

MVP FASTFAX

News for West Region — Rochester/Buffalo Providers

Updated Provider Change and Patient Reassignment Request Form Now Available

MVP Health Care[®] (MVP) wants to ensure Primary Care Physician (PCP) changes are completed in a timely manner. There is an updated *Provider Change and Patient Reassignment Request Form* for your practice to use when notifying MVP of such a change. The completed forms should be returned to the appropriate fax number located at the bottom of the form based on the patient's MVP plan type (I.e. Medicaid, Commercial, Medicare. etc.).

You can find the new form by visiting mvphealthcare.com and select *Providers* then *Forms* then *Patient Forms*.

Instructions can be found in each section of the form. If you have a new patient and need MVP to make a change, the member should complete and sign section 1. If you no longer see a patient that MVP shows on your roster, please complete section 2.

To ensure your request is being processed in a timely manner, we request you delete old or alternate versions and only use the new form for all PCP change requests and patient reassignments within MVP. Using old versions or non-MVP forms may cause delays in updating accounts to reflect the correct PCP. Please note there are no changes impacting which plan types require a PCP on file.

Questions? Please contact the Customer Care Center for Provider Services. Representatives are available weekdays from 8:30 a.m. – 5:00 p.m. Eastern Time at 1-800-684-9286.

