



# Annual Notices

MVP Health Plan, Inc., MVP Health Services Corp., MVP Health Insurance Company, MVP Health Plan of New Hampshire, Inc. and MVP Health Insurance Company of New Hampshire, Inc. (collectively "MVP")

## MVP Nonpublic Personal Financial Information Policy

### Your privacy is important to MVP

MVP is committed to safeguarding your information.

### MVP's Nonpublic Personal Financial Information Policy

We want you to understand what information we may gather and how we may share it. This Nonpublic Personal Financial Information Policy (the "Policy") explains MVP's collection, use, retention and security of nonpublic personal financial information about you. Examples of nonpublic personal financial information are: your social security number, your payment history, your date of birth and your status as a MVP member.

### How MVP collects information

We collect nonpublic personal financial information about you from the following sources:

- your applications and other forms;
- your transactions with us, our affiliates, and others; and
- consumer reporting agencies, in some cases.

### Sharing your information

We do not disclose any nonpublic personal financial information about our members or former members to anyone, except as permitted by law. We may disclose the following information to companies that perform marketing services on our behalf or to other companies with which we have joint marketing agreements:

- information we receive from you on applications or other forms, such as your name, address or status as an MVP member;
- information about your transactions with us, our affiliates or others, such as your health plan coverage, premium, and payment history.

### Our former members

Even if you are no longer an MVP member, our policy will continue to apply to you.

### Our security practices and information accuracy

We also take steps to safeguard member information. We restrict access to the nonpublic personal financial information of our members to those MVP employees who need to know that information in the course of their job responsibilities. We maintain physical, electronic, and procedural safeguards that comply with federal and state standards to protect member information. We also have internal controls to keep member information as accurate and complete as we can. If you believe that any information about you is not accurate, please let us know.

### Other information

This Policy applies to products or services that are purchased or obtained from MVP. We reserve the right to change this policy, and any of the policies described above, at any time. The examples contained within this policy are illustrations; they are not intended to be exclusive or exhaustive.

Members can obtain a copy of our Privacy Notice by visiting our Web site [www.mvphealthcare.com](http://www.mvphealthcare.com) and clicking on Privacy Notice link in the bottom right corner of the home page or by calling the Member Services department toll-free at **1-888-MVP-MBRS (1-888-687-6277)** to request a copy.

## Out-of-Network Reimbursement for PPO, Indemnity Plans

The following is a message for members that have coverage for medically necessary treatment rendered outside of MVP's participating provider network.

MVP members receive most of their care from providers in our network. When members choose to see an out-of-network doctor, the method for reimbursement is different and MVP is changing the way we reimburse providers in these situations.

We are working on a process to replace the UCR database with the federal government's database for Medicare fees. We would pay a percentage above those fees, and would make adjustments for regional differences, as the government does. This new process is estimated to be in place in July of this year.

## Women's Health and Cancer Rights Act of 1998, Annual Notice

As required by the Women's Health and Cancer Rights Act of 1998, MVP Health Insurance Company provides benefits for mastectomy-related services including reconstruction and surgery to achieve symmetry between the breasts, prostheses and treatment of complications resulting from a mastectomy including lymphedema. To obtain a detailed description of the mastectomy-related benefits available through MVP, please refer to your Certificate of Coverage.

## Formulary and Exceptions Policy

If your MVP Health Insurance Company benefits include prescription drug coverage, that coverage is subject to the MVP Prescription Drug Formulary, our list of covered drugs.

New prescription drugs are introduced all the time and drug companies advertise these new drugs heavily on television and in print. Before MVP will cover a newly-introduced prescription drug, a committee of MVP physicians and pharmacists review the available data concerning the effectiveness and safety of the new drug to determine if the drug represents a significant improvement over existing covered medications. If a drug meets the committee's criteria, MVP approves that drug for coverage.

If your doctor believes that a prescription drug that is not on MVP's Formulary is medically necessary for you and you do not have coverage for non-formulary drugs, your doctor can request an exception from MVP. To find out if MVP covers a specific drug, or if MVP covers a drug with certain conditions such as Prior Approval or with Quantity Limits, log on to our Web site ([www.mvphealthcare.com](http://www.mvphealthcare.com)) or contact the MVP Member Services Department.

## Your Rights and Responsibilities

You made an important commitment when you joined MVP Health Care. You showed your interest in making smart health care decisions for you and your family. At MVP Health Care, we are dedicated to helping you and your family live well.

To help you and your family live healthier lives, you need to know

your rights and responsibilities as a MVP Health Care member. We encourage you to learn about your member rights and responsibilities — what you can expect from us and what we expect from you. You should exercise your rights if needed. Together we can create a healthier future for you and your family.

### **Your rights as a MVP Health Care member**

To have reasonable and timely access to medically necessary health care services and access to your medical records.

This is one reason you need to choose a Primary Care Physician (PCP). Often, one phone call is all you will need to get treatment quickly. MVP Health Care sets high standards for our health care professionals and monitors the care you receive.

Members also have the right to their medical records, including diagnosis, treatments, and prognosis. If you would like to see your records, please check with your provider's office. They will be able to give you these records. If you need copies of these records, some offices charge on a per page basis. When it is not advisable to share this information with you, the information will be shared with the person acting on your behalf.

#### **To be treated with respect, dignity, and courtesy.**

We recognize and respect your right to be treated with respect, dignity, and courtesy. This is one reason why MVP Health Care is consistently ranked among the best HMOs in the country for member satisfaction.

#### **To be guaranteed of confidentiality and privacy in medical records and information.**

We respect your right to privacy. There may be times when we will need information from your medical records to process your benefits. You and your dependents agree to the use of your personal health information for treatment, payment and health care operations. We will not release your personally identifiable health information for any other reason without your express written consent unless we are required to do so by federal or state law or regulation or by court order.

There may be times you would like us to release personal information or discuss you or your information with another person. You will need to fill out and sign an *Authorization to Disclose Information* – or ADI – form in order for this to happen. You can get a copy of the *Authorization to Disclose Information* form from Member Services or by visiting our Web site.

#### **To discuss personal health in terms you can understand.**

#### **To participate in making decisions about your health care.**

#### **To have an open discussion about appropriate or medically necessary treatment options for your condition – regardless of cost or benefit coverage.**

Your health care provider is required to tell you, in terms you will understand, all treatment options. Treatment options should include those not covered by the plan. You also have the right to ask for a second opinion before you get any non-emergency treatment or care. No information should be kept from you that could have any bearing on the treatment you receive.

#### **To have access to information about MVP Health Care health care providers and to change PCPs within the plan.**

Your relationship with your Primary Care Physician (PCP) is very important. Your PCP is the first one you will call when you need medical care (except in an emergency). Your PCP also will be responsible for coordinating all of your care. You may change your PCP at any time. Call Member Services for an updated list of participating providers and other information such as office locations that will help you choose a new PCP. You also may change your PCP online via MVP Health Care *easyLink*. Please call Member Services 30 days before you visit your new PCP. MVP Health Care understands that there are times when this may not be possible.

#### **To have access to an established complaint and dispute system.**

MVP Health Care tries hard to make sure you get the health care

services you need and excellent service. If you come across a situation that causes concern, please call Member Services. If Member Services cannot satisfactorily respond to your concerns or you are unhappy with our response to your issues, you have a right to file a formal complaint. If you wish to appeal a previous decision associated with a denial of services or benefits, you have the right to access our two-step dispute process. Disputes are handled in a timely manner based on your health care needs. Complaints and disputes are investigated and responded to within 30 days. You will be notified in writing of the decision.

#### **To formulate advance directives regarding your care and Health Care Proxy.**

“Advance directives” are documents you may use to detail the care you wish to receive if you are unable to explain those wishes to your doctor (e.g., you are in a coma). Advance directives can be filled out and given to your doctor at any time. You may choose a health care proxy who can make decisions for you if you cannot make the decisions yourself. These decisions may include termination or withholding of life support systems, artificial nutrition, and hydration. The proxy document may include special instructions, limits of authority, and an expiration date. It may provide for the appointment of an alternative representative. Advanced directives and health care proxy may be revoked at any time by having your health care provider remove them from your file and destroying them.

MVP Health Care will support the health care proxy's decisions by:

- Facilitating your wish to change providers if philosophical disagreements take place between you and your doctor.
- Arranging your transfer to another facility if philosophical disagreements take place between you and the facility.

#### **To get information about MVP Health Care and its services, including your rights and responsibilities as a member and to make recommendations regarding rights and responsibilities policies.**

It is important for you to know as much as possible about your health benefits. You need to know how to get care and how to use health care services wisely. MVP Health Care sends a copy of your contract and Member Handbook to you after you enroll. This is to make sure you have the information you need to make your health care choices. MVP Health Care *Living Well* is our member newsletter. *Living Well* is mailed to you twice a year. It includes information on living well and health care benefits. MVP Health Care also sends mailings throughout the year to update you on recent changes to your health plan or to remind you of your rights and responsibilities as a MVP Health Care member. You may ask for copies of these documents or more information about MVP Health Care by calling Member Services. You also may find them on our Web site.

#### **To receive information about our Quality Plan and programs.**

MVP Health Care wants to make sure you get the care you need and are satisfied with MVP Health Care and our network. It is part of our quality plan. Call Member Services to ask for more information about the MVP Health Care Quality Improvement Initiatives, programs, or a report on the progress of meeting our goals.

#### **Your responsibilities as a MVP Health Care member to learn about MVP Health Care, the benefits provided, and how to get health care services.**

It is important for you to know and refer to your MVP Health Care plan materials. You received a copy of your contract/certificate when you became a member. This *Member Handbook* has information about your health plan benefits. It also tells you how to get services as a MVP Health Care member. You are responsible for reading the contract/ certificate, *Member Handbook*, and other information you get from MVP Health Care. Call Member Services if you have any questions.

**To be on time for and keep all scheduled appointments or to notify your health care provider when you are unable to keep an appointment.**

Keep your scheduled appointments with your health care provider. Call the provider's office if you think you are going to be late. Give the provider's office at least 24 hours notice if you cannot make your appointment. Remember you may be billed for missed appointments.

**To provide, to the extent possible, information that MVP Health Care, its health care providers, and professional staff need in order to care for you.**

It is important for you to give your health care provider an honest description of your current symptoms, effects of medication, or results of treatment. Always give your medical history. This may include any relevant medical records, including x-rays or other diagnostic tests.

**To understand your health problems and to participate in developing mutually agreed upon treatment goals with your provider. To follow the treatment plans and instructions that you have agreed on with our provider.**

Your health care provider will recommend a course of treatment to improve your health. Follow your provider's advice. You are encouraged to maintain a healthy lifestyle. We support programs and courses on preventive care through our MVP Health Care Wellness Center and HealthDollars<sup>SM</sup> program. Our member newsletter is also filled with easy-to-understand information on how to get – and stay – healthy.

**To treat all personnel with courtesy and dignity.**

When you are treated with respect, you are more likely to return that respect. It is your right to expect courtesy. It is your responsibility to act with courtesy toward your PCP, the PCP's staff and MVP Health Care staff, including Member Services.

**To pay all required copays and deductibles at time of service or as determined by the plan.**

You need to pay your health care provider any copay(s) due when you get medical care. MVP Health Care is billed directly for the rest of the charges. You may be asked to pay the entire bill at time of service if you get care from an out-of-network provider. Simply send an original itemized bill with proof of payment to MVP Health Care for processing.

If you have questions about your rights and responsibilities as a MVP Health Care member, please call Member Services from 7 a.m. to 8 p.m. Monday through Friday, Eastern Time at **(585) 325-3113** or **(800) 950-3224**. TTY users may call **(585) 325-2629** or **(800) 252-2452**.

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## MVP Health Care's Member Privacy Policy

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

As a MVP Health Care member, you agree to let MVP Health Care share information about you for medical treatment, payment or health care operations. Protecting the privacy of information about your medical conditions and health is a responsibility we take very seriously. We understand that medical information about you and your health is personal, and it is important to you that we keep it confidential. MVP Health Care is committed to the rules and standards we developed to protect the confidential nature of information about your health.

By law, MVP Health Care needs to tell you about our rules and how we collect, use, share and protect your personal information. This notice is part of a comprehensive privacy program that MVP Health Care has put into place in order to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the requirements of New York law regarding health information confidentiality and with other applicable New York State

regulations.

What information is protected by the law? The rules define **Protected Health Information**, as:

- health information that may identify you, and
- health information that is created or kept by a health care provider or health plan.

**Health Information:**

Includes information that relates to all of your health services, arranging for your health care or payments for your health services.

MVP Health Care needs to know these things about you:

- name;
- address and phone number;
- date of birth;
- your MVP Health Care ID number;
- where you work or used to work; and
- your Social Security number.

MVP Health Care also collects other information about you, such as:

- why the doctor sees you;
- what the doctor does for you; and
- MVP Health Care services you use.

MVP Health Care finds this out from:

- bills that MVP Health Care gets from your doctor;
- letters or calls from your doctor Your medical records;
- other insurers that may pay for some of your care;
- surveys that have your name or ID number on them; and
- the local, state or federal government if they pay for any part of your coverage.

Here are the ways that MVP Health Care is allowed by law to use your information.

- MVP Health Care uses this information:
- to help you get medical care from your doctor, your hospital or others;
- to pay claims for your health care services;
- to find and mail helpful tips to people who have a health problem, like asthma;
- to mail reminders about visits to your doctors;
- to mail information on care choices you have and health services that you might want to get; and
- to conduct its own healthcare operations, such as customer service, resolving grievances, underwriting insurance and conducting business planning.

The following categories, defined by law as "Routine", describe in more detail the different ways that MVP Health Care may use or share information about your health without your written permission.

**Treatment:**

MVP Health Care does not provide treatment and does not use your health information for this purpose. Your health information may be used or shared with a physician or other health care provider in order for them to provide you with treatment.

**Payment:**

This describes the activities done by MVP Health Care to collect premium payments, to determine benefit coverage, or to process payments to your Health Care Provider for the health care services he/she provided to you. These activities include:

- billing, claims management and collections activities to pay claims from physicians, hospitals and other providers for services delivered to you that are covered by your health plan;
- determining your eligibility for benefits;
- coordinating payment for services with other insurance coverage;
- determining medical need for services;
- reviewing health services;
- obtaining premiums; and
- issuing explanations of benefits (EOB).

## Health Care Operations:

These are the activities performed as a part of running the business functions of a Health Plan. This includes activities such as:

- customer service and resolving grievances;
- arranging for and measuring the quality of care you are given;
- coordinating for your care and management of your health situation or disease;
- evaluating our health care providers for proper certifications and evaluating their performance;
- business planning for MVP Health Care;
- work MVP Health Care must do to comply with applicable laws and regulations;
- MVP Health Care's financial reporting requirements, such as working with auditors;
- underwriting insurance; and
- conducting medical review, legal services, auditing and fraud and abuse detection and compliance programs.

Sometimes MVP Health Care needs to work with other companies to help you and perform some functions on our behalf. These kinds of companies are called "Business Associates" of MVP Health Care and must agree in writing to protect your privacy and follow the same rules we do. Examples of these companies are:

- people who print and mail your newsletter;
- auditors;
- some New York State and Federal agencies;
- other insurance companies that may pay for part of your care;
- brokers that assist in sale of benefit plans;
- doctor groups; and
- companies that may help coordinate your care and manage your health situation or disease.

There are other reasons MVP Health Care would be allowed to share your information without your permission. These reasons, defined by law as "Non-Routine", may involve a legal process. For example, a court order or legal demand may require that MVP Health Care share your information. Reasons contained in the law, include:

- **Public Health Activities**, where a health authority is trying to control or prevent disease, injury or disability.
- **Victims of Abuse**, if MVP Health Care is required by law to report such abuse to a government agency.
- **Health Oversight**, where MVP Health Care must disclose your information to a health oversight agency.
- **Law Enforcement**, such as to the police or other law enforcement agency.
- **Coroner or medical examiner** for the purpose of identifying someone whom has died.
- **Organ donations**, if you are an organ donor.
- **Research purposes**, if MVP Health Care participates in research activities.
- **Serious threat to health or safety**, where MVP Health Care is acting to help stop or avoid a threat to public safety.
- **Specialized government functions**, such as to Veterans Affairs, other military or other agencies.
- **Workers Compensation**

## If You Receive Health Coverage through Your Employer:

Information about your enrollment in MVP Health Care and/or health information from which key data that identifies you has been removed may be shared with your employer/group health plan in order to permit them to perform plan administration functions. Your employer's group health plan also may, in certain cases, be allowed access to your health information - please see your employer's plan documents for an explanation of these limited uses and disclosures.

## Telling You About Health-Related Services:

Your health information may be used to send you appointment reminders

or to communicate with you to encourage you to purchase or use a health-related product or service (or payment for such product or service), that is provided by, or included in, a MVP Health Care health plan.

This includes letting you know about:

- people who care for you (doctors, nurses and others) who work with MVP Health Care;
- changes to your health plan, including replacing or enhancing your coverage; and
- health-related products or services available only to health plan members. These products or services must be related to: providing your care, arranging for and measuring the quality of care you are given, coordinating for your care and management of your health situation or disease, or treatment choices.

The following categories describe the different ways that MVP Health Care may use or share information about your health only **with your permission**.

## Authorization:

MVP Health Care can accept an *Authorization to Disclose Information* from you, if you would like us to share your health information with someone other than you for a reason we have not stated above. The law has mandated that an *Authorization to Disclose Information* (ADI) form must include 9 standard elements. You can designate on the form how long you want MVP Health Care to be able to share your information with that individual, for up to a 2 year period. A copy of this form, which is on page 67, can be filled out by you and sent to MVP Health Care's Member Services Department.

This form is also available by calling our Member Services Department. You must complete this form and send it to MVP Health Care's Member Services department. You can cancel this Authorization at any time as described on the form.

## To Your Family and Friends:

Your medical information may be disclosed to a family member, friend or other person to the extent necessary to help with your health care or with payment for your health care. Your name, location and general condition or death may be used or disclosed to notify or assist in the notification of (including identifying or locating) a person involved in your care.

MVP Health Care will provide you with an opportunity to object to such uses or disclosures, unless, based on professional judgment, it may reasonably infer from the circumstances that you do not object to such uses and disclosures.

If you are not present, or in the event of your incapacity or an emergency, MVP Health Care will use our professional judgment in deciding whether disclosing your medical information would be in your best interest.

Your rights regarding information about your health

You have the following rights regarding the health information we maintain about you:

## Right to Inspect and Copy Your PHI:

You have a right to inspect and obtain a copy of information about your health that we maintain. Usually this includes medical and billing records. Under Federal law, this right does not include:

- psychotherapy notes;
- information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding;
- information obtained from someone other than a health care provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information; and
- requests not made by you or your authorized representative.

We may deny your request to inspect and copy your health information in certain limited circumstances, such as where disclosure could reasonably endanger the life or physical safety of you or another

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person. If you are denied access to information about your health, you may request that the denial be reviewed.

**Right to Request Restrictions:**

You have a right to request a restriction on the information about your health that we use or share for treatment, payment or health care operations. You also have the right to request a limit on the information we disclose about your health to someone who is involved in your care or the payment for your care, like a family member.

You can make this request by telling us in writing, using the Request for Restriction on the Use or Disclosure of Information form. You can get a copy of this form by calling MVP Health Care's Member Services department or via our web site [www.mvphealthcare.com](http://www.mvphealthcare.com). MVP Health Care is not required to agree to your request for a restriction.

**Right to Amend Your PHI:**

If you believe the information we have about your health is incorrect or incomplete, you may ask us to amend the information. You must provide a reason that supports your request. You have the right to request an amendment for as long as the information is kept by or for us.

MVP Health Care may deny your request for an amendment if it is not in writing or does not include a reason to support the request. Also, we may deny your request if you ask us to amend information that:

- was not created by MVP Health Care, unless the person or entity that created the information is no longer available to make the amendment;
- is not part of the health information kept by or for us;
- is not part of the information about your health that you would be permitted to inspect and copy; and
- is accurate and complete.

**Right to Request an Accounting:**

You have the right to receive an accounting of certain disclosures of information about your health information that MVP Health Care made, if any. This right applies to disclosures for purposes other than treatment, payment, health care operations, for those disclosures authorized by you, or as otherwise permitted or required by law. You have a right to receive specific information about these disclosures that occurred for a six year period before the date you make the request, but only back to April 14, 2003.

The accounting MVP Health Care sends you will identify to whom the disclosure was made, the date of disclosure, and provide a brief description of information disclosed and the purpose of the disclosure. If you request an accounting more than once in a 12-month period, MVP Health Care may charge you a reasonable administration fee for the additional requests. The right to receive this information is subject to certain exceptions, restrictions and limitations.

**Right to Request Confidential Communications:**

If you could be endangered by the normal ways we share information with you, you have the right to request that we communicate with you about your health information by a different means or at a different location. MVP Health Care will ask you the reason for your request, and it will accommodate all reasonable requests.

**Right to a Copy of MVP Health Care's Notice of Privacy Practices:**

You have the right to obtain a copy of this notice at any time.

**Your Written Authorization Is Required:**

Other uses and disclosures of your health information that are not described above will only be made with your written authorization. You may give MVP Health Care written authorization to use or to disclose your health information to anyone for any purpose.

You may revoke this authorization at any time. Preferred Gold/GoldAnywhere members, please call Gold Member Services at (585) 327-2480 or (800) 665-7924. Other plan members, please call (585) 325-3113 or (800) 950-3224. TTY users call (585) 325-2629, or (800) 252-2452. You also may cancel this

authorization by writing to Member Services, MVP Health Care, 220 Alexander Street, Rochester, NY 14607. Please note that a cancellation by telephone must be confirmed in writing. However, your revocation will not affect any use or disclosure that you permitted, and that was made, prior to your revocation.

**Your Privacy Rights:**

You may exercise your privacy rights at any time by submitting your request in writing to: ATTN: Privacy Officer, MVP Health Care, 220 Alexander Street, Rochester, NY 14607

**MVP Health Care's Duties Regarding Information About Your Health:**

We are required by law to:

- maintain the privacy of information about your health;
- provide you with this notice of our legal duties and health information privacy rules; and
- abide by the terms of this notice.

**Changes to This Notice:**

We reserve the right to change the terms of this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. If we make a material change to the terms of this notice, we will mail a revised notice to you.

**For More Information and to File A Complaint:**

If you think your privacy rights have been violated, you can complain to MVP Health Care. Complaints should be sent to: ATTN: Privacy Officer, MVP Health Care, 220 Alexander Street, Rochester, NY 14607. You also may file a complaint with the Secretary of the U.S. Department of Health and Human Services. Complaints filed directly with the Secretary must: (1) be in writing; (2) contain the name of the entity against which the complaint is lodged; (3) describe the relevant problems; and (4) be filed within 180 days of the time you became or should have become aware of the problem. We will provide you with this address upon request. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services. We support your right to the privacy of your medical information.

- If you view this notice on the MVP Health Care Web site or receive it by e-mail, you are also entitled to receive it in written form.
- You may request more detailed information about your rights and privacy protections or learn how to exercise those individual rights as described in this notice.
- If you want a full copy of our privacy rules, please call Member Services at (585) 325-3113 or (800) 950-3224.
- TTY users may call (585) 325-2629 or (800) 252-2452.
- You can write to our Privacy Officer at MVP Health Care, or come to our offices at 220 Alexander Street, Rochester, NY 14607.

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## Care Management Programs

MVP Health Care is here to help you take on life and live well, no matter what your health status. That's why we have a team of nurses, respiratory therapists, social workers and other health care professionals to help you. If you are living with a serious physical health concern, one of our care management programs may be right for you.

**Working together, we can:**

- find and help you get the medical services you may need;
- teach you how to take the best care of yourself;
- refer you to classes and services through the MVP Health Care Wellness Center;
- locate other useful community resources; and
- work as a partner with you and your doctor.

We'll also supply you with personalized mailings and newsletters with the latest health information!

Our programs are available to you at no cost as a MVP Health Care plan member.

For more information visit [www.mvphealthcare.com](http://www.mvphealthcare.com) or call MVP Health Care at the number listed below for the program in which you are interested.

Representatives are available to assist you Monday – Friday from 8:30 a.m. to 5:00 p.m. (Eastern time). TTY users may call **(585) 325-2629** or **(800) 252-2452** for information about any program.

**ACUTE CARE**

(585) 327-2543 or (800) 933-3920, ext. 2543

**BACK CARE**

(888) 357-4687, ext. 2310

**CANCER CARE**

(585) 327-2543 or (800) 933-3920, ext. 2543

**CORONARY ARTERY DISEASE CARE**

(585) 325-3113 or (800) 950-3224

**DIABETES CARE**

(585) 258-8078 or (800) 933-3920, ext. 8078

**DIALYSIS SUPPORT CARE**

(585) 327-2543 or (800) 933-3920, ext. 2543

**END STAGE RENAL DISEASE CARE**

(585) 327-5744 or (800) 933-3920 ext. 5744

**HEART FAILURE CARE**

(585) 327-2493 or (800) 933-3920, ext. 2493

**METABOLIC SYNDROME CARE**

(585) 327-2465 or (800) 933-3920, ext. 2465

**RESPIRATORY CARE**

(585) 327-2401 or (800) 933-3920, ext. 2401

## Patient Protection and Affordable Care Act Notices

### Notice of opportunity to enroll in connection with extension of dependent coverage to age 26

Individuals whose coverage ended, or who were denied coverage (or were not eligible for coverage), because the availability of dependent coverage of children ended before attainment of age 26 are eligible to

enroll in your MVP plan. Members may request enrollment for such children for at least 30 days from the date of this notice to be effective as of the first day of your next plan year. For more information call MVP Member Services by using the number on the back of your ID card.

### Lifetime limit no longer applies and enrollment opportunity

Any lifetime limit on the dollar value of benefits under your MVP plan no longer applies. Members whose coverage ended by reason of reaching a lifetime limit under the plan are eligible to enroll in the plan. Members have 30 days from the date of this notice to request enrollment. For more information call MVP Member Services by using the number on the back of your ID card.

### Patient Protection Disclosure

For plans that require or allow for the designation of primary care providers by members:

- Your MVP plan may require or allow the designation of a primary care provider (PCP). You have the right to designate any primary care provider who participates in MVP's network and who is available to accept you or your family members. Until you make this designation, MVP will designate one for you (only for plans that require a PCP designation). For information on how to select a primary care provider, and for a list of the participating primary care providers, call MVP Member Services by using the number on the back of your ID card.

For plans and issuers that require or allow for the designation of a primary care provider for a child:

- For children, you may designate a pediatrician as the primary care provider.

For plans and issuers that provide coverage for obstetric or gynecological care and require the designation by a member of a primary care provider:

- You do not need prior authorization from MVP or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, call MVP Member Services by using the number on the back of your ID card.

## Now available! The MVP Health Insurance Company *Participating Provider Directory*

Send me the most recent *NH Participating Provider Directory*

To receive your Directory, fill out this and mail to:

MVP Health Insurance Company  
Attn: Corporate Communications Dept./Art. 42 Directory  
P.O. Box 1076, Schenectady, N.Y. 12301-1076

A Directory will be mailed to the address on this card. Please allow 4 to 8 weeks for delivery. Your Directory will arrive via return mail.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Member ID# \_\_\_\_\_