

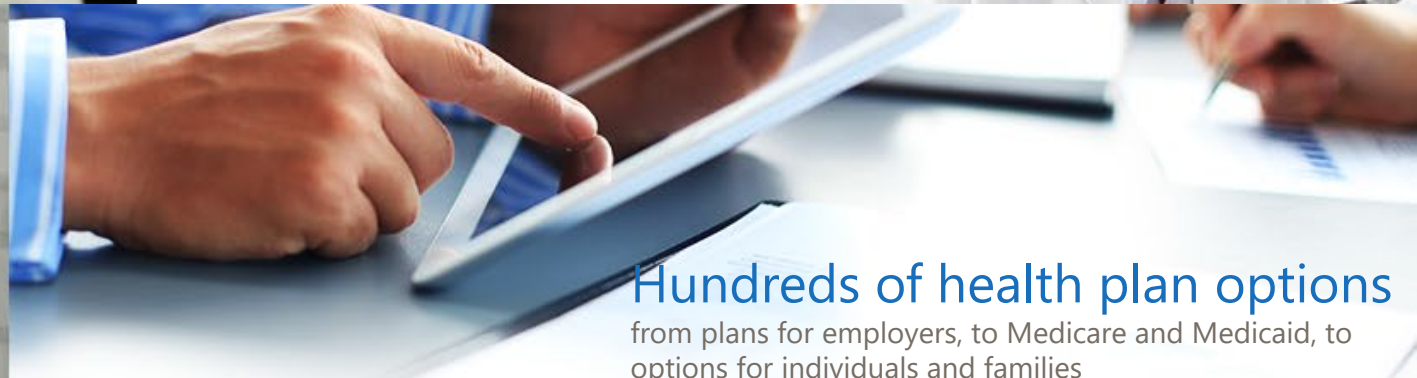
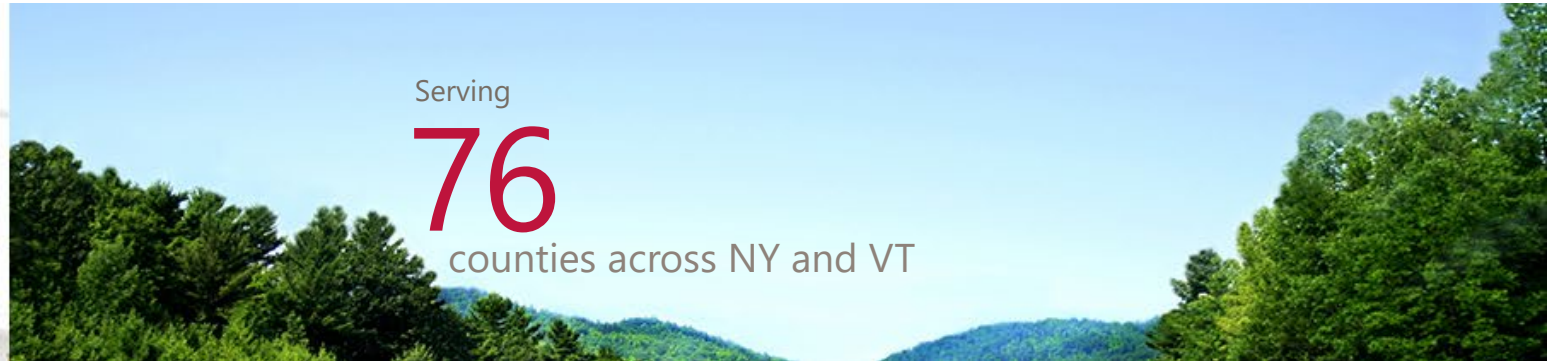


The Silver Lining?

How COVID-19 Has Removed Barriers to Telehealth



By the Numbers

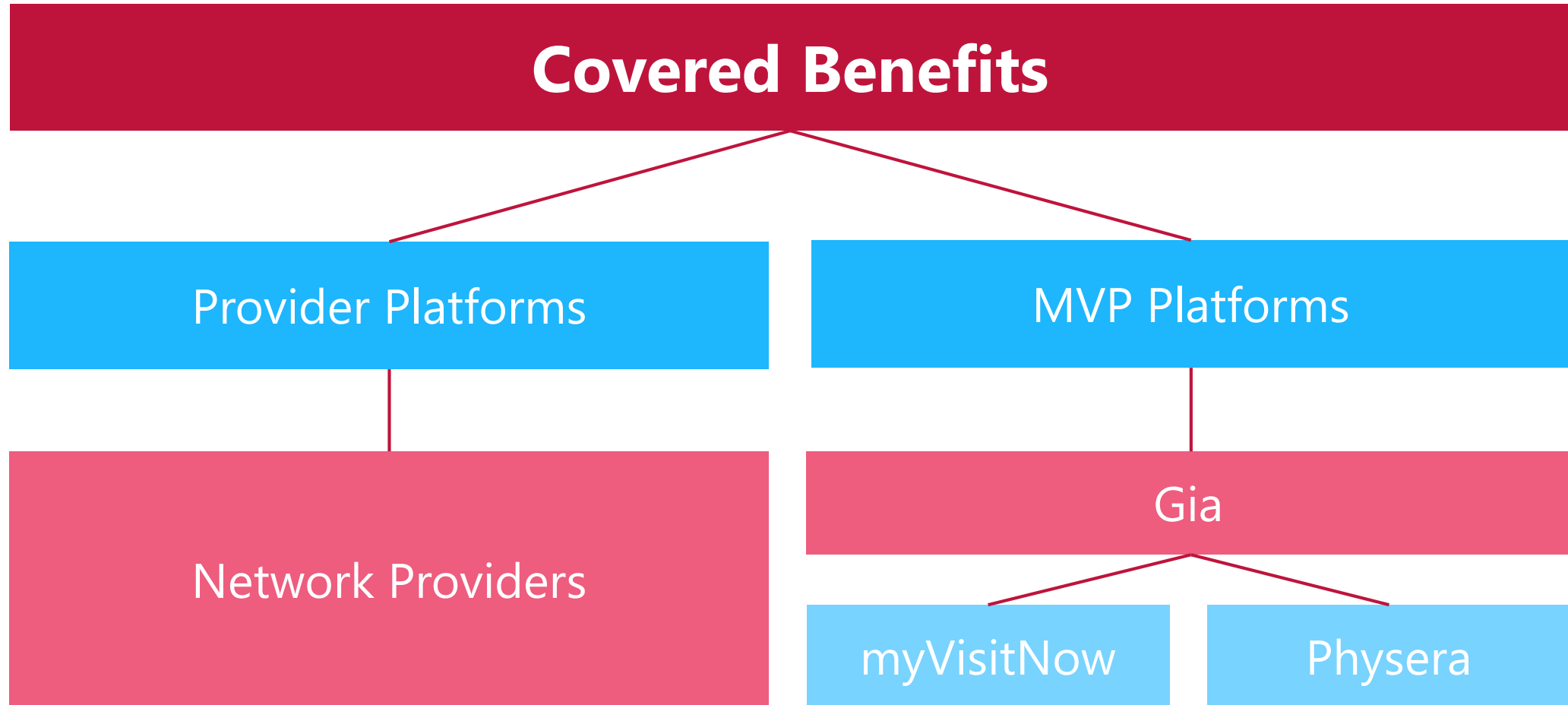


"During the height of the pandemic in New York State, we witnessed five to six years of health care transformation in a matter of six weeks."

- Christopher Del Vecchio, President and CEO, MVP Health Care

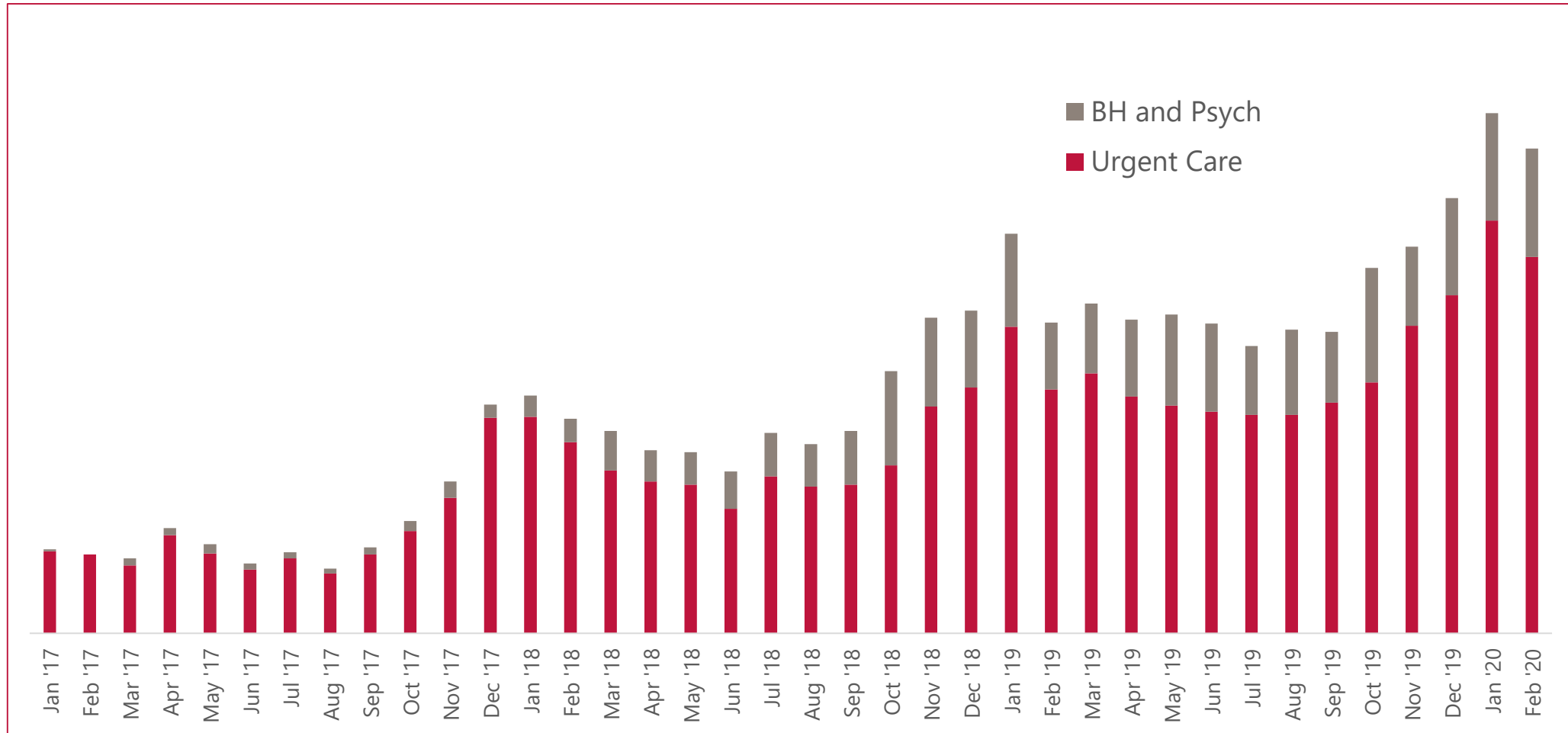
Background

How Does MVP Support Telemedicine?



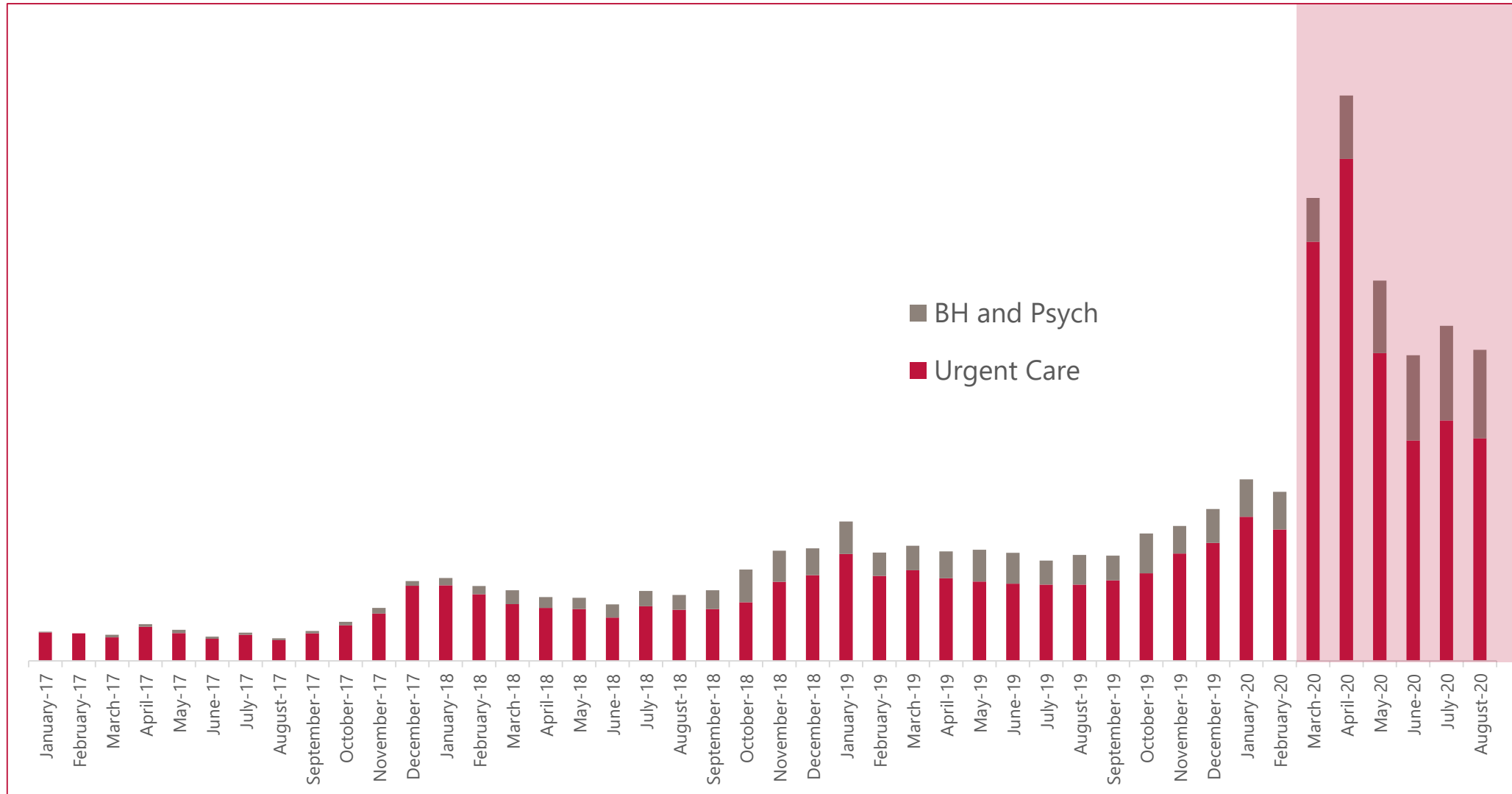
MVP Platforms: Utilization Review

January 2017- February 2020



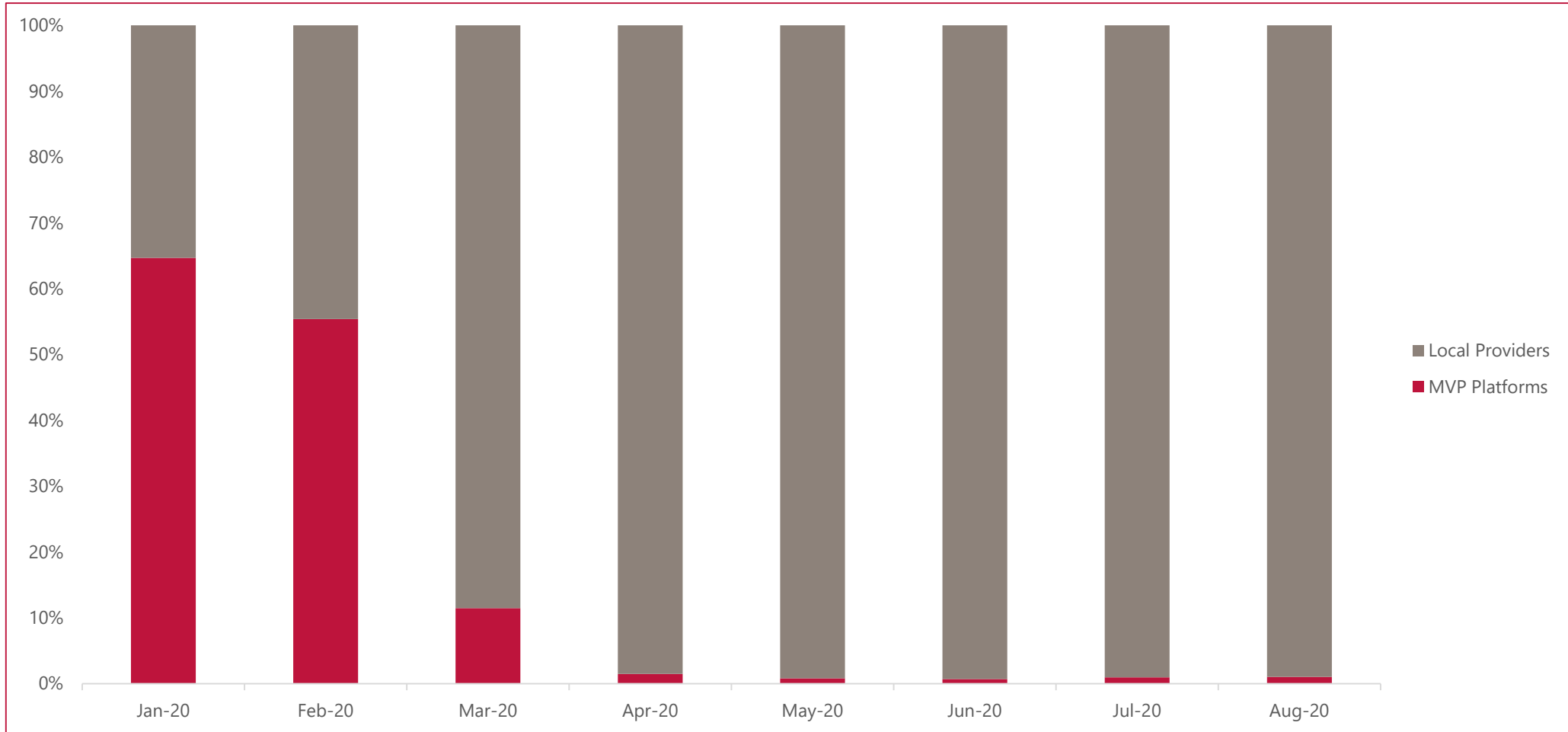
MVP Platforms: Utilization Review

January 2017- August 2020



Telemedicine Claims by Source

2020 YTD



MVP and Provider Response

COVID-19 Communications

Launch of trytelemedicinefirst.com and myERnow



Attention
MVP Health Care® and CDPHP Members:

COVID-19: How to Stay Safe and Get the Help You Need

If you are experiencing symptoms of or may have been exposed to coronavirus (COVID-19), avoid a trip to the emergency room!

Stay home and get the help you need from our 24/7 virtual emergency room services, powered by United Concierge Medicine.

Two Ways to Connect – 24 hours a day / 7 days a week

MVP | myERnow

MVP Members:
Call 1-833-myERnow
(1-833-693-7669)

— OR —

Download the myERnow™ App

CDPHP | ER ANYWHERE

CDPHP Members:
Call 1-866-ER-ANYWHERE
(1-866-372-6994)

— OR —

Download the ER Anywhere App

Visit Our "Emergency Room" – Without Leaving Home

Get expert guidance from a highly trained ER team ready to assess your risk and – if needed – coordinate testing, prescribe medication or provide referrals.

For a life-threatening medical emergency, dial 9-1-1.

No Cost to You

This service is provided for MVP and CDPHP members* at no cost. For all eligible members, all fees associated with COVID-19 testing from an emergency room or an in-network provider, will be waived.

Working Together – For You and Your Family

Addressing a challenge like this requires teamwork. At MVP and CDPHP, our members' health and safety is our greatest concern. Because this isn't just our community...it's *our home*.

*If you are a self-funded plan member, you should check with your employer.
App Store® is a registered trademark of Apple Inc.
Google Play and the Google Play logo are trademarks of Google LLC.

MVP Health Care
March 20 · 🌐

myVisitNow® is a great alternative to avoid the waiting room during this period of social distancing. Plus, all telemedicine visits, including urgent care services and appointments with qualified mental health professionals, are free! We appreciate your patience as members may experience longer wait times. Visit myvisitnow.com to learn more.

MVP | myVisitNow

myVisitNow from MVP Health Care is powered by American Well. Regulatory restrictions may apply.

15 ❤️ 5 Comments 9 Shares

👍 Like 💬 Comment ➦ Share

MVP members, get the expert Coronavirus help you need. Now.

Avoid a trip to the emergency room! If you, or someone you love, has the symptoms of Coronavirus (COVID-19), or has concerns over being exposed to someone with COVID-19, MVP's myERnow virtual emergency room is here for you.

mvphealthcare.com/myERnow

Call 1-800-TALK-MVP (1-800-825-5687)
24 hours a day / 7 days a week

MVP | myERnow

STAY HOME STAY SAFE

TRY TELEMEDICINE FIRST!

If you think you have symptoms of Coronavirus (COVID-19), don't go straight to the emergency room. **Try Telemedicine First!**

For a life-threatening medical emergency, dial 9-1-1.

Find Your Telemedicine Options

Search by Health Insurance Company:

GO

OR, Search by Hospitals and Providers Near You:

GO

Telemedicine is Simple and Convenient

- ✓ Talk to a health professional on your phone, smartphone, tablet or computer – ask questions and get advice, just as you would at a regular in-person appointment
- ✓ Get the expert guidance you need (including, if necessary, how to get tested)

- Press Releases and Statements from our CEO
- Billboards
- Radio and TV PSAs
- Call Campaign
- Call Center Phone Prompts
- Organic and Paid Social Media
- Member Emails
- Member Care Packages
- Website Updates
- Flyers/Mailers/Newsletters

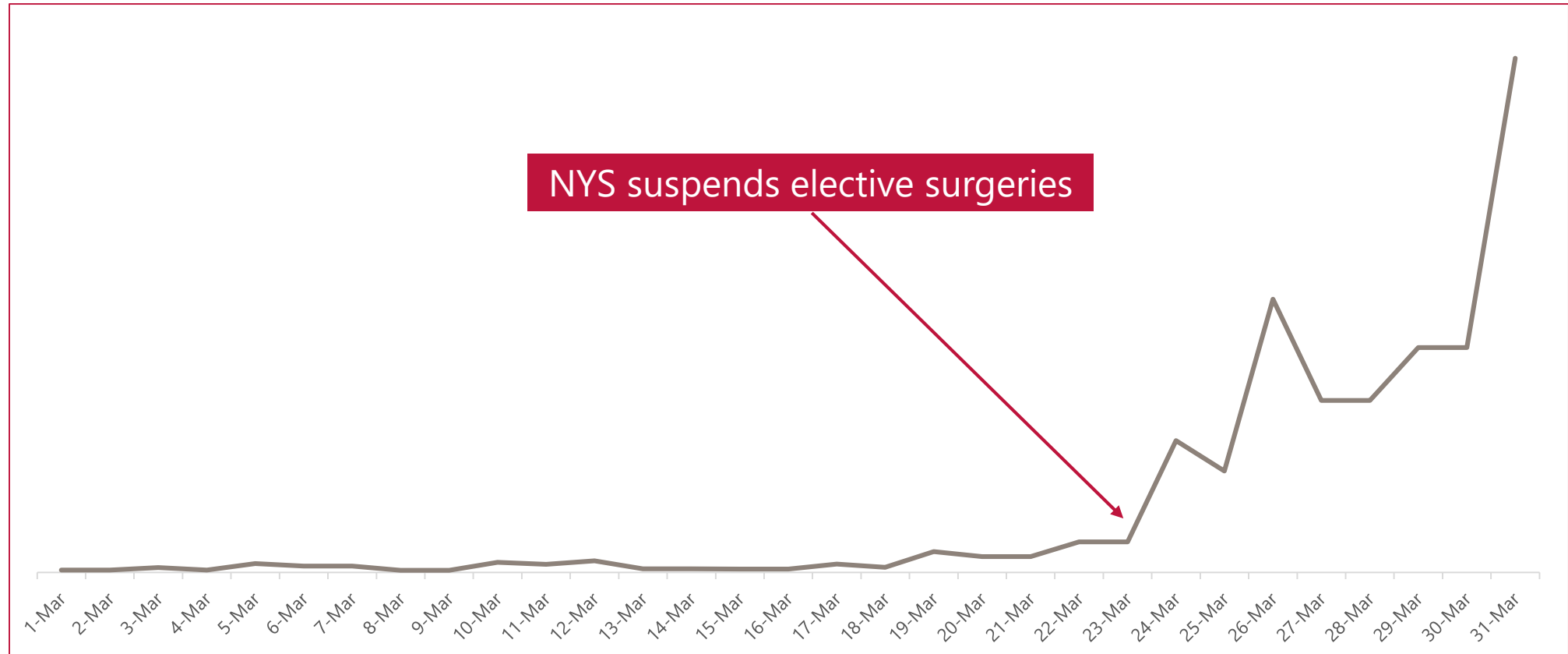
Promoting \$0 Co-Pay

- Reduced member uncertainty
- Decreased financial burden on member
- Increased likelihood of seeking care



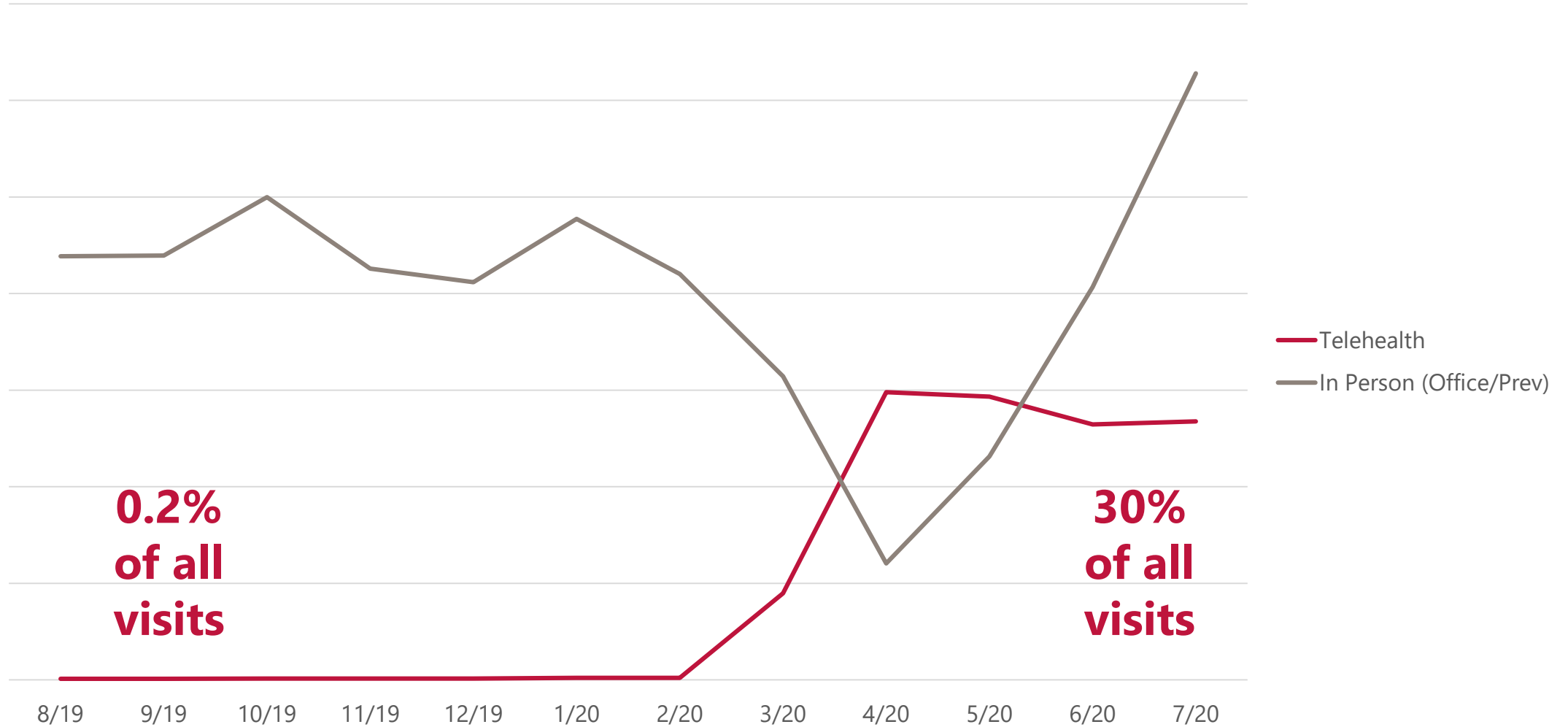
Provider Readiness

Network Providers, 3-Day Rolling Claims Average, March 2020

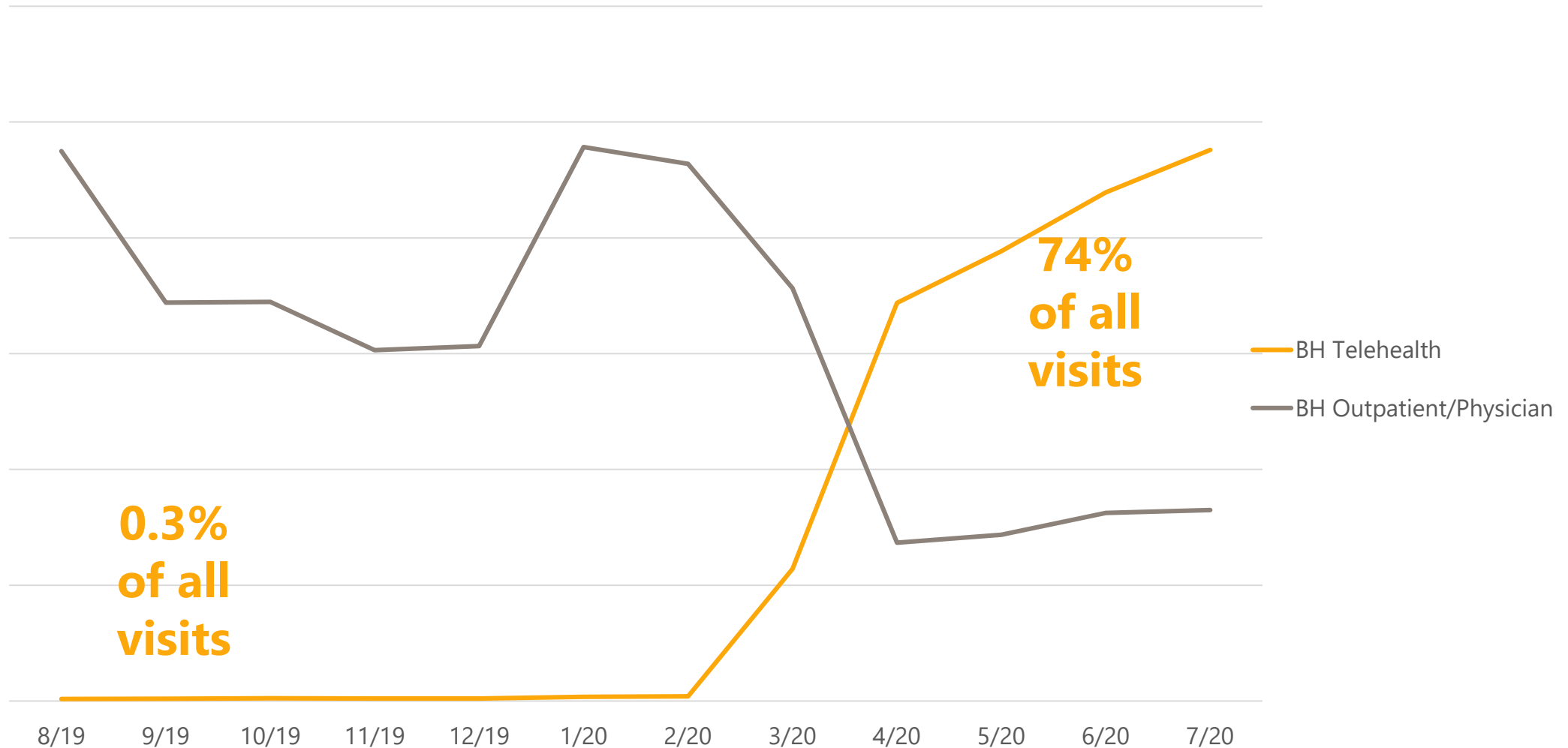


Outcomes

COVID-19: Utilization Spikes



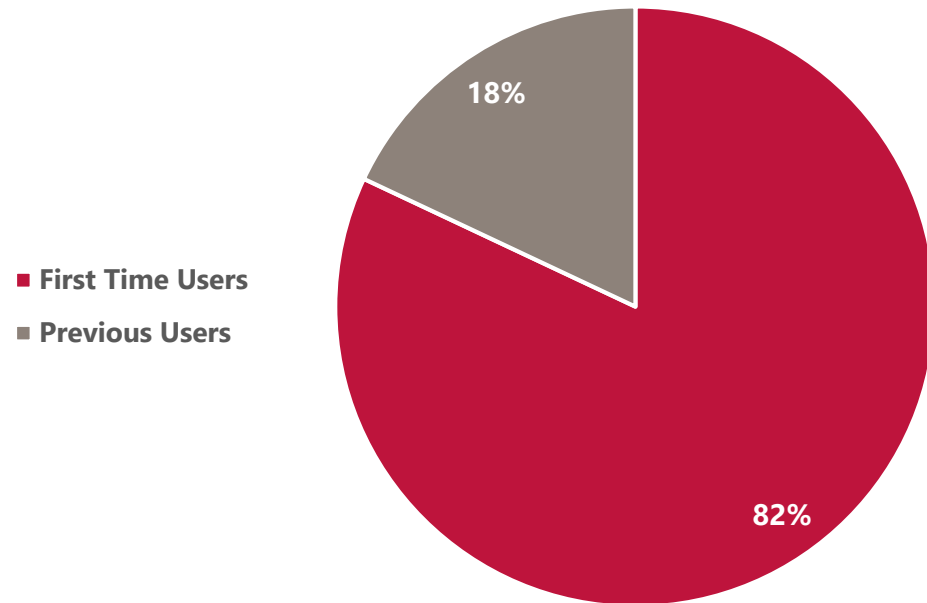
COVID-19 Utilization: Behavioral Health



New Behavioral Health Patients



**MVP Platform Behavioral Health Visits
(March-August, 2020)**



New patients made up 82% of unique members using MVP's Behavioral Health platform since the pandemic started

Those new patients used the service an average of 4.5 times each since the pandemic started

Of the new patients using the platform, 66% of them used the service more than once

What Comes Next?

