboratory, and imaging reports should be marked by the ordering provider to signify review. If the reports are presented electronically or by some other method, there should also be representation of review by the ordering Provider. If follow up is indicated, the record should include an explicit notation of the plan.
16. If a specialist referral is requested, there should be a note from the consultant in the record.
17. Laboratory and other studies ordered should reflect consideration of the reported signs/symptoms and recorded diagnoses.
18. Documentation of clinical findings and evaluation shall be included for each visit. The working diagnoses should be consistent with findings.

19. When indicated by diagnosis, plans of action should include the consultation of specialists. Treatment plans should reflect consideration of recorded diagnoses and reported signs/symptoms.
20. There should be no evidence that the Member was placed at inappropriate risk by a diagnostic or therapeutic procedure.
21. **Preventive Care/Risk Assessment:** There is evidence that preventive screening and services are offered in accordance with MVP's practice guidelines.
22. **Depression Screening:** May be assessed during a comprehensive physical examination, review of systems, or by using a patient health questionnaire, formal screening tool (e.g., PHQ-9, Beck Depression Inventory), or any part of the following questions: 1) Little interest or pleasure in doing things? 2) Feeling down, depressed, or hopeless?
23. **Advance Care Planning for Members Age 65 and Older:** Notation of an advance care planning discussion and date, and/or copy of an executed Advance Directive form. Current Advance Directive forms should be maintained in a prominent part of the Member's medical record. If the Member decides not to execute an Advance Directive, this also should be documented in the medical record.
24. **Annual Medication Review for Members Age 65 and Older:** Conducted by a prescribing Provider and include the date the review was performed.
25. **Functional Status Assessment for Members Age 65 and Older:** Components include vision, hearing, mobility, continence, nutrition, bathing, use of phone, preparing meals, and managing finances. Functional assessment may be found on a specific tool.
26. **Fall Risk Assessment for Members Age 65 and Older:** Components include age, fall history, gait, balance, mobility, muscle weakness, osteoporosis risk, impairments related to vision, cognitive or neurological deficits, continence, environmental hazards, and number and type of medication.
27. **Monitoring of Physical Activity for Members Age 65 and Older:** Includes annual assessment of level of exercise or physical activity, and counseling related to begin exercising or increase/maintain their level of exercise or physical activity.
28. **Pain Screening for Members Age 65 and Older:** Includes character, severity, location, and factors that improve or worsen pain. Pain assessment may be found on a specific tool such as a pain scale, visual pain scale, or diagram.

## Nondiscrimination in Health Care Delivery

MVP, in compliance with The Centers for Medicare and Medicaid Services (CMS) and NCQA, expect that Providers

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have a documented nondiscrimination policy and procedure on file "to ensure that Members are not discriminated against in the delivery of health care services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, or medical condition, sexual orientation, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), disability, genetic information, or source of payment."

## Advance Directives

MVP strongly encourages all PCPs and other Participating Providers, as appropriate, to inform Members of their right to execute Advance Directives. If the Member chooses to do so, the provider should document the decision and place signed copies of the form or other documents in a prominent place in the medical record. If the Member decides not to execute an Advance Directive, this also should be documented in the medical record. To obtain a New York State Health Care Proxy form, visit [mvphealthcare.com](http://mvphealthcare.com) and select *Providers*, then *Forms*, then *Patient Forms*.

For additional information concerning Advance Directives, please call the MVP Quality Improvement Department at **1-800-777-4793 ext. 42267**.

## The MVP Quality Improvement Program

The MVP Quality Improvement (QI) Program provides the framework to improve the quality, safety, and efficiency of clinical care, enhance satisfaction, and improve the health of MVP Members and the communities it serves. The QI Program Description defines the authority, scope, structure, and content of the QI Program, including the roles and responsibilities of committees and individuals supporting program implementation.

MVP is a quality-driven organization that adopts continuous quality improvement as a core business strategy for the entire health plan. MVP develops and implements a quality management strategy that is embedded within every staff role and department function, approaching quality assurance, quality management, and quality improvement as a culture, integral to all daily operations. Each MVP operational area has defined performance metrics with accountability to the Quality Improvement Committee (QIC) and Board of Directors.

MVP acknowledges its obligation to provide Members with a level of care that meets recognized professional standards and is delivered in the safest, most appropriate setting. MVP provides for the delivery of quality care with the primary goal of improving the health status of Members by supporting Providers, who know what is best for their patients.

The MVP leadership team is committed to focusing clinical, network, and operational processes toward improving the



health of Members (including all demographic groups and those with special health care needs), enhancing each Member's experience of care and service, lowering the per capita cost of their health care, and improving the work life of Participating Providers and their staff, as well as their experience and satisfaction. MVP's QI Program applies a systematic approach to quality using reliable and valid methods of monitoring, analysis, evaluation, and improvement in the delivery of health care systems and processes. Methods such as the DMAIC Model and other validated, data driven approaches to quality improvement, are used to monitor performance and measure effectiveness of quality improvement initiatives.

MVP's Board of Directors delegates the operating authority of the QI Program to the QIC. MVP executive management, clinical staff, and Participating Providers including, but not limited to, primary, specialty, behavioral, dental, and vision health care providers, are involved in the implementation, monitoring, and directing of the relative aspects of the QI Program through the QIC, which is directly accountable to the Board of Directors.

The QIC is a senior management led committee accountable directly to the Board of Directors and reports QI Program activities, findings, recommendations, actions, and results to the Board of Directors no less than annually. MVP ensures ongoing Member, provider, and stakeholder input into the QI Program through a strong QIC, and subcommittee structure focused on Member and provider experience. The MVP QIC structure is designed to continually promote information, reports, and improvement activity results, driven by the Quality Work Plan, throughout the organization and to providers, Members, and stakeholders. The QIC serves as the umbrella committee through which all subcommittee activities are reported and approved. The QIC directs subcommittees to implement improvement activities based on performance trends, and Member, provider, and system needs. Additional committees may also be included per MVP's need, including regional level committees as needed based on distribution of Membership. These committees assist with monitoring and supporting the QI Program.

### **Invitation to Join the MVP Quality Improvement Program**

MVP invites all health care providers to participate in the development, implementation, and evaluation of MVP's QI processes and programs. For more information, or to comment on MVP's QI programs, please call **1-800-777-4793 ext. 42311**.

### **How to Request Quality Program Documentation**

To receive a copy of the most recent QI Annual Evaluation and/or the QI Program Description, please call the MVP Quality Improvement Department at **1-800-777-4793 ext. 42311**.

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## **Provider Credentialing and Recredentialing Process**

MVP will complete the initial Credentialing, including primary source verification of information submitted, for providers applying for participation in the MVP Provider network, prior to the execution of a Participating Provider Agreement.

Providers must have an executed Participating Provider Agreement and be credentialed to be listed in the MVP Participating Provider Directory. Providers are required to undergo recredentialing at least every three years. MVP does not make Credentialing or Recredentialing decisions based on an applicant's race, religion, ethnic/national identity, gender, age, or sexual orientation. MVP does not make Credentialing or Recredentialing decisions based solely on the types of procedures performed, or the types of patients the Provider sees.

MVP will retain all verification information for Credentialing and Recredentialing purposes, pursuant to state and federal data retention requirements. MVP will make the criteria for Credentialing and/or Recredentialing available to all applicants upon written request. MVP will not reveal, disclose, or divulge (except when permitted or required by applicable federal law, state law, regulation, or contract), directly or indirectly, any confidential information obtained during the Credentialing or Recredentialing process to any nonauthorized individual. MVP will notify the applicant of the status of the application upon verbal or written request directly from the applicant.

Providers are required to immediately notify MVP in writing of any changes in Credentialing information submitted to MVP as part of the application process.

Providers will be notified if MVP receives information that differs substantially from the information submitted to MVP in the Credentialing application. Providers shall be permitted, upon request, to review information obtained during the Credentialing process and any data that differ(s) substantially from the information the Provider submitted to MVP in the initial application. MVP will, at that time, inform Providers of their right to correct erroneous information. MVP will then verify the corrected information.

### **Provisional Credentialing Requirements for New York State Providers**

MVP shall complete a review of the health care professional's application to participate in the MVP network and shall, within 60 days of receiving a Completed Application\* to participate in the MVP network, notify the health care professional as to whether:

- They are Credentialed.
- Additional time is necessary to make a determination because of a failure of a third party to provide necessary documentation. In such instances where additional time is

necessary because of a lack of necessary documentation, MVP shall make every effort to obtain such information as soon as possible and shall make a final determination within 21 days of receiving the necessary documentation.

For applicants that 1) are newly licensed health care professionals, or 2) are health care professionals who have recently relocated to New York State from another state and have not previously practiced in New York State, and who are joining a participating group in which all members of the group already currently participate with MVP, the applicant shall be eligible for provisional Credentialing as of the 61st day of the application if the applicant has submitted the following:

1. Completed Application and any requested supporting documentation.
2. Written notification to the MVP Director of Credentialing including a statement that in the event the applicant is denied, the applicant or their group practice shall:
  - a. Refund any payments made for in-network services provided during the period of provisional Credentialing that exceed out-of-network benefits under the insured's contract with MVP.
  - b. Not pursue reimbursement from the insured, except to collect the co-payment or co-insurance that otherwise would have been payable had the insured received services from an MVP Participating Provider.

*\*Completed Application for Credentialing and Recredentialing includes: A complete and accurate CAQH application, re-attested to within the last 90 days, with all supporting documentation including, but not limited to, malpractice insurance certificate, continuity of care arrangements that meet MVP criteria for specialty, explanation of any affirmative responses including malpractice suits, an explanation of any work history gaps of more than six months, and a re-entry plan for all gaps of more than one year (the provider is obliged to provide MVP with information sufficiently detailed to render an opinion regarding any affirmative response); MVP's receipt of all verifications from third party sources.*

## Report Suspected Insurance Fraud, Waste, and Abuse

Each year, fraudulent and/or abusive health insurance claims increase health care costs. To help combat insurance fraud and abuse, the MVP Special Investigations Unit (SIU) uses high-tech software to detect, track, analyze, and report instances of health care fraud, abuse, or misrepresentation. The SIU staff uses FraudScope software to survey and evaluate claims data, including provider/facility history, specialty profiles, common fraud schemes and/or abuse, and claim patterns that differ from past history or peer norms for a given condition or specialty.

FraudScope identifies suspicious claims for:

- Falsification of procedure codes
- Falsification of diagnosis codes
- Manipulation of modifiers

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- Up-coding
- Over-utilization of diagnostic procedures and tests
- Over-utilization of treatment modalities

The SIU staff also works closely with federal and state agencies responsible for identifying and investigating potential insurance fraud and/or abuse, other insurance companies, and law enforcement agencies. MVP also relies on our Participating Providers, facilities, and their office staff to help us fight insurance fraud and/or abuse. Please report any suspicious activity by calling the SIU at **1-877-TELL-MVP** (1-877-835-5687). All information will be kept confidential.

## Self-Treatment and Treatment of Immediate Family Members

MVP concurs with and endorses the position of the American Medical Association (AMA) as stated in the Code of Ethics guideline, E-8.19: Self-Treatment or Treatment of Immediate Family Members. Providers generally should not treat or write prescriptions for themselves or members of their immediate families, with the exception of emergency situations. MVP does not provide reimbursement for such care.

## MVP Meets Members' Special, Cultural, and Linguistic Needs

MVP assists Members with different cultural or linguistic needs. MVP has developed a comprehensive diversity and cultural competency training that includes the Americans with Disability Act. This training focuses on creating a climate for diversity and cultural competence, outlining services that support diversity and sensitivity, and the services that MVP offers to Members who have a language barrier or who are vision- or hearing-impaired. To request a copy of this information, please contact the MVP QI Department at **1-800-777-4793 ext. 17295**.

## MVP Provider Directory

To access the MVP online provider search tool, visit **mvphealthcare.com** and select *Find a Doctor*, and then follow the prompts for a targeted search. In addition, you may request a copy of MVP's full directory in print or electronic format at any time by calling the MVP Customer Care Center at **1-888-687-6277**.