

Skilled Nursing Home Utilization Management Changes Due to COVID-19

To lessen the administrative burden during increased COVID-19 admissions, MVP Health Care® (MVP) is making the following Utilization Management (UM) changes.

Effective December 21, 2020

- MVP is suspending prior-authorization requirements for all initial Skilled Nursing Facility (SNF) transfer requests (for all Members, all regions, and all states including, but not limited to, NY and VT).
- MVP will waive the 3-day hospital stay rule, if it exists, for all MVP Member plans.
- It is expected that transfers are medically necessary.
- It is preferred that MVP Members continue to be directed to MVP participating facilities. However, MVP and naviHealth will not reject admissions to non-participating facilities.

Prior authorization remains in place for transfer requests to IRF, LTACH, or HH facilities, and should be sent appropriately as noted below:

For Medicare Advantage Members

- Please notify naviHealth at initial PAC Requests (including SNF, IRF, and LTACH).
 - Phone: **1-844-411-2883**
 - Fax: **1-866-683-6976**

SNFs are required to notify naviHealth within 48 hours of admission for notification of admission and concurrent reviews.

- SNF Continued Stay Medical Necessity Reviews and NOMNCs still apply.

For Commercial and Medicaid Members

- SNFs are required to notify MVP within 48 hours of admission for notification of admission and concurrent review.
 - Send a fax to **1-866-942-7826**
- For Transfer Requests for LTACH and Acute Inpatient Rehab, please send a fax to **1-888-207-2889**.

MVP reserves the right to retrospectively review all admissions that occurred regardless of notification to MVP.

To view all communications, visit mvphealthcare.com/FastFax

To receive future FastFax messages by email, send a request to MVPFastFax@mvphealthcare.com.

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

