

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.

The All-New Gia Brings You:

- 24/7 virtual primary care with a team of multi-specialty 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, including plan details

Be one of the first to try out the new Gia! It will be available in app stores right around the time this newsletter arrives to you. Visit mvphealthcare.com/gia to learn more.

“LOVE THIS! Every doctor has been kind and wonderful.”

—Robin, MVP Member





Everything we do at MVP is built around our promise to provide you with access to quality health care and ensure your health needs are met. We believe it is our job to provide you with convenient access to virtual care solutions through Gia. This gives you 24/7 access to urgent and primary care when and where you need it, to help you achieve your best health and well-being. No matter where you are in your health care journey, MVP is always here for you.

Christopher Del Vecchio
President and Chief Executive Officer



Important Plan Documents Coming to Your Inbox Soon

Starting soon, MVP will begin delivering important plan and care-related information to you electronically instead of by mail—this includes newsletters (like this one), care determination notices, and tax forms.

It's all part of our effort to make information more accessible to you. If you'd prefer to continue to receive paper copies of these documents, set up your communication preferences by signing into your online account at my.mvphealthcare.com. Then select *Account Settings* then *Communication Preferences*. If you have already set up your communication preferences, you do not have to do anything. If you don't have an online account, visit my.mvphealthcare.com and click *Register* to create one in minutes.

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.



Back-to-School Checkup

It's time to schedule a back-to-school checkup with your child's doctor. During this visit, the doctor can talk through any physical or mental health concerns, vaccines and screenings, or medications your child may be 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 search *pediatric care*.

Back-to-School 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

For many, vaccines may have gotten off track in the last few years. See your child's doctor as soon as possible to get back on track and ask them to provide you with an updated vaccination record for your child's school.

While not required for school, the initial dose of the human papillomavirus (HPV) vaccine is recommended for children of all genders after they turn nine years old. Students of all ages should receive annual flu vaccinations. The CDC also recommends everyone ages five years and older get their primary series of COVID-19 vaccines and receive a booster dose when eligible. Visit cdc.gov/vaccines for a full list of recommended vaccines by age.



Diabetes Checklist

Are you up to date on your screenings? If you are living with diabetes, you should have certain tests and exams done at least yearly to avoid complications. Talk to your doctor to see if it is time for one of your screenings, and what your results mean to you.

Diabetes Screening Examples:

- Retinal eye exam by an eye doctor
- HbA1c to check your blood sugar levels
- Urine protein level
- Lipid profile
- Complete foot exam

To learn more about these tests, visit mvphealthcare.com/diabetes.

Don't forget to talk to your doctor about any vaccines you may need!

Need help managing diabetes?

MVP Health Coaches are here for you. A Health Coach can help you understand diabetes. They can work with you on changes you can make to keep your health under control. Call us at **1-866-942-7966** to get started.



MVP Member Advisory Groups

Join our member advisory groups and let us know how we can improve our service.

The MVP Member Advisory Council meets four times a year virtually. If you would like to join, please email GPemails@mvphealthcare.com or call the MVP Member Services/Customer Care Center at **1-800-852-7826** (TTY 711).

The MVP Behavioral Health Advisory Committee meets virtually on Tuesday, October 18, 2022. If you would like to join to discuss behavioral health, please email BehavioralHealthAdvisoryCommittee@mvphealthcare.com or call **1-800-532-3530** (TTY 711).

Obtaining a Participating Health Care Provider Listing

The most up-to-date information about our participating providers is available online. Visit mvphealthcare.com and select *Find a Doctor* to start a search. For a hard copy of a provider listing, please 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 Members Services/Customer Care Center at **1-800-852-7826** (TTY 711) to request a provider directory.

Regular Dental Visits Make a Big Difference in Your Overall Health

MVP members deserve to have the quality dental care they need. MVP partners with Healthplex to make sure you have access to dental care services.



If you have not seen your dentist in the last 12 months, call your dentist's office at the number listed on your Healthplex member ID card to schedule a visit. Routine dental visits are available at no cost to you.

Seeing a dentist at least once every six months is key to good dental health.

Your dentist will look for signs of tooth decay, gum disease, sores, and infections. Routine dental visits also help to prevent future problems. Dental problems that don't get treated can quickly get worse. They also make it hard to eat, sleep, and do well at work or in school.

If you have questions about your dental benefits or need help finding a new dentist, call Healthplex Customer Service at **1-800-468-9868** (TTY 711) Monday–Friday, 8 am–6 pm Eastern Standard Time or email Healthplex at **info@healthplex.com**.

MVP Nonpublic Personal Financial Information Policy and HIPAA* Privacy Notice

MVP is committed to safeguarding your information. We want you to understand what information we may gather and how we may share it. MVP's Nonpublic Personal Financial Information Policy explains MVP's 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. Members can obtain a copy of MVP's Nonpublic Personal Financial Policy or MVP's HIPAA Privacy Notice by visiting **mvphealthcare.com** and selecting *Privacy & Compliance* at the bottom of the home page, or by calling the MVP Member Services/Customer Care Center.

Contact Us

MVP Member Services/
Customer Care Center at



1-800-852-7826

TTY 711

Monday–Friday, 8 am–6 pm

GPemails@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.

*Health Insurance Portability and Accountability Act of 1996

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mvphealthcare.com

Whether you need assistance managing a medical, mental health, or substance use issue, our Case Management Team is here for you! To speak with a Case Manager, call **1-866-942-7966** (TTY 711) Monday–Friday, 8:30 am–5 pm.



Get Active this Summer 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 Vermont. **13 new free MVP fitness courts are opening this summer in communities across MVP service areas.**

The fitness courts are for people of all ages and abilities and no extra equipment is necessary. Participants will get a great workout using their own body weight and will have access to a free fitness court app that will coach them along the way.

Physical activity is anything that gets your body moving. According to the Center for Disease Control and Prevention (CDC), adults should try to get 150 minutes of physical activity each week such as walking, biking, or swimming. Strength training, like lifting weights, should also be incorporated into your workout schedule!

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.