



Broker Buzz

August 19, 2011

Broker Services:

1-888-819-2132
8:30am - 5:00pm
Monday - Friday
[Email](#)

Rochester:

[Email Rochester & Buffalo Broker](#)

All Regional Broker Breakfast Meeting

You are cordially invited to MVP Health Care's All Regional Broker Meetings.

This year's agenda will include exciting 2012 updates on an array of products and wellness enhancements that will stand up to future health care challenges as well a sneak peak at our marketing campaign for fall open enrollment.

We've scheduled meetings around the state for your convenience, so mark your calendar and RSVP with your location choice by September 9th to events@mvphealthcare.com.

Rochester All Regional Broker Breakfast Meeting:

Wednesday, September 21, 2011
8:30am - 11:00am
Mario's Steakhouse and Catering
2740 Monroe Avenue
Rochester, NY 14618

Central NY All Regional Broker Breakfast Meeting:

Thursday, September 22, 2011
8:30am - 11:00am
Lake Shore Yacht & Country Club
6777 Lake Shore Road
Cicero, NY

East All Regional Broker Breakfast Meeting:

Monday, September 26, 2011
8:30am - 11:00am
Saratoga National Golf Club

458 Union Avenue
Saratoga Springs, NY

Mid-Hudson All Regional Broker Breakfast Meeting:

Wednesday, September 28, 2011
8:30am - 11:00am
Poughkeepsie Grand Hotel
40 Civic Center Plaza
Poughkeepsie, NY

New Hampshire All Regional Broker Breakfast Meeting:

Wednesday, October 5, 2011
8:30am - 11:00am
Derryfield
625 North Mammoth Road
Manchester, NH

Vermont Northern All Regional Broker Breakfast Meeting:

Thursday, October 6, 2011
8:30am - 11:00am
Sheraton Burlington Hotel
870 Williston Road
Burlington, VT

Vermont Southern All Regional Broker Breakfast Meeting:

Friday, October 7, 2011
8:30am - 11:00am
Woodstock Inn & Resort
Fourteen The Green
Woodstock, VT 05091

**Obtain Certification to Sell Medicare
Advantage for 2012!**

All brokers must successfully complete the online Medicare Certification Courses between September 1st and September 30th to sell and qualify for compensation for Medicare Advantage product sales in 2012. Brokers who previously completed the Medicare Certification will need to re-certify in order to receive continued commissions.

Brokers who successfully completed the 2011 certification are only required to take the following courses:

- Course 6: Assessment Exam
- Course 7: This Year's Changes and Refresher
- Course 8: MVP's Medicare Advantage Product Overview for Employer Groups

New users will be required to take the following courses:

- Course 1: Introduction and Medicare Basics
- Course 2: Part C or Medicare Advantage
- Course 3: Part D or Medicare Prescription Drug Coverage
- Course 4: Enrollment
- Course 5: Regulatory Requirements
- Course 6: Assessment Exam
- Course 8: MVP's Medicare Advantage Product Overview for Employer Group - and 10 question exam

AHIP/CMS: MVP Health Care accepts America's Health Insurance Plans (AHIP) or the CMS Training Certification in place of our own basic training. After furnishing your training certificate to MVP you are only required to take "Course 8: Medicare Advantage Product Overview for Employer Groups" to qualify to sell our Medicare Advantage Products.

CMS defines successful completion as a test score of 85% or higher.

Thank you for working with MVP Health Care and selling our Medicare Advantage products. We look forward to working with you.

If you have any questions about the training, contact Corey Campbell at 585-327-2359 or campbell@mvphealthcare.com

Beginning 09/01/11, click the link below to take your certification training:

<https://icontentlearning.plateau.com/plateau/user/portal.do?siteID=MVPHC>

Upcoming updates to MVP ID cards

MVP Health Care recently selected a new vendor partner to facilitate the printing and distribution of ID cards. We are taking this opportunity to update the design and content of all the ID cards we produce to make it easier for health care providers and members to find the information on the cards that pertains to them.

- Updates include a more standardized set of informational components on the ID cards. By making the content more consistent, we can streamline the ID card production process, better ensure card accuracy and reduce language variations that may cause confusion for provider offices.
- Commercial members with a copay/coinsurance cost share will now see "Urgent Care" called out on the front of the card to highlight the cost savings of using urgent care instead of the

- emergency room when appropriate.
- ID cards for Medicare members have a cleaner look that is easier to read. We paid special attention to making the member ID number as large as possible. Plus, Medicare members with Part D prescription drug coverage will now need only one card for all of their services!
 - Information on the back is grouped by audience so that health care providers, pharmacists and members can easily find the information they need on the card.
 - The updated ID cards will be distributed to Commercial members gradually beginning this fall, as members require or request new cards due to plan changes and regulatory requirements. Medicare members will receive new cards in November and December.

We look forward to offering these improved ID cards to our members!

Click [here](#) to view a sample of the new design.

Coming September 21: MVP launches new call menu with interactive voice options

MVP is moving toward enabling fast, simple, self-service capabilities for the health care providers and members who call MVP. We will upgrade our phone system in two phases.

The First Phase, which will launch on the evening of **Wednesday, September 21**, will allow callers to speak their choices to navigate our phone menu or connect with a live representative. This Interactive Voice Response (IVR) system is a "smarter" system for both our callers and our staff, who will gain call handling features that will allow us to better serve your needs.

Which phone numbers will be upgraded?

The following MVP Customer Care Center phone numbers are part of the IVR phone system upgrade:

Commercial	888-687-6277
Select Care	800-229-5851
Albany Medical Center	800-361-4334
Price Chopper	800-586-5386

Additionally, MVP will upgrade both the Customer Care Center and Utilization Management phone lines currently used by health care providers.

New Menu Options:

As part of the IVR phone system upgrade, MVP is adopting a more

streamlined phone option menu, allowing the IVR system to recognize spoken preferences and route calls where they need to go.

To help you prepare for the addition of speech enabled IVR, the following categories are available in the main menu: eligibility, benefits, authorizations, claims and other. Each of these options will have appropriate sub menus in place to serve your more specific needs. Touch tone options will continue to be available.

Phase Two: Self-service features coming in 2012

Enhancing the IVR system allows for the second phase of MVP's phone system upgrade. Phase Two will launch in 2012 and include greater self-service functionality giving members and health care providers the opportunity to obtain information on routine inquiries without having to speak with a live representative. We will share more information about these features as it becomes available.