

Important Information for Members



MVP Health Care® (MVP) is committed to helping you understand your benefits and get the most out of your health plan. Below please find details about resources that can help. If you have any questions about this information or your MVP health plan, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.

Find Plan Details Online

Your MVP Member online account includes detailed plan information, like cost-share, coverage criteria, out-of-pocket maximum, and deductibles, if applicable. Visit my.mvphealthcare.com and sign in to your online account or choose *Register Now* to create a new account. In your Dashboard, select *My Plan*, then *My Benefits*, and then *Benefit Details*.

Annual Member Notice

The Annual Notices include Rights and Responsibilities of MVP Members, Transition of Care, MVP Emergency Care Policy, and information on Member Complaints, Appeals, and Grievances. MVP members are notified upon initial enrollment and at least once a year thereafter that the Annual Member Notice is available. These notices are reviewed each year and we encourage you to read the most current version. Visit mvphealthcare.com/notices and select *Legal Notices and Reports*, then *Member (PDF)*. To request a printed copy of the Annual Notices or your Member Rights and Responsibilities, call the MVP Customer Care Center.

Authorization to Disclose Information

Protecting your privacy is important to MVP. If you would like to allow us to share your health information with another party, you must first give us permission.

Visit mvphealthcare.com/ADI to download and complete the *Authorization to Disclose Information* form. This form gives MVP permission to share your health information with a person that you specify. An example of when you might need this form includes if you'd like your spouse or adult child to be involved in your care.

You can set guidelines about what information cannot be shared and provide a date after which the permission is no longer valid. Members with a Vermont plan must complete a new *Authorization to Disclose Information* form every 24 months to allow MVP to continue sharing their information.

If you have any questions about when or why you would use this form, please call the MVP Customer Care Center.

Information for Parents of Minors with Sensitive Diagnoses

MVP has a policy in place to protect the privacy of minors with sensitive diagnoses. MVP has developed this position based upon legal requirements together with MVP's commitment to safeguarding the privacy of its members who receive care for sensitive needs.

If a minor aged 12–18 receives services or treatment related to mental health, chemical dependency or substance use, venereal disease, HIV/AIDS, family planning, prenatal care, or abortion-related services, MVP must have an *Authorization to Disclose Information* form on file from the minor to disclose most information to a parent or guardian. Please note

that MVP can always share benefit, eligibility, and cost-share information with a subscriber for their dependents.

Provider Directory

Whether you are traveling or just looking for a doctor closer to your home, the MVP online *Find a Doctor* tool makes it easy. Discover in-network providers, and nearby labs or facilities based on your MVP plan. Visit mvphealthcare.com/FindADoctor and sign in to your MVP Member online account for the most personalized search. To receive a print version of the Participating Provider Directory, mail a request to:

ATTN: PROVIDER LISTING REQUEST
MVP HEALTH CARE
PO BOX 2207
SCHENECTADY NY 12301-2207

Please include the name of your health plan as it appears on your MVP Member ID card. You may also call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.

Women's Health and Cancer Rights Act

MVP provides benefits for mastectomy-related services under the Women's Health and Cancer Rights Act. MVP provides coverage for all stages of reconstruction of the breast on which a mastectomy has been performed, including reconstruction and surgery to achieve symmetry. MVP also covers prostheses, and treatment of complications resulting from a mastectomy, including lymphedema. To obtain a detailed description of the mastectomy-related benefits, please call the MVP Customer Care Center.

For More Information

Visit mvphealthcare.com to find more information about specific health-related topics. Select *Resources* and then *Health and Wellness*.

If you need help managing a medical diagnosis, or a mental health or substance use issue, the MVP Case Management Team is here for you. A Case Manager can also help you find community resources, such as food pantries or transportation. To speak with a Case Manager, call **1-866-942-7966**, Monday–Friday, 8:30am–5 pm.

If you have questions or would like to have this document provided in an alternative language or format, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card. 1-866-942-7966