



Living Well

Issue 3 | 2023

Exclusively for MVP Health Care® Medicare Advantage Members



Personalized Health Care Starts with Your Email

Connect your email address to your MVP Member online account. It gives you two personalized tools that help you get care and manage your plan from anywhere.

The *Gia*® by MVP Mobile App

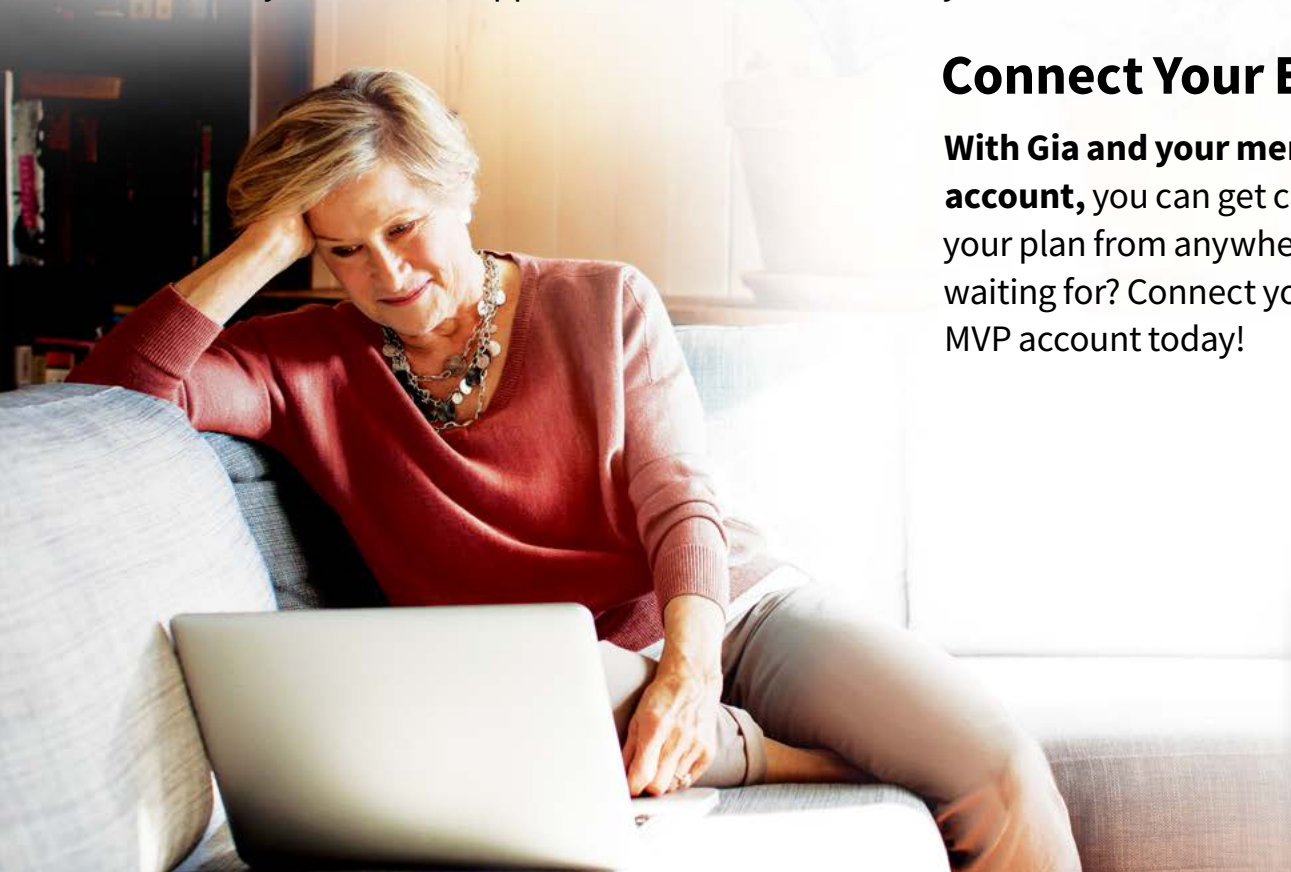
Wherever life takes you, take *Gia*. It's a guide to your health (and your health plan). *Gia* gives you 24/7 access to virtual urgent and primary care. You can also view and share your ID card, track your claims, and stay up to date on your deductibles and limits. It even has preventive care reminders. And new this month, if you pay your premium to MVP directly, you can now make and schedule premium payments in the *Gia by MVP* mobile app.

Member Online Account

Your MVP Member online account is **secure and convenient**. It has detailed information about your health plan. In your account, you can view and print your ID card, review detailed claims history, and see your Explanations of Benefits. You can even track progress toward your deductibles and limits, and make payments. It's also the best way to update your communication preferences. Visit my.mvphealthcare.com and create your online account.

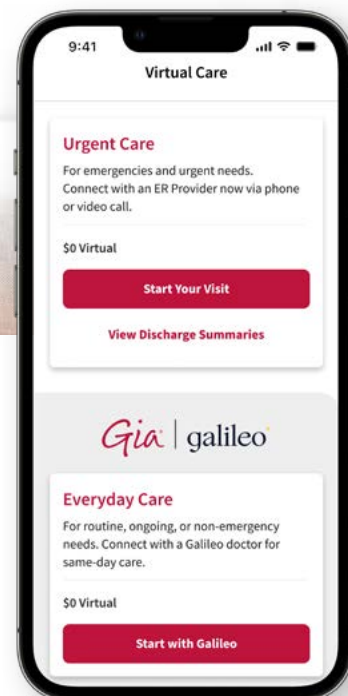
Connect Your Email Today

With *Gia* and your member online account, you can get care and manage your plan from anywhere. So, what are you waiting for? Connect your email to your MVP account today!



Access Care Anywhere

The *Gia*® by MVP mobile app is available 24/7 and quickly connects you to a doctor via text, video, or phone call. Visit mvphealthcare.com/UsingGia or check in the app for some of the things a *Gia* provider can help you with.



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 Feedback

MVP is always looking for customer feedback—responses help us deliver the best member experience possible. If you receive a satisfaction survey from MVP, we would love to hear from you! Visit **mvp-listens.com** to provide feedback anytime.

Want to receive this newsletter via email?

Visit **my.mvphealthcare.com** and select *Sign In* or *Register Now* to access your online account. Select the profile icon in the top right corner of your dashboard, and then *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.

The Importance of Good Bone Health

Throughout your life your bones are constantly changing. Osteoporosis is a chronic health condition that causes bones to become brittle and fragile, which means that having osteoporosis increases your risk of broken bones (fractures). The chance of developing osteoporosis increases with age, but there are things you can do to help keep your bones healthy.

Did you know that MVP Living Well classes can help support your fitness goals to prevent osteoporosis?

Keep Your Bones Strong

- **Eat foods that have calcium** (dairy products, broccoli, kale) **and vitamin D** (salmon, tuna). Vitamin D helps your body absorb calcium
- **Do weight-bearing exercises** for 30 minutes a day, at least two days a week. Walking and light weights are a great place to start. Check with your doctor about starting or changing an exercise routine
- **Avoid or decrease substance use** which can include smoking, vaping, and drinking alcohol
- **Work with your doctor on a plan to prevent falls.** See the fall prevention article in this newsletter for more details

Schedule Your Bone Mineral Density Test

A bone mineral density (BMD) test measures the strength of your bones to help detect osteoporosis and to help identify a need for treatment. **Women over 65 should have a BMD test once every two years.** It is quick, easy, and painless, and free under your MVP Medicare Advantage plan.



Take the Right Steps to Prevent Falls

A fall can be serious and lead to injury. Sometimes, it can make it harder for you to move around on your own. Make the decision now to stop future slips, trips, and falls.

Use this checklist to talk with your doctor or care team. Together, you can create a plan to help lower your risk of falling. Before your visit, check any of these statements that are true, even if they are not true all the time.

- I have a fear of falling.
- I have fallen in the past six months.
- I take four or more medications daily.
- I have felt unsteady, weak, or dizzy.
- It is hard for me to walk or stand.
- I haven't had an eye exam in more than two years.
- It is hard to hear, or I've been told that I have trouble hearing.
- I have three or more chronic health conditions (e.g., heart, lung problems, diabetes, high blood pressure, or arthritis).
- I am worried about my bone health or strength.
- I drink alcohol often.

Always tell your doctor if you have fallen since your last check-up. Tell your doctor about your falls even if you were not hurt. A fall can let your doctor know you might have a new medical problem, or trouble with your medications or eyesight. Your doctor may suggest physical therapy, a walking aid, or other steps to help prevent future falls. Visit [cdc.gov/STEADI](https://www.cdc.gov/STEADI) to learn more about preventing falls.

MVP Can Help with Fall Prevention Resources

MVP Living Well programs and classes, offered in select regions, provide educational and physical activity programs that can help you build balance, stability, and confidence. Visit mvphealthcare.com/calendar to find programs right for you.

Stay healthy, fit, and connected with SilverSneakers! MVP Medicare Advantage plan members have access to thousands of gyms and fitness centers nationwide. Visit silversneakers.com to find a location near you.

SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.

FOR YOUR INFORMATION

Changes to Your MVP Health Plan for 2024

You'll receive the **Annual Notice of Change** by mail. This document explains the changes to your health plan monthly premium, cost-shares, and benefits for the 2024 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 16.**

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 16.**

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

Need more information?

Contact the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711).

MVP Notice of Privacy Practices

MVP is committed to safeguarding your information. We want you to understand what information we may gather and how we may share it. The MVP Notice of Privacy Practices, in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), describes how your medical information may be used and disclosed.

It also explains your rights regarding your health information. To review a copy of our *Notice of Privacy Practices*, visit mvphealthcare.com/notices and select *Privacy Notices*. To request a printed copy, or to request a copy in an alternate language or format, call the MVP Medicare Customer Care Center.

A Message from MVP President & CEO

As fall approaches, I hope you're looking forward to the joys this season brings. Alongside the excitement, don't forget to prioritize your personal health. Make preventive care a priority with routine check-ups, screenings, and immunizations. It'll help you fully enjoy this beautiful time of year.

By the way, have you checked out our new and improved MVP website? We've made it more user-friendly and tailored to your needs as a member. Find helpful information and resources to support your health journey. We're here to support you every step of the way. Let's make this fall season the best one yet!

Be well,



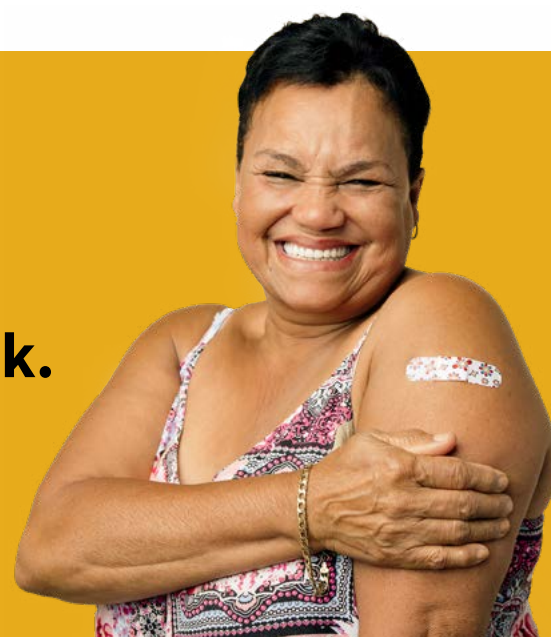
Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



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. Everyone six months of age or older should get a flu shot. 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.



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Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

Regular Dental Visits Make a Big Difference in Your Overall Health

If it's been more than six months since you've seen a dentist, it's time to schedule a visit. Routine dental exams help to prevent future problems or catch issues early on before they get too serious.

If you need help finding a dentist, call the MVP Medicare Customer Care Center. It's always best practice to call and ask if a procedure is covered within your plan. Your dentist can check prior to your visit.

To learn more about your dental benefits and how to find a dentist, visit mvphealthcare.com/Medicare and select *DenteMax Dental Benefits*.

