



Living Well

Fall | 2023

Exclusively for MVP Health Care®
DualAccess Members



No-Cost, In-Home Health Visits from Matrix

A team of Nurse Practitioners help you access care.

Who is Matrix?

Matrix Medical Network is a trusted MVP partner providing in-home health and wellness visits with Nurse Practitioners (NP). A Nurse Practitioner is a nurse who received training to provide more patient care like health screenings and wellness exams. During your visit, a Matrix Nurse Practitioner may perform an annual wellness exam, talk about health screenings, and review your medications with you. Visits can be in person from the comfort of your home, or you can schedule a video visit. Matrix visits are optional and are available under your plan at no cost.

How does Matrix help me?

Matrix can help you complete important health exams and screenings if you are unable to visit your doctor. Matrix also works with your MVP Care Team to help manage your care.

What happens during a Matrix in-home health visit?

During your appointment, the Nurse Practitioner may:

- Check your eyes using a special camera
- Take blood or urine samples to check blood sugar levels and kidney performance
- Explain other screenings you need
- Answer any questions you have

The Nurse Practitioner may use masks, gloves, hand sanitizers, and disinfectant sprays, and can provide you with a mask if you'd like to wear one during the visit.

Scheduling your visit is easy.

You may receive a letter or phone call from Matrix when you are due for exams or screenings. Choose a time that will work for you!

Visits by Matrix do not replace the care you receive from your primary care provider or other doctors. If you have any questions about Matrix, please contact your MVP Care Team.



Contact MVP

MVP Member Services/
Customer Care Center

1-866-954-1872

TTY 711

April 1–September 30,
Monday–Friday, 8 am–8 pm
Eastern Time. October 1–March 31,
call seven days a week, 8 am–8 pm.

**careteam@
mvphealthcare.com**

We Welcome Your Comments

Attn: Member Communications
MVP Health Care
625 State St
Schenectady NY 12305-2111

**memberservices@
mvphealthcare.com**

Material presented in this
newsletter is not intended to
replace medical advice, which
should be obtained from a
qualified physician.

Para leer este boletín
informativo en español,
visite **mvphealthcare.com/
newsletters**. Verá los boletines
informativos en español.

MVP Health Plan, Inc. is an HMO-POS/
PPO/HMO D-SNP organization with
a Medicare contract and a contract
with the New York State Medicaid
program. Enrollment in MVP Health
Plan depends on contract renewal.

MVP Health Care complies with
applicable Federal civil rights laws
and does not discriminate on the
basis of race, color, national origin,
age, disability, or sex (including sexual
orientation and gender identity).

ATENCIÓN: Si habla español, tiene
a su disposición servicios gratuitos
de asistencia lingüística. Llame al
1-844-946-8010 (TTY 711).

注意: 如果您使用繁體中文,
您可以免費獲得語言援助服務。請
致電 **1-844-946-8010** (TTY 711)。

If any information in this Living Well
Newsletter conflicts with provisions
of your Evidence of Coverage (your
Contract), the provisions of your
Contract take precedence over
Living Well articles and information.



Follow MVP Health Care to stay
up to date on our health and
well-being programs, community
events, and news about how
MVP is working to create the
healthiest communities.

2024 MVP DualAccess Plan Benefit Updates

**There are several exciting changes
to your MVP DualAccess plan for
the 2024 coverage period.**

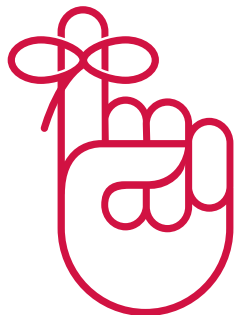
Starting January 1, plans will include:

- **An increase to \$2,000 a year** for preventive and comprehensive dental coverage
- **A \$75 monthly allowance** toward your grocery benefit which can now be used at Walmart*
- **The opportunity to earn an MVP Medicare Be Well Rewards \$100 gift card** for completing an annual wellness visit with your doctor
- **Up to \$100 every three months** to spend on over-the-counter medicine and health related items (based on your specific plan)

*Your allowance is received monthly to be used toward healthy food purchases from select retailers or by mail order. The allowance amount does not carry over from month-to-month.

Coverage Renewals are Back

**You may need to renew your
Medicaid coverage this year.**



MVP will send you reminders when it is time to renew your coverage. Make sure your account information like mailing address, phone number, and email are up to date so we can reach you.

**If you have questions about renewing your
Medicaid coverage, call your MVP Care Team.**

Free Health and Well-Being Classes

MVP offers a variety of classes, discount programs, and vouchers throughout our service area. To learn more, find classes near you, or to register for any of our health and well-being programs, visit **mvphealthcare.com/calendar**.

Need some extra support? **Count on your Nurse Care Manager.**

As part of your MVP health plan, you have access to a Nurse Care Manager.

Your MVP Nurse Care Manager is there to help you when you need them. They can help you understand what conditions you have and how to manage them. They can also help you find resources in your area to help you live well.

Nurse Care Managers will work with you and other members of your Care Team to make sure you have the right amount of support to reach your health goals.

Call your Nurse Care Manager for help with:

- Scheduling visits with your primary care provider or specialists
- Understanding and managing your medications
- Learning about your health conditions and plan benefits
- Connecting you to needed social services like food pantries or housing support
- Finding mental health resources

Call your MVP Care Team at **1-866-954-1872** (TTY 711).



It's important to take **prescription drugs as your doctor orders.**



Use these helpful tips to make this part of your daily routine:

- Write down a daily schedule
- Use a pillbox
- Post reminders for yourself
- Set reminders on your phone or other devices

Talk to your doctor or your Care Team pharmacist if you are having problems taking your drugs as ordered or if you are having side effects from your medication.

Your annual wellness visit is a good time to review your medications with your doctor.

Bring a list of both prescription and over-the-counter drugs you take, and talk with your doctor about:

- When to take the medication
- How much of the medication to take
- How to take the medication (i.e., with or without water or food)
- How long to take the medication

A Message from MVP President & CEO

As we enter the exciting fall season, your MVP Care Team is here to help you take care of your personal health. Your Care Team can help you set up important routine check-ups, screenings, and immunizations which can make a big difference in your overall well-being.

Remember, your MVP Care Team is here for you every step of the way. They are dedicated to providing the support and guidance you need to make informed decisions and achieve your health goals.

As always, thank you for choosing MVP Health Care.

Stay safe and be well,



Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Resources for Communities Impacted by Natural Disasters

**Our members and their communities are—
and always have been—our top priority.**

We're here for our communities through good times and bad. If you or someone you know is an MVP member and needs help with food, transportation, medications, or other urgent health care needs due to the recent fires and flooding in our service area, please contact your MVP Care Team for help.

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625 State Street
Schenectady, NY 12305-2111
mvphealthcare.com

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US Postage
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Health and Wellness or Prevention Information

Get your flu shot, not the flu!

**Getting a yearly flu shot can help protect
you from the flu and its complications.**

You can get a flu shot at your doctor's office, at many pharmacies, or at community flu shot clinics. Your MVP Care Team can help you schedule your flu shot, or help you find a place to receive it. To learn more, call your Care Team or visit mvphealthcare.com/flu.

