

The MVP Care Management Programs provide oversight and education to help patients with chronic diseases and health ailments better understand their condition and live successfully with it. An MVP representative offers support ,coordinating services to those recovering from an accident or surgery; as well as those identified with conditions such as diabetes, high blood pressure, heart disease, high-risk pregnancy, asthma, COPD and low back pain.

Care Management Programs include:

1. Case Management - available to members with complex injuries or complex health issues. Also includes members with multiple chronic conditions such as heart disease, diabetes, COPD and asthma.
2. Little Footprints - available to members experiencing a difficult pregnancy, has had problems with a previous pregnancy or is considered high-risk. See the *MVP Little Footprints* flyer!!!
3. Social Work - members who need help connecting to community resources and services.
4. Transplant Case Management - assistance in the management of organ and bone marrow transplants.

Who is eligible? Programs are open to members of MVP Health Plans at no charge and with no obligation. A hospital stay of 7 days will prompt MVP to reach out to you. Additionally, you can:

Register through your Primary Care Physician or Self-Refer:

- Primary Care Physician
 - A referral from your Primary Care Physician will trigger an outreach from MVP.
 - Those treated for serious and potentially debilitating conditions such as a serious accident, heart attack, stroke, major surgery or identified as a high-risk pregnancy should automatically be contacted by a MVP Care Management Specialist. If not, please "self-refer" using the information below.
- Self-Refer
 - Self-refer by calling 1-866-942-7785 or emailing phmreferrals@mvphealthcare.com.

MVP also offers a 24/7 Nurse Advise Line 1-800-207-4712 or you can sign in to the MVP Portal and send a message after you complete a secure form.

To those in need, this is a valuable program!!! Our MVP data indicates these services are underutilized. I assume people are contacted and "brush it off" thinking someone is trying to sell them something. Your participation helps keep you safe and healthy while managing health care costs.