

Wherever Life Takes You, Take Gia[®]

Life is full of adventures. And whether your next adventure takes you up a mountain or up that extra set of stairs, take Gia along. With the new *Gia by MVP* mobile app, you've got a guide to your health (and your health plan) with you every step of the way.

With the all new Gia, you can:

- Get 24/7 virtual primary care with a team of multispecialty doctors
- Get same-day care for everything from routine needs to managing conditions like diabetes, high blood pressure, or anxiety. There's no appointment needed—care is just a text away
- View and share your MVP Member ID card with doctors or family members
- Find medical, dental, and pharmacy claims for your plan
- Get an overview of your coverage, such as plan details

In addition to all the new Gia features, you can still connect to urgent and emergency care in minutes. It's the fastest way to find out if you need to go to an Emergency Room or Urgent Care (most often, Gia doctors can treat your health concern virtually).

Get the all-new *Gia by MVP* app at **GoAskGia.com**.





As we head into fall, I hope you will continue to prioritize your personal health and wellness. Being proactive about your health with preventive care services such as routine check-ups, screenings, and immunizations is more important now than ever and can help you enjoy this season to the fullest. Our new and improved *Gia*® by MVP mobile app can help you easily access care all year round.

Stay safe and be well,

Christopher Del Vecchio

President and Chief Executive Officer

Material presented in this magazine is informational only and is not intended to replace medical advice, which should be obtained from a qualified physician. In the event that any information in Living Well conflicts with provisions of your subscriber, group, or individual MVP Health Care contract, the provisions of your contract take precedence over Living Well.

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



Stay Connected with an Online Account

Creating an online member account is the easiest way to access all of your important plan information and helpful resources.

We've made it easier for you to find and select your Primary Care Provider (PCP), update payment methods, check claim status, and even update your communication preferences. Once you create an online account, download the new *Gia* by MVP mobile app to start accessing care. If you don't have an online account, visit **my.mvphealthcare.com** and select *Register* to create one in minutes.

If you need additional help, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.

Flu Season May Arrive Earlier than Normal This Year

Getting a flu shot in early fall can help protect you from the flu and its complications. You can get a flu shot at your doctor's office, pharmacies, or community flu shot clinics.

To learn more, visit **mvphealthcare.com/flu**.



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Cancer Screenings **Keep You a Step Ahead**

Life can get hectic and going to the doctor for any reason can be stressful. But you deserve the control over your health that cancer screenings provide. Preventive care services like cancer screenings help to catch problems early—when treatment is more effective.

Breast Cancer Screening—A mammogram can help find a lump in the breast up to two years before you or your doctor can feel it. When detected in its earliest stages, breast cancer is 98% more treatable.

Recommended every one-to-two years for women ages 40–74.

Cervical Cancer Screening—Regular pap tests can find problems before the cells become cancerous. With regular pap tests, 75% of cervical cancers can be prevented.

Recommended every three years for women ages 21–65.

Colorectal Cancer Screening—Abnormal polyps can be found with a screening test and removed early when treatment works best. Colorectal cancer is 90% more treatable if it is caught in its early stages. At-home screening options may be available.

Recommended for adults ages 45–74.

If you've put off these screenings, you're not alone. But now is the time to get them done. Talk to your Primary Care Provider to find out if you are due for cancer screenings or tests. If you need help finding a PCP, visit mvphealthcare.com/findadoctor. Sign in before you search so your results are personalized to your location, plan, and member details.

MVP is pleased to announce a new virtual educational series, **Get the Facts on Cancer**, presented by the Cancer Services Program of the Finger Lakes Region. These programs are free and available to all MVP and non-MVP members. Pass it on to family and friends! For full program details and to register, visit mvphealthcare.com/calendar.

Get the Facts on Breast Cancer Screenings, Risks, and Resources

Thursday, October 20, 2–3 pm

Get the Facts on Cervical Cancer Screenings, Risks, and Resources

Thursday, October 27, 2–3 pm

Get the Facts on Colorectal Cancer Screenings, Risks, and Resources

Thursday, November 3, 2–3 pm



Find a Doctor or Facility Online

Whether you are traveling or just looking for a doctor closer to your home, the MVP online *Find a Doctor* tool makes it easy. Discover in-network providers and nearby labs or facilities based on your MVP plan.

Visit mvphealthcare.com/findadoctor to watch an online video with step-by-step instructions. Click on *Find a Doctor* and *Sign In* or enter your MVP Member ID for the most personalized search.

To receive a print version of the Participating Provider Directory, mail a request to:

Attn: Provider Listing Request
MVP Health Care
PO BOX 2207
Schenectady, NY 12301-2207

Please include the name of your health plan as it appears on your MVP Member ID card. You may also call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.



We're Here to Help

Whether you need assistance managing a medical, mental health, or substance use issue, or even if you need help finding community resources, such as food pantries or transportation, our Case Management Team is here for you. To speak with a Case Manager, call **1-866-942-7966** (TTY 711), Monday through Friday, 8:30 am–5 pm.

Contact Us

Comments about this newsletter? Send an email to members@mvphealthcare.com or write to us at:

Living Well MVP Health Care
625 State Street
Schenectady, NY 12305-2111

If you have questions about your benefits, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.

Reminder

Go directly to the emergency room if you experience symptoms such as trouble breathing, chest pain, heavy bleeding, severe allergic reactions, or a sudden, severe headache.

If you do not need care, but just need advice, speak with a nurse, day or night, who can help you find information and resources about prevention, wellness, treatments, chronic conditions, and other health topics. Call 24/7 Nurse Advice Line at **1-800-204-4712** (TTY 711).

Don't forget—Gia is another service available to you 24/7!

Immunizations for Preventive Care

Vaccine Check!

Vaccines reduce the risk of getting sick by working with the body's natural defenses to safely develop immunity to disease. When you keep your child up to date on their scheduled vaccines, you're not only protecting them—you're helping to protect your loved ones, and your community, too.



Calling All Parents and Caregivers

If your child is overdue for a vaccine, schedule a visit with their doctor to help get back on track. You can also talk about your child's physical and mental health, any current health concerns, or the medications they are taking. If you need to find a new doctor for your child, MVP can help. Doctors for children can include pediatricians or family medicine doctors. Visit mvphealthcare.com/findadoctor, select *Doctors by Specialty* and type in "pediatric care" or "family medicine." Don't forget to ask your doctor for an updated vaccination and health record for school.

School-Age Vaccine Checklist

Age Group	Vaccines Required
Four to Six	<ul style="list-style-type: none">• Diphtheria, tetanus, and pertussis (DTaP)• Polio• Measles, mumps, rubella (MMR)• Chickenpox
11-12	<ul style="list-style-type: none">• Tetanus, diphtheria, and pertussis booster (Tdap)• Meningococcal disease (MCV4)
13-18	<ul style="list-style-type: none">• MCV4 booster

Kids can get their initial dose of the human papillomavirus (HPV) vaccine after they turn nine years old. The HPV vaccine helps protect your child against HPV and the types of cancer it can cause, like cervical and throat cancer. The HPV vaccine is safe and effective but works best when given before any exposure to HPV.

Vaccines for All

Adults need to keep up with scheduled vaccines too. Children (over six months old) and adults should get their flu shot each year. The Centers for Disease Control and Prevention (CDC) also recommends everyone ages five years and older get their primary series of COVID-19 vaccines and receive a booster dose when eligible. Adults 50 and older should talk to their primary care provider about when they should get their shingles and pneumococcal vaccine. For a full list of recommended vaccines by age, visit cdc.gov/vaccines.

LivingWell

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Life is full of adventures. With the new *Gia*® by MVP mobile app, you've got a guide to your health (and your health plan) with you wherever your next adventure leads.

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Schenectady, NY 12305-2111
mvphealthcare.com

Get Active with **New Free MVP Fitness Courts**

To support fitness for all, MVP has partnered with the National Fitness Campaign to bring outdoor fitness courts to cities within New York and coming soon to Vermont. We have opened 14 new, free MVP fitness courts in communities across MVP service areas. The fitness courts are for people of all ages and abilities and no extra equipment is necessary. Participants have access to a free fitness court app that will coach them through a great workout using their own body weight.

Don't Forget About Our **Living Well Programs**

MVP offers a variety of programs—both in-person and virtual—to help you live well. Choose from a selection of classes and activities near you, such as physical fitness classes, wellness webinars, discount opportunities, and more! Visit mvphealthcare.com/calendar for more information.



Important Member Notices

See enclosed flyer.

Important **Member Notices**

Your Privacy is Important to Us

MVP wants you to understand what information we may gather and how we may share it. “HIPAA” refers to the Health Insurance Portability and Accountability Act of 1996. The HIPAA Privacy Notice describes how MVP uses, discloses, and safeguards your health information. It also explains your rights with regard to your health information.

MVP’s Nonpublic Personal Financial Information Policy explains our collection, use, retention, and security of nonpublic personal information such as your Social Security Number, payment history, date of birth, and status as an MVP Member.

To obtain a copy of our HIPAA Privacy Notice or Nonpublic Personal Financial Information Policy, visit **mvphealthcare.com/notices** and select *Privacy Notices*. You can also call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card to request a copy of these documents.

Protection for Victims of Domestic Violence

MVP will not disclose the address, phone number, or health insurance information of a victim of domestic violence. If the victim is a child, the child’s parent or guardian must provide MVP with a valid order of protection. If an order of protection is issued against an individual, MVP will not disclose the address, phone number, or health insurance information of the victim and the victim’s dependents for the duration of the order. For more information, visit **mvphealthcare.com/notices** and select *Legal Notices/Reports*.

Direct Access to OB/GYN Services

Health Maintenance Organizations (HMO) in New York State must provide female enrollees with direct access to primary and preventive obstetric and gynecologic services, including annual examinations and the treatment of acute gynecologic conditions. For more information on how MVP ensures female HMO enrollees receive the care they deserve, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID. To read the law in full, visit **health.ny.gov** and search “4406-b.”

Annual Notice Notification

Annual Member Notices includes Rights and Responsibilities of MVP Members, Transition of Care, MVP Emergency Care Policy, and information on Member Complaints, Appeals, and Grievances. MVP members are notified upon initial enrollment and at least once a year thereafter that the Annual Member Notice is available.

To view the most current version, visit **mvphealthcare.com/notices** and select *Legal Notices/Reports*.

Prior Authorization Requirements

Your doctor must receive prior authorization from MVP before you receive certain outpatient medical or surgical procedures, durable medical equipment, home care, and professional services, as well as certain prescription drugs.

Prior approval is also required before you receive any services from a non-participating (out-of-network) health care provider.

Your provider will contact MVP on your behalf with the necessary medical information if the service or supply requires prior authorization. If you are using an out-of-network provider, it is your responsibility to confirm there is prior authorization on file with MVP when needed. For more information, visit **mvphealthcare.com/priorauth**.

You Deserve Quality Care

MVP regularly reviews in-network providers using standards set by the National Committee for Quality Assurance (NCQA) for quality of care and patient satisfaction. The measures used are endorsed by national sources such as the National Quality Forum (NQF) and the American Medical Association (AMA).

For more information, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card. You can view information about participating providers in MVP’s network at **mvphealthcare.com**, select *Find a Doctor*, then *NY Physician Profiles* or *VT Physician Profiles*.

Women's Health and Cancer Rights Act (WHCRA)

MVP provides benefits for mastectomy-related services. MVP provides coverage for all stages of reconstruction of the breast on which a mastectomy has been performed, including reconstruction and surgery to achieve symmetry, prostheses, and treatment of complications resulting from a mastectomy, including lymphedema. To obtain a detailed description of the mastectomy-related benefits, please call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.