



Living Well

Issue 3 | 2022

Exclusively for MVP Health Care® Medicare Advantage Members

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 medical, dental, vision, and pharmacy plans

So wherever your next adventure takes you, take a guide along for the ride.

Be one of the first to try out the all-new Gia! The new Gia app will be 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.

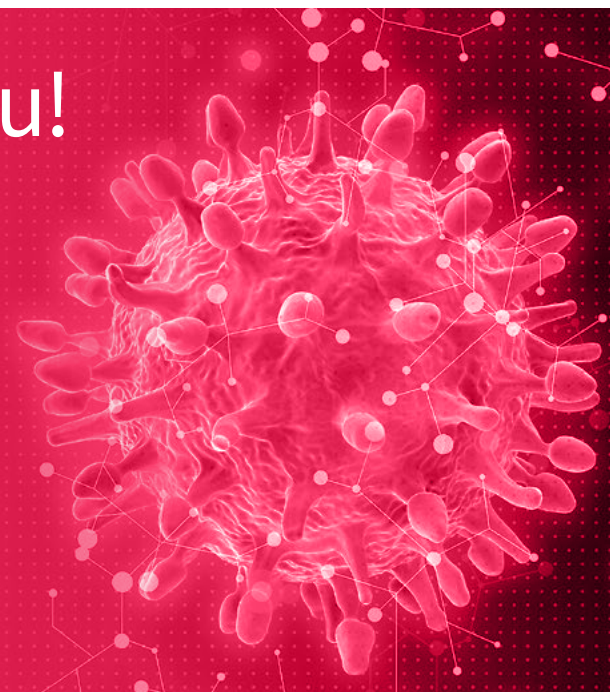
—Robin, MVP Member



Get your flu shot, not the flu!

Flu Season Arrives Earlier Than We Think

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, at many pharmacies, or at community flu shot clinics. To learn more, visit mvphealthcare.com/flu.



Contact MVP

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

TTY 711

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?

We've updated our online experience with an improved way for you to choose how you want to receive information from us. 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, then select *Account Settings*, then *Communication 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.

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.

Do you have Part D?



Save time and money with your MVP Medicare Advantage prescription drug plan benefits.

MVP Member ID Card

Use your MVP member ID card every time you fill a prescription to take advantage of \$0 cost preferred generic drugs.

CVS Caremark® Pharmacy*

Receive a three-month supply of your prescriptions for the cost of two co-pays†. Plus, medications are delivered directly to your home!

MVP Pharmacy Locator

Use this online search tool to find a participating pharmacy that is close to you, offers delivery service, or has extended pharmacy hours.

MVP List of Covered Drugs (Formulary)

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. For a complete list, visit **mvphealthcare.com/prescriptions**.

MVP Medicare Customer Care Center

If a medication is not listed in the Formulary, MVP can help guide you on what to do next. Call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711) seven days a week, 8 am–8 pm. April 1–September 30, call Monday–Friday, 8 am–8 pm.

Medication Therapy Management Program

The Medication Therapy Management Program helps members who have complex health needs or use multiple medications to treat chronic conditions better understand their prescriptions. This program is not considered a benefit, but is offered at no cost to MVP Medicare Part D members. For more information about the program, call **1-866-942-7754** Monday–Friday, 8:30 am–5 pm Eastern Time.

To learn more about these and other services, visit **mvphealthcare.com/medicare** and select *Drug Coverage (Part D)*.

*Other pharmacies are available in the MVP Network.

†WellSelect, Patriot Plan, and Secure members pay 100% for drugs in Tiers 3–5 until their yearly deductible is met.

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.

Bladder Health

Bladder problems can disrupt day-to-day life. When people have bladder problems, they may avoid social settings and have a harder time getting tasks done at home or at work.

Signs of a bladder problem may include:

- ✓ Inability to hold urine or leaking urine
- ✓ Needing to urinate more frequently or urgently
- ✓ Cloudy urine
- ✓ Blood in the urine
- ✓ Pain or burning while urinating
- ✓ Trouble starting or having a weak stream while urinating
- ✓ Trouble emptying the bladder

Talk to your health care provider if you experience any of these symptoms.

There are many ways to treat or manage bladder problems. The choice of treatment you and your doctor decide on will depend on the type of bladder control problem you have, how serious it is, and what best fits your lifestyle.

FOR YOUR INFORMATION

Changes to Your MVP Health Plan for 2023

You'll receive the **Annual Notice of Change (ANOC)** by mail. This document explains the changes to your health plan monthly premium, cost-shares, and benefits for the 2023 plan year. Please be sure to review it carefully.

If you pay MVP directly for your health plan, you will receive this document by September 30. You can switch to another MVP Medicare Advantage plan during the Annual Enrollment Period, October 15–December 7, or keep your current plan with the changes noted in your mailing. **Please let us know if you do not receive an Annual Notice of Change by November 17.**

If your MVP Coverage is provided by a former employer or union group, you will receive your Annual Notice of Change by November 1. You

may also receive additional benefit information directly from your group. **Please let us know if you do not receive an Annual Notice of Change by November 17.**

Directions on how to get a copy of your of your full Evidence of Coverage, Formulary, Provider Directory, and Pharmacy Directory will be included in the mailing.

Need more information?

Contact the MVP Customer Care Center at **1-800-665-7924** (TTY 711). Representatives are available seven days a week, 8 am–8 pm Eastern Time. April 1–September 30, call Monday–Friday, 8 am–8 pm.

MVP HIPAA Privacy Notice

“HIPAA” refers to the Health Insurance Portability and Accountability Act of 1996. The HIPAA Privacy Policy Notice describes how MVP uses, discloses, and safeguards your health information. It also explains your rights with regard to your health information. To obtain a copy of our HIPAA Privacy Notice, visit mvphealthcare.com/notices.

Medicare Member Rights

MVP encourages members to learn about and exercise their rights and responsibilities, including timely access to covered services, privacy protections, and your right to make decisions about your health care. Visit mvphealthcare.com/notices and select *Member Rights and Responsibilities*, or refer to Chapter 8 of your plan's Evidence of Coverage.

You can also call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711) to request copies of these documents.

The MVP Quality Improvement Program

The MVP Quality Improvement (QI) program sets standards for the care and services that are provided to our members by MVP and by Participating Providers. MVP reports on its progress toward achieving the QI program goals in an annual Quality Improvement Evaluation report.

You are welcome to take part in the development, implementation, or evaluation of the quality improvement system, and/or you may comment

on the MVP QI process. If you are interested in participating, commenting, or receiving a summary of the program description document and the Executive Summary of the Annual Evaluation, call the MVP Quality Improvement Department at **1-800-777-4793 ext. 42588**.

Financial Incentives Related to Utilization Management

It is the policy of MVP Health Care, Inc. and all subsidiaries to facilitate delivery of appropriate health care to our members, and to monitor the impact of the plan's Utilization Management Program to ensure appropriate use of services. MVP utilization management decisions are based only on appropriateness of care and the benefit provisions of the member's coverage. MVP does not reward practitioners, providers, or staff, including Medical Directors and Utilization Management staff, for issuing denials of requested care. MVP does not offer financial incentives, such as annual salary reviews and/or incentive payments, to encourage inappropriate utilization.



A Message from MVP President & CEO

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 is coming soon to help you stay easily connected with us and your health care provider to ensure you receive the care you need all year round.

Learn more about the exciting changes coming to our *Gia* app in this newsletter!

Stay safe and be well,

Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care

Stay active! Improve your mood and boost your brain health.



Daily exercise may keep your thinking, learning, and judgment skills sharp; help you sleep better; improve your mood; and reduce your risk of depression.

Take online classes from home or visit a gym. Visit **SilverSneakers.com** to learn more, get tips about daily exercises, or to find a gym near you. Your SilverSneakers membership is included free with your MVP Medicare Advantage plan.

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

PRSR STD
US Postage
PAID
MVP Health Care



Health and Wellness or Prevention Information

Coming to your inbox soon!

Soon, MVP will begin providing important plan and care-related information electronically instead of by mail. This includes newsletters (like this one), care determination notices, tax forms, and premium invoices. 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 and selecting *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 select *Register* to create one in minutes.

If you need additional help, please call the MVP Medicare Customer Care Center.