



# Broker Bulletin

September 29, 2011

## Broker Services

1-888-819-2132  
8:30am - 5:00pm  
Monday - Friday

[E-Mail Broker Services](#)

Rochester, NY

Area:

[E-Mail Rochester & Buffalo Broker Services](#)

## MVP Will Convert All Benefit Processing Functions to the Facets System

Beginning January 1, 2012, MVP Health Care will convert all benefit processing functions to the Facets system.

Through the remainder of 2011, we will move any remaining AMISYS system (legacy Preferred Care) members to the Facets system. This includes membership in:

- Preferred Gold HMO, GoldValue HMO, GoldAnywhere PPO
- MVP Preferred EPO and PPO HMO, MyCare
- Self-insured plans that were administered by legacy Preferred Care.

As a result, members will receive a new ID card with a new member ID and group number that will be effective January 1, 2012.

- Group Numbers will also change as of January 1, 2012.
- Both changes will be reflected on members' new ID cards which will be provided before the January 1, 2012 effective date.

We will be sending out the following communications about the upcoming change:

- A letter to employer groups summarizing the changes [\(click here to view\)](#)

- A letter to Medicare members in our employer groups about the changes [\(click here to view\)](#)
- Discontinuance notices to employer groups and members in our HMO products [\(click here to view\)](#) if you have any questions about the information in this notice, please contact your account representative.