



Electronic Communications Disclosure

Please read this Electronic Communications Disclosure (herein “Disclosure”) thoroughly as it contains important information regarding the protection of your privacy related to your email address, communication preferences, and electronic communications. Your privacy is very important to us and we will make every reasonable effort to safeguard any information we collect. This Disclosure covers all of your information with MVP Health Care® (MVP) that is accessible, either currently or in the future, through your online account or via email.

Your Legal Rights

Certain laws and regulations require us to provide specific information to you in writing, which means you have a right to receive that information on paper. If we obtain your consent to receive information electronically, we may first provide such information to you electronically.

You must consent to this Disclosure in order to receive electronic communications. These documents may contain financial or other information important to your plan and benefits. These documents may require a timely response or action.

Types of Electronic Communications You Will Receive

By providing consent, you understand and agree that we may provide to you in electronic format only, within your online account, in email, or through other electronic means, documents, agreements, legal disclosures, and other communications or information regarding your relationship with MVP.

Such communications may include, but are not limited to:

- This Electronic Communications Disclosure
- Periodic, annual, monthly, or other statements, disclosures, and notices relating to the maintenance of your **mvphealthcare.com** account
- Any notices, alerts, or communications regarding your plan or benefits, such as an Explanation of Benefits (EOB) or billing invoices
- Certain marketing communications, including, but not limited to, newsletters, health care management information, wellness updates, general marketing updates, and surveys

Setting Your Communication Preferences

After you consent to this Disclosure, you are able to set your communication preferences to receive certain communications in electronic or paper format, electronic only, or paper only. Setting your preferences may not be available for all accounts and services. To review the

communication preferences associated with your account, *Sign In* at **mvphealthcare.com** and select *Communication Preferences*. Only the communications you receive electronically are governed by this Disclosure.

Types of Communications You Will Receive in Paper

This Disclosure does not apply to any communications that are required to be delivered in paper form under applicable law or that, based on MVP’s determination, should be received in paper rather than electronic form.

Paper communications will be mailed to the primary address associated with your MVP plan that we show for you in our records.

How to Withdraw Your Consent to this Disclosure

Subject to applicable law, you may withdraw your consent to this Disclosure by doing any of the following:

- *Sign In* to your **mvphealthcare.com** online account and select *Communication Preferences*.
- Call **1-800-TALK-MVP (825-5687)**, Monday–Friday, 8:30 am–5:00 pm Eastern Time.
- Notify us in writing; mail to MVP Customer Care Center, PO Box 2207, Schenectady, NY 12301-2207.

How to Unsubscribe from Electronic Communications

You may unsubscribe from electronic communications at any time by:

- Signing in to your online account at **mvphealthcare.com** and selecting *Communication Preferences*, then change your selections.
- Selecting the *Unsubscribe* or *Manage Preferences* link in any email you receive. To unsubscribe from all communications, make sure to select *Unsubscribe From All*.
- Calling **1-800-TALK-MVP (825-5687)**, Monday–Friday, 8:30 am–5:00 pm Eastern Time.
- Emailing **ecomunications@mvphealthcare.com**.

If you send an email communication, it may be shared with an MVP Customer Care Center Representative or other appropriate MVP employees. Once MVP has responded to your communication, that response will be archived in our database.

Please note that it can take up to 10 days to process your unsubscribe request in our database.

Hardware and Software Requirements

You will need a valid email address, computer or mobile device with Internet access and browser, and a compatible operating system to receive and access electronic communications. We recommend:

- Internet Explorer 11.0 and higher, Firefox 51 and higher, Chrome 56 and higher, or Safari 10 and higher.
- Adobe Reader version 6.0 or later is required to open PDF documents. Adobe Reader is a free application that may be downloaded by visiting adobe.com.

Updating Your Contact Information

You are responsible for providing us with a valid email address. In the event that your email address changes, you must notify us immediately by:

- Signing in at mvphealthcare.com and selecting *Communication Preferences*, then *Edit* on the *Contact Information* tab; or
- Calling **1-800-TALK-MVP (825-5687)**, Monday–Friday, 8:30 am–5:00 pm Eastern Time.

If you fail to update or change an incorrect or invalid email address, you understand and agree that any electronic communication is deemed to have been provided to you as delivered to the email address we have for you in our records.

Contact Us with Comments, Questions, or Concerns

By Phone

1-800-TALK-MVP (825-5687)

Monday–Friday, 8:30 am–5:00 pm Eastern Time

In Writing

ATTN: CUSTOMER CARE CENTER

MVP HEALTH CARE

PO BOX 2207

SCHENECTADY NY 12301-2207

Having technical difficulties? Contact us:

Email: esupport@mvphealthcare.com

Phone: **1-888-656-5695**

Monday–Friday, 8:30 am–5:00 pm Eastern Time

Or visit mvphealthcare.com and select *Site Help*.