

## Don't Ignore the **Winter Blues**

If you find yourself feeling sad or not like yourself in the fall and winter months, you are not alone. This happens to many people this time of year when the days get shorter and there is less sunlight. This is called seasonal affective disorder, or SAD, and it is a type of depression.

SAD has many of the same symptoms as major depression, including:

- Feeling very sad most of the day, everyday
- Losing interest in the things you enjoy
- Trouble sleeping
- Having low energy
- Feeling hopeless or worthless

There are also symptoms that are specific to SAD, including:

- Sleeping more, but still feeling tired
- Eating more and craving carbohydrates
- Gaining weight
- Avoiding other people

The good news is that SAD is treatable. Talk to your doctor if these symptoms sound familiar and you think you need help. You may also contact an MVP Case Manager at **1-866-942-7966** to discuss your condition and help prepare you to speak with your doctor.

If you are struggling with thoughts of suicide, get help now. Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**. The lifeline provides free, confidential support 24/7.

Source: National Institute of Mental Health

## Got Screened?

Completing routine screenings and tests help prevent diseases or detect them early on when treatment is more effective and can help reduce your chances of future health problems. Screenings vary by gender and age and may include:

- Breast cancer screening
- Cervical cancer screening
- Colorectal cancer screening
- Diabetes care screenings
- Prostate cancer screening

If you've put off going to the doctor, you're not alone, but now is the time to get your health back on track. Talk to your doctor to find out if you are due for any health care screenings.





As we enter the holiday season, we'd like to take a moment to give thanks to you, our member. You drive us to make health insurance more convenient, more supportive, and more personal.

As you spend time with your loved ones this season, we encourage you to do so safely. Remember—prioritizing vaccinations, and your personal commitment to staying up to date on screenings and preventive care, are the best ways to protect yourself and others through the winter.

I wish you and your family a healthy and safe New Year.

**Christopher Del Vecchio**  
President and Chief Executive Officer

### Get Living Well by Email

Visit [mvphealthcare.com](http://mvphealthcare.com) and Sign In/Register to your online account. Then select *Communication Preferences* to opt in. MVP will continue to send information about your health plan contract and benefits by mail, as required by New York State.

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](http://mvphealthcare.com/newsletters). Verá los boletines informativos en español.



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## Virtual Access to Behavioral Health

myVisitNow® free online therapy and services

With **myVisitNow**, you have access to behavioral health care when and where it is convenient for you. Online visits are typically available within 24 hours. Speak with a qualified behavioral health professional about:

- Depression and anxiety
- Trauma
- Addiction
- Medication management
- And much more!

Visit [myvisitnow.com](http://myvisitnow.com) for more information.

\*myVisitNow is powered by Amwell. Regulatory restrictions may apply.

### Did you know?

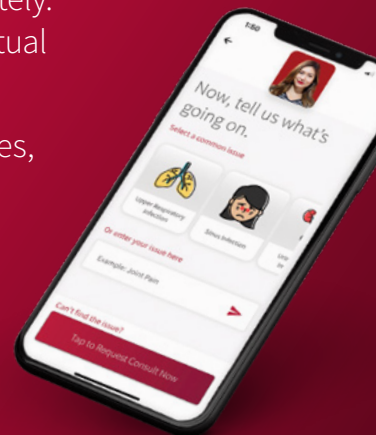
You do not need a referral from your Primary Care Provider (PCP) to access behavioral health services. **You can self-refer to any behavioral health provider!**

## 24/7 Urgent Care With No Wait

Urgent care appointments can be tough to get lately. Luckily for you, there's a simple solution: 24/7 Virtual Urgent Care with Gia.®

Gia connects you to urgent care fast. In most cases, there's no wait at all. On top of that, Gia is free for most MVP Members. That means no co-pay, no bills—nothing. Just quick, quality care from wherever you are.

To get started, visit [startwithgia.com](http://startwithgia.com).




# Statin Medications **Help Control High Cholesterol**

High cholesterol can put you at risk for health issues like heart disease. Statin medications help lower cholesterol. If you are prescribed a statin, it is important that you take it exactly as prescribed so that it can best help you. If you have concerns about your medication or start to experience any side effects, call the doctor who prescribed it right away.

Having difficulty getting your medication filled? Call the MVP Member Services/ Customer Care phone number listed on the back of your MVP Member ID card.

## Contact Us

MVP Member Services/  
Customer Care Center

 **1-844-946-8002**  
(TTY: 1-800-662-1220)

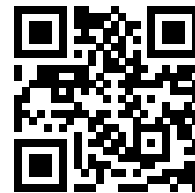
Monday–Friday, 8 am–6 pm

[members@mvphealthcare.com](mailto:members@mvphealthcare.com)

## **You're in Control** with a New and Improved Online Account!

Over the past few months, MVP has been working to improve your online account experience based on valuable feedback from members like you. In the next couple of weeks you will experience a faster, simpler way to access all the helpful information and resources you need, including:

- Your benefits and MVP Member ID card
- Select a Primary Care Provider
- Well-being benefits
- Communication preferences and much more!



Create your account or Sign In today!  
[mvphealthcare.com/members](https://mvphealthcare.com/members).

## **Follow-up Care** After a Hospital Stay

No one wants to be in the hospital. But if you are admitted into the hospital, it is important to follow up with your doctor after you are discharged so they can treat you and help to prevent future stays. Whether your hospital stay was for a physical or behavioral health reason, you should talk to your doctor about:

- Why you were in the hospital
- What happened during your stay
- The results of any tests or blood work, and what the results mean for you
- Any new medications or changes, to ensure you are taking them correctly
- Any other concerns or questions, especially if it's been a while since your last visit

If you have questions or concerns before you can see your doctor, you can use Gia to speak with an emergency room doctor 24/7 by phone, web, or mobile app—which could help you avoid going back to the hospital or emergency room, and save you a trip to urgent care.



# LivingWell



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## Protect yourself with a flu shot!

Flu season arrives every year in late fall and winter. Getting a flu shot is the best way to protect yourself from the flu and its complications, which can be serious. You can get a flu shot at your doctor's office, at many pharmacies, or at community flu shot clinics. To learn more, visit [mvphealthcare.com/flu](http://mvphealthcare.com/flu).



## We Need Your Voice!

Join the MVP Behavioral Health  
Advisory Committee

MVP is dedicated to serving our members.

**The Behavioral Health Advisory Committee** will give you the opportunity to tell us what you think about our services and how you think we can improve.

### Commitment is minimal!

The Committee meets quarterly on the following Tuesdays: January 25, April 12, July 19 and October 18, 2022. **Join us virtually or call in to participate!**

**Interested in joining?** Send an email to [BehavioralHealthAdvisoryCommittee@mvphealthcare.com](mailto:BehavioralHealthAdvisoryCommittee@mvphealthcare.com) or call us at **1-800-532-3530** (TTY: 1-800-662-1220), Monday–Friday, 8 am–6 pm.