



Living Well

Issue 4 | 2022

Exclusively for MVP Health Care® Medicare Advantage Members

Don't miss the Preventive Care insert in this issue!

Exciting Changes to Your 2023 Medicare Advantage Plan

Plans with a Real Advantage

There are several exciting changes to your MVP Medicare Advantage* plan for the 2023 coverage period. If you pay MVP directly for your health plan coverage, see below and check the Annual Notice of Changes or the Benefits at a Glance mailings you received earlier this fall to learn about what's changing for your coverage next year.

Starting January 1, plans will include:

GetSetUp

SilverSneakers® has teamed up with GetSetUp to offer members virtual, instructor-led classes where participants can learn new skills and connect with peers who share their interests.

Joint Replacement Recovery

Members living with rheumatoid arthritis or osteoarthritis will be offered additional support while recovering following joint replacement.

Gia® by MVP Mobile App

Wherever life takes you, take Gia. Connect to a real, live doctor 24/7 by text or video call. Plus, find ID cards, claims, and a wide network of doctors and facilities right in your pocket.

Plans will continue to include:

- **Preventive dental benefits**, with the option to add comprehensive dental coverage for \$25 per month
- **Vision benefits** powered by EyeMed® and allowances for glasses and contacts with most plans
- **A quarterly allowance** for over-the-counter pharmacy purchases for most plans
- **\$0 primary care visits**
- **A free SilverSneakers fitness membership**
- **\$0 Preferred Generic Drugs** on all plans that include Part D prescription drug coverage
- **Free transportation** to medical appointments, available with most plans
- **Discounts on high-quality hearing aids** through TruHearing
- **14 free meal deliveries** through Mom's Meals after an inpatient hospital stay
- **Extensive regional network** of more than 23,000 doctors, hospitals, and other providers across New York State, Vermont, and in additional areas

If you have questions about your coverage, visit mvphealthcare.com/medicare or call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY: 711).


For 2023, MVP Medicare Advantage HMO-POS plans are rated 5 out of 5 stars by CMS!

*If your coverage is through a former employer or union group, the benefits listed here may not apply to your plan. You may receive information from the group about changes to your health plan coverage for 2023.

Every year, Medicare evaluates plans based on a 5-star rating system.

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Mom's Meals® is a registered trademark of PurFoods, Inc.

©2022 TruHearing, Inc. All Rights Reserved. TruHearing® is a trademark of TruHearing, Inc. All other trademarks, product names, and company names are the property of their respective owners.

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

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?

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.

MVP virtual care services through Gia are available at no cost-share for most members, except those enrolled in a qualified high-deductible health plan (QHDHP). QHDHP members must meet the annual deductible before Gia services are covered in full. In-person visits and referrals are subject to cost-share per plan. Members enrolled in a Medicare Rx plan without additional MVP medical coverage do not have access to MVP virtual care services through Gia.

Other pharmacies are available in our network.

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.

Text a Doctor 24/7 for Virtual Primary Care

Through *Gia by MVP*, you can text a doctor 24/7 and get same-day responses—no appointments needed. Virtual primary and specialty care are free under your MVP Medicare Advantage plan and available through Gia and Galileo.

Turn to virtual primary care for:

- **Everyday care** like annual check-ups, prescription refills, and help with lab tests and screenings
- **Health questions** anytime you're not sure what you need
- **Help managing conditions** like diabetes, asthma, high blood pressure, high cholesterol, and many more
- **Emotional wellness support** for anxiety, depression, and behavioral health needs you would talk to a primary care doctor about

Get Started Today

To get started, visit GoAskGia.com to download the free *Gia by MVP* mobile app. The app is also available on the App Store® or on Google Play™.

Once you have the app, create a Gia account. If you have an MVP online account, use the same username and password.

Sign in, then tap *Virtual Care*, then *Everyday Care*, and follow the instructions to download the Galileo app and set up an account. If you already have a Galileo account, you can use the same username and password.

Redeem Your MVP WellBeing Rewards

There is still time to earn and redeem your MVP WellBeing Rewards! You can continue to earn points until the end of the year, but you must redeem your rewards by December 31, 2022, or they will be lost.

Take part in healthy activities like taking an online class, completing activity attestations, and speaking with an MVP Case Manager. Once you've earned 50 points, you can begin redeeming your rewards—**up to a total of \$200!**

Simply sign into your MVP online account at my.mvphealthcare.com and select *Begin Your Path to Well-Being* to redeem your rewards, or call Healthyroads, the MVP wellness partner, at **1-877-748-2746**, Monday–Friday, 8 am–9 pm Eastern Time.

MVP is dedicated to providing programs that encourage the overall health and well-being of our members. The current MVP Medicare WellBeing Rewards program will be retired on December 31, 2022 so we can work to enhance the program in a way that is more meaningful for our Medicare members.

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.

Take advantage!

You may be able to save money on your Medicare Part D premium.

Elderly Pharmaceutical Insurance Coverage (EPIC) Program for New York State Members

EPIC is a New York State program administered by the Department of Health that provides payment assistance for Medicare Part D covered prescription drugs after any Part D deductible is met. EPIC also covers many Medicare Part D excluded drugs.

Who can join EPIC?

- A resident of New York State who is 65 or older with an annual income up to \$75,000 if single, or \$100,000 if married
- An eligible senior with a Medicaid spend-down who is not receiving full Medicaid benefits
- An eligible senior with Medicare Part D coverage

For more information, call the EPIC Helpline at **1-800-332-3742** (TTY 711) or visit health.ny.gov/health_care and select *Elderly Pharmaceutical Insurance Coverage (EPIC)*.

VPharm Prescription Program for Vermont Members

VPharm is a pharmaceutical assistance program administered by the Agency of Human Services, Department of Vermont Health Access. The program helps Medicare Part D members in Vermont pay premiums and prescription co-pays.

Who can join VPharm?

- A resident of Vermont who is 65 years old or older with an annual income of less than 225% of the Federal Poverty Level—in 2022, this is less than \$30,588 if single, and \$41,208 if married
- An eligible senior with Medicare Part D coverage

For more information, call **1-800-250-8427** or visit dvha.vermont.gov/members and select *Prescription Assistance*.

Extra Help Program for Medicare Members

Extra Help, also known as the Part D Low-Income Subsidy (LIS), is a federal program administered by Social Security that helps pay for Medicare prescription co-insurances, deductibles, and premiums.

Who can join Extra Help?

- Medicare members who have income and assets below specified limits
- Individuals enrolled in Medicaid, Supplemental Security Income (SSI), or a Medicare Savings Program (MSP) automatically qualify for Extra Help regardless of whether they meet the Extra Help eligibility requirements

For more information, call the Social Security Administration at **1-800-772-1213** (TTY 711) or visit ssa.gov/extrahelp.



Take the Right Steps to Prevent Falls

A fall can be a serious event, often leading to injury and loss of independence, at least for a while. Assess your risk and create a plan with your health care provider using this checklist. Check each statement that is true, even if it's only sometimes.

- | | |
|--|--|
| <input type="checkbox"/> I have a fear of falling. | <input type="checkbox"/> My hearing is worsening, or I have been told there is a problem. |
| <input type="checkbox"/> I have fallen in the past six months. | <input type="checkbox"/> I have more than three chronic health conditions (e.g., heart, lung problems, diabetes, high blood pressure, or arthritis). |
| <input type="checkbox"/> I take four or more medications daily. | <input type="checkbox"/> I have concerns about my bone health or bone frailty. |
| <input type="checkbox"/> I have felt unsteady, weak, or dizzy. | <input type="checkbox"/> I drink alcohol regularly. |
| <input type="checkbox"/> I have difficulty walking or standing. | |
| <input type="checkbox"/> It has been more than two years since my last eye exam. | |

Always tell your doctor if you have fallen since your last check-up, even if you weren't hurt when you fell. A fall can alert your doctor to a new medical concern, problems with your medications or eyesight that can be corrected. Your doctor may suggest physical therapy, a walking aid, or other steps to help prevent future falls.

A Message from MVP President & CEO

As 2022 comes to a close, we would like to thank you for being a valued MVP member. Helping you achieve your health goals is our priority. Thank you for trusting us to provide you the support, resources, and services you need to navigate your health journey. At MVP Health Care, we are committed to raising the bar when it comes to the experiences we deliver to you—our members—to go beyond your expectations and earn your trust, every day. We look forward to creating a healthier New Year with you.

Wishing you Happy Holidays and a wonderful New Year.

Stay safe and be well,



Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Have an issue with a doctor or the care you've received?

As an MVP Medicare Advantage Member, you have the right to file a Grievance (also known as a complaint) about how a provider has behaved, the wait time at a doctor's office, or the care you received. You can file a complaint by phone, mail, or in person. MVP must investigate complaints about quality of care, even if you later withdraw it. **You will receive an Acknowledgment Letter from MVP after making any quality of care/quality of service grievances.**

MVP is here for you! Please call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711) if you have more questions about this process.



Watch the mail for your new MVP Medicare Advantage Member ID card.

All MVP Medicare members will receive an updated ID card for 2023.

Living Well

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

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Health and Wellness or Prevention Information

New 2023 Over-the-Counter Card

Members with an Over-the-Counter (OTC) Allowance benefit will soon receive a new prepaid card in the mail from our partner NationsBenefits®. **Treat this card like cash! Your current card will expire on December 31, 2022 and you can destroy it once you activate your new card.**

Contact NationsBenefits at **1-855-996-4327** (TTY 711) if you have trouble activating your card. If you have questions about how this benefit works, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711).

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Preventive Care Resources

What is preventive care?

Think of it as a healthy investment!

Preventive care helps you prevent disease and improve your health so you can maintain your quality of life. Screening tests for early detection of disease, health education, and immunization health care services are common examples of preventive care.

This insert is a guide to the preventive care support MVP Health Care® provides. For more information, please refer to your member contract (Evidence of Coverage)

found in your MVP Member Guide. You have convenient access to the Member Guide from your MVP Online Account. To sign in or register for an MVP online account, visit my.mvphealthcare.com. To review your *Member Guide*, select *My Plan*, then *My Benefits*. You can also find information about coverage, cost-shares, claims, and helpful preventive care reminders.

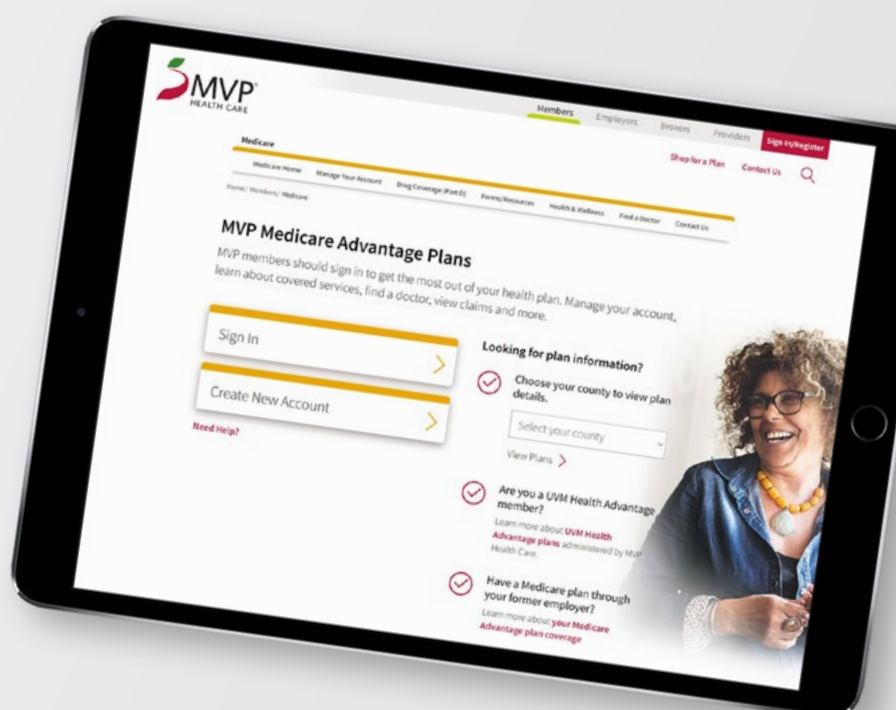
Information at Your Fingertips

Visit mvphealthcare.com/medicare to find health care coverage information, resources, and more, anytime.

Select *Find a Doctor* to search for doctors and facilities.

Select *Drug Coverage (Part D)* for help with your Part D (Prescription Drug) coverage, including:

- A list of covered drugs (Formulary)
- CVS Caremark® Mail Service Pharmacy help
- Medicare Therapy Management Program information



Preventive Care Resources

The MVP Living Well Advantage

mvphealthcare.com/medicarewellness



Live your best life

with extra support, benefits, and guidance from MVP.

SilverSneakers®

Enjoy the freedom to move however you choose with a free fitness membership. Join online virtual classes at home or visit any of 16,000 locations nationwide.

Visit silversneakers.com to learn more.

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MVP Living Well Programs

MVP offers innovative health and well-being programs—both in-person and virtual—to help you live well physically, emotionally, and otherwise. 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 to find a program that's right for you.

MVP/Matrix Medical Network In-Home Health Assessment

MVP has partnered with Matrix Medical Network to help you and your doctor get a complete, up-to-date picture of your health by offering a convenient, in-home health visit with a nurse practitioner. The in-home visit doesn't take the place of seeing your primary care doctor, but it enhances your overall health care.

With one-on-one attention for a full hour, you get more time with a clinician to ask questions and talk about your health in detail. After your visit, you and your doctor will get a Personal Health Summary to review together and ensure you stay healthy.

To learn more or to request an in-home health assessment, call **1-855-205-0431** (TTY 711) Monday–Friday 8 am–8 pm Eastern Time.

Medication Therapy Management Program

Get peace of mind about your medications. The Medication Therapy Management Program (MTMP) is your chance to talk with an MVP pharmacist over the phone to review all of the medications you take, including over-the-counter drugs, to make sure they are working well together. This free program is an important part of your prescription drug coverage with MVP. MTMP can especially help if you take more than four prescriptions each day, have a chronic medical condition, see more than one doctor, or visit multiple pharmacies. Schedule an appointment on your time, call **1-866-942-7754**.

Work with Your Doctor

It's important to work with your doctor and other health care providers to make a plan and be a partner in your health care. Your doctor understands your medical history and what is “normal” for you. Talk with your doctor about your health goals. Your doctor should keep track of your progress and work with you to meet the annual preventive care guidelines for adults in your age range.

Make sure you have confidence in your doctor and can talk to them easily. The MVP network of more than 23,000 doctors and health care professionals means that you will be able to find a doctor you like, near where you live. The health care professionals in our network have agreed to provide your care and follow specific quality-of-care practices.

Take an active part in every doctor visit.

- **Plan ahead.** Keep a list of any questions or health problems. Record your symptoms, when they started, and what you have done to treat them. Decide what is most important to discuss with your doctor so you talk about that first.
- **Be prepared.** Bring a list of your medications, including vitamin and mineral supplements and over-the-counter drugs, and results of tests done by other health care professionals.
- **Talk and take action.** Ask about preventive screenings to keep you healthy. Write down any follow-up actions you need to take.

More Help from MVP

Living well sometimes takes a helping hand. Our Care Management Programs help members who are living with a high-risk medical condition or complicated, life-threatening illness. A case manager will work with you, your family, doctors, and other members of your health care team.

Care Transitions Program

You may be eligible for this program if you have had a recent hospital stay. A case manager will contact you after you come home and may arrange for a home visit, work with you to understand your discharge instructions, review your medications, help schedule follow-up appointments, and work with you to reduce your chances of hospital readmission.

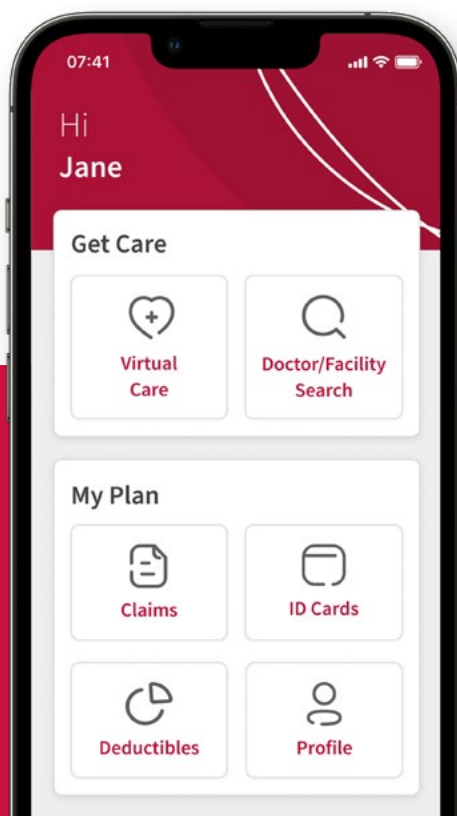
Health History and Lifestyle Assessment

Complete or update a health assessment with your doctor that includes family history, activity, tobacco, alcohol, drug use, and sexual practices. It's important to develop a plan with your doctor to keep active and eat well.

Health Management Programs

Extra help is available to members who need guidance and support to improve a chronic condition, including asthma, chronic obstructive pulmonary disorder (COPD), behavioral health concerns, diabetes, cardiac issues, heart failure, or back pain. A health coach can answer your questions and help you find additional resources and health care solutions. These programs are designed to supplement your doctor's care—we will work with you, your family, doctors, and other members of your health care team to help you set and reach goals that are important to the treatment plan from your doctor.

These programs are available at no cost to you, and you are under no obligation to participate. MVP may call you if you qualify, or your doctor may refer you to us. For more information about these programs, call **1-866-942-7966**.



Download the all-new *Gia* by MVP mobile app for 24/7 virtual care support, including help with preventive care, chronic conditions, prescription refills, and more!

Learn more at GoAskGia.com.



Preventive Care Services & Guidelines



The following exams and screening tests should take place on a routine basis. Talk with your doctor about what screenings are right for you, and when and how often you should have them. As an MVP Medicare Advantage plan member, much of your preventive care is covered in full.

Physical Exam

- Height and weight (Body Mass Index–BMI)
- Blood pressure
- Hearing and vision screening

Screening Tests

- Cardiovascular disease, such as cholesterol, once every five years
- Colorectal cancer using fecal occult blood testing, multi-targeted stool DNA test (e.g., Cologuard®), sigmoidoscopy, or colonoscopy, beginning at age 45 and continuing until age 75. Talk to your doctor about the type and frequency of screening needed
- Tuberculosis by PPD test as indicated
- Diabetes if you have high blood pressure, a history of abnormal cholesterol, are obese, or have a history of high blood sugar (glucose)
- Glaucoma test every year if you have diabetes or a family history of glaucoma, are an African-American age 50 and older, or a Hispanic-American age 65 and older
- Hepatitis C virus (HCV) for adults born 1945–1965 or had a blood transfusion before 1992 (one-time screening), or if you are at high risk
- Human Immunodeficiency Virus (HIV) screening annually for those ages 15–65 without regard to perceived risk or older than 65 if at high risk, or if you are pregnant

Additional Screening Tests for Women

- Cervical or vaginal cancer pelvic exam and pap test every two years; pap test is optional after age 65
- Breast cancer screening by mammogram annually for ages 40–74, then as indicated after age 74, and a clinical breast exam every two years or annually if at high risk
- Osteoporosis screening for age 65 and over

Additional Screening Tests for Men

- Prostate cancer screening for age 50 and older by prostate specific antigen (PSA) and digital rectal examination every year

Immunizations

- Tetanus/Diphtheria/Pertussis one-time dose; booster every 10 years
- Flu vaccine annually
- Pneumococcal vaccine one-time dose from age 65; booster one year later
- Shingles (Zoster) vaccine
- Hepatitis B vaccine if you are at high risk

Counseling/Screening

- Diet (for women, discuss calcium and vitamin D)
- Exercise
- Obesity (those with a BMI of 30 or more)
- Diabetes self-management training if living with diabetes
- Smoking cessation
- Alcohol and substance use prevention
- Sexually transmitted diseases, HIV, and sexual behavior
- Dental health
- Sun exposure
- Bladder control problems
- Injury prevention (including seat belt and helmet use, preventing falls)
- Life stage issues (bereavement)
- Depression
- Health care proxy and advance directives

Additional Counseling/Screening for Women

- Menopause management

High-Risk Individuals

- Aspirin therapy should be considered for adults ages 45–79, when benefit outweighs risk
- Meningococcal, Varicella, Hepatitis B, Measles/Mumps/Rubella, and Hepatitis A immunizations for those at risk
- One-time Abdominal Aortic Aneurysm (AAA) screening for men ages 65–75 who are current or former smokers
- Lung cancer screening every year for ages 55–77 who are current or former smokers and meet certain guidelines
- Sexually transmitted infections (STIs) screening annually for chlamydia, gonorrhea, syphilis, and/or Hepatitis B

Guidelines adapted from the U.S. Preventive Services Task Force. Talk with your doctor about what preventive services are right for you. Your benefits may allow for services more frequently than what is listed here.

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.