



Living Well

Issue 1 | 2023

Exclusively for MVP Health Care® Medicare Advantage Members



When should I use Gia®?

The *Gia* by MVP mobile app is a quick and easy way for you to talk or text with a doctor anytime, from anywhere.

Available 24/7, and free for MVP Medicare Members, Gia is a good option when you:

- Want to avoid busy waiting rooms
- Cannot get an appointment with your doctor
- Do not have transportation
- Feel unwell and would prefer to stay home

Gia providers can diagnose and treat many different illnesses, including:

- Cough or upper respiratory infection
 - Cold, flu, and COVID-19
 - Sinus infection
 - Muscle or joint pain
 - Skin irritations
 - Urinary tract infection
 - Concerns with minor injuries, burns, or if you're not sure what to do following a fall
- And many other health concerns.

Based on your symptoms, your Gia provider can often recommend a treatment plan, or prescribe a medication and have it sent to your local pharmacy. If you do need an in-person visit, your Gia doctor can save you time by referring you to the most appropriate care in your area.

To learn more about when to use Gia, visit mvphealthcare.com/UsingGia.



Dental Reminders

Most MVP Medicare plans have coverage for two routine dental exams, cleanings, and x-rays every year. If coverage is included with your MVP Medicare plan, you can choose to go to any dentist who accepts Medicare.

However, your cost is usually lower if you choose a dentist in the DenteMax Medicare network.

If you go to a dentist outside of the DenteMax network, and the dentist charges more than the maximum amount allowed by your plan, you may receive a bill.

To find a dentist in the DenteMax network, visit mvphealthcare.com/MedicareDentist. Make sure your dentist is still in the DenteMax network each time you have a visit to avoid a surprise bill.

If you have questions about your dental coverage, call the MVP Medicare Customer Care Center.



Contact MVP

MVP Medicare
Customer Care Center
1-800-665-7924

TTY 711

October 1–March 31,
call seven days a week,
8 am–8 pm Eastern Time.

April 1–September 30,
call Monday–Friday, 8 am–8 pm.

mvphealthcare.com

We Welcome Your Comments

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

**memberservices@
mvphealthcare.com**

How do you want to hear from MVP?

You can easily update your contact information online and choose to receive updates and communication from us via email—even this newsletter!

Visit **my.mvphealthcare.com** and *Sign In* or *Register Now* to access your online account. Select the profile icon in the top right corner of your dashboard, and select *Profile and Setting* to change your communications preferences. MVP will continue to send information about your health plan contract and benefits by mail.

We are committed to protecting your personal information. Your email address will not be shared with anyone else.

Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician. If any information in Living Well conflicts with provisions of your Evidence of Coverage (your Contract), the provisions of your Contract take precedence over Living Well articles and information.

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)。



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.

Combat Rising Food Costs

Good nutrition is important for older adults to help stay strong and reduce the risk of disease.

But as you age, it can be harder to eat in healthy ways, especially with recent increases in the cost of food. If you are concerned about the cost of food, here are some tips to consider:

- **Look for programs in your community that offer free or low-cost meals**
- **Ask about food assistance benefits.** Contact your local Office for the Aging to find out what food benefit programs are available in your area
- **Look into the U.S. Supplemental Security Income (SSI) program**
- **Buy low-cost nutritious foods**, like dried beans, rice, and pasta. Or, buy foods that contain these items, like split pea soup or canned beans
- **Use coupons or join your grocery store's reward program** for discounts on foods
- **Buy foods on sale and choose store-brand foods**, which often cost less
- **Buy shelf-stable foods in bulk or in large quantities**

An MVP Case Manager can help you find nutritional services in your community. Call **1-866-942-7966** (TTY 711), Monday–Friday, 8:30 am–5 pm to connect with a Case Manager.

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Farm-Fresh Food for Less

New York and Vermont offer programs to provide qualifying low-income people with coupons for local farmer's markets. This is a great way to add more local, fresh fruits and vegetables to your diet while also supporting farming. Coupon books are available on a first-come, first-served basis and may be used starting in July. To find out if you qualify or to apply, contact your local Office for the Aging, or an MVP Case Manager for help.

Make It Easier to Take Your Medications



Prescription medications can help you manage your health, but only when taken correctly.

If you're having problems taking your medicine as prescribed, think about why you're having trouble and try these tips to help overcome common issues:

Plan a daily schedule.

Put your schedule where you can see it.
Take it with you when you travel.

Get a pill box.

It should hold a week's worth of pills.

Make it routine.

Take your medications when you do another daily task, such as brushing your teeth or making morning coffee.

Make It Affordable

Don't try to save money by taking only half a dose or by taking your medicines less often; if you don't take the right amount of medicine at the right time, it won't work the way it should.

Use your MVP member ID card every time you fill a prescription to take advantage of \$0 cost generic drugs. If you are taking a medication with a higher co-pay, look for alternative medications in the MVP formulary with your doctor to help reduce your co-pay.

If a medication is not listed on the Formulary, MVP can help. Call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711). Representatives are available seven days a week October 1–March 31, 8 am–8 pm Eastern Time. April 1–September 30 representatives are available Monday–Friday, 8 am–8 pm.

Set an alarm.

Set your watch, kitchen timer, or computer/smartphone calendar to remind you when to take your medication.

Don't run out.

Figure out how long your bottle of medicine will last. Put refill reminders on your calendar so you won't run out of medicine.

Take advantage of cost-savings through CVS Caremark® Mail Service Pharmacy¹ and have your medications shipped directly to your home.

Receive a three-month supply of your prescriptions for the cost of two co-pays² delivered! To start your three-month prescription home delivery, register or sign in to your MVP online account at **my.mvphealthcare.com** and select *My Plan*, then *Manage Prescriptions* (CVS Caremark website). From the CVS Caremark website, select *Check Drug Cost & Coverage*, then *Plan & Benefits*.

To learn more about these and other services, visit **my.mvphealthcare.com/PartD**.

¹Other pharmacies are available in the MVP Network.

²WellSelect and GoldSecure members pay 100% for drugs in Tiers 3–5 until their annual deductible is met. The deductible does not apply to plan-covered insulins regardless of tier.

Questions about **co-pays?**

It's always good to review your claims and make sure you haven't been charged in error. There are two kinds of visits you'll have with your Primary Care Provider or Specialist:

Preventive visits, which are covered in full, are services you receive to prevent illness. Examples are your annual wellness visit, a flu shot, or a cancer screening.

Diagnostic visits are visits you have because you feel sick and have a health concern.

If the purpose of your visit changes while you are with the doctor, you could be charged a co-pay you were not expecting. Here is an example.

If your doctor has a concern during a routine eye exam and runs a test, you could be charged a co-pay for the test.

Another example might be if you see your doctor because you are having pain. During the visit, the doctor does an x-ray, and then gives you an injection of pain medicine. After this visit, you may have co-pays for the visit, the x-ray, and the medicine.

Visit **my.mvphealthcare.com** and *Register* or *Sign In* to your MVP online account to find information about your claims. You can always call the MVP Medicare Customer Care Center at the phone number on the back of your MVP Member ID card whenever you have concerns about a charge you have received.

A Message from MVP President & CEO

At MVP Health Care, we know you have many choices when it comes to your health care, including who you choose as your insurance provider. I want to thank you for choosing us to support your health and well-being journey.

This year, MVP will focus on what you told us you want and need from your health plan by creating a more personalized experience through improved customer service, quality of care, and access to health care services and benefits when and where you need them. Please know we are continuously listening to you and working to design products and services that meet your unique needs.

Stay safe and be well,



Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



We Want to Hear **from You**

Are you interested in providing feedback on how we are doing?

Join the MVP Medicare Member Advisory Council! The Council meets virtually twice a year. If you would like to join, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711).

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Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

Explore **GetSetUp** and Learn How Exercise Can **Improve Your Life**

GetSetUp¹ has a series of classes to help add exercise to your week so you can begin reaping the benefits. You have access to GetSetUp at no extra cost² as part of your SilverSneakers[®] membership. To register for GetSetUp, visit **SilverSneakers.com** and log into your SilverSneakers account, then select *Explore GetSetUp*. Visit **SilverSneakers.com/GetStarted** to get your SilverSneakers ID number today.

¹GetSetUp is a third-party service provider and is not owned or operated by Tivity Health, Inc. ("Tivity") or its affiliates. Users must have internet service to access GetSetUp service. Internet service charges are responsibility of user.

²Charges may apply for access to certain GetSetUp classes or functionality.

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