

This communication should be viewed by:
Primary Care Providers, Clinical Staff, Office Staff

Important Information from MVP HEDIS Operations

MVP Health Care® (MVP) appreciates the work that you do and is committed to sharing information that supports our Members, your patients.

For the Submission of Gaps in Care (GIC) Reporting

1. Please use the cover sheet included with each monthly GIC report. Complete it in its entirety, including contact information and practice TIN. This ensures our team can reference the correct Gap List and if needed, contact your practice with questions about your submissions.
2. Use the most recently published GIC report to avoid sending records for gaps that have already been closed with claims. All Provider practices can retrieve their own gaps reports through their MVP Provider Online Account. Please contact our HEDIS Operations team for a Step-Guide to do this or ask to have a copy sent to you monthly if preferred. Contact us at mvpgapclosures@mvphealthcare.com.
3. Many of MVP's Gaps in Care measures can be closed with claims using our 2024 Coding Reference Guides, which can be accessed by visiting mvphealthcare.com/providers and selecting *Resources*, then *Reference Library Home*, then *HEDIS Provider Reference Guides*.
4. Reminder about the KED measure: Patients require **BOTH** eGFR and uACR tests to fulfill this requirement.
5. Although BCS and COL can now be closed with claims (BCS-e, COL-e). MVP will continue to accept medical record documentation for these 2 measures in 2024.
6. IMA: MVP will collect medical record documentation for the HPV series only. NYSIIS records are acceptable.

Documentation Requirements

1. Please ensure that the Member date of birth is on all submitted documentation and the Member's name is the same on the GIC report as on the medical record. In the case of a missing DOB or name discrepancy on a report, a patient demographic form showing the DOB, current and former name, or matching medical record number must accompany the record. Documentation cannot be accepted otherwise. HIXNY demographics show all current and former names used.
2. Member death or use of hospice services any time in 2024 will exclude the Member from all measures. This documentation can be accepted in place of that required for any measure. Dates of death and/or hospice use must be included.
3. Please do not submit pathology reports in place of colonoscopy procedure reports without first contacting the MVP HEDIS Operations review team at mvpgapclosures@mvphealthcare.com to discuss its content, timeframe to which it can be applied, or if it can be used at all.

Contact MVP with questions:



Contact your MVP Professional Relations Representative.



Call the MVP Customer Care Center for Provider Services at **1-800-684-9286**



Chat with us! Visit mvphealthcare.com/Providers and click the **Live Chat** red circle on the bottom right.

To view all communications, visit mvphealthcare.com/FastFax