

What is Behavioral Health?

Behavioral health is a term that looks at a person's mental health, lifestyle, substance use, patterns of behavior, relationships, and more.

While physical health problems may be easy to spot, it is harder to notice if someone is struggling with their behavioral health. For example:

- Panic
- Overwhelming sadness
- Cravings for alcohol
- Memories of trauma
- Remembering what they planned to do next

The term behavioral health is often confused with healthy or good behaviors or "how to change someone's behavior." But experiencing a behavioral health condition does not mean a person is displaying bad behavior.

Instead, behavioral health looks to support gaps in a person's health and well-being that may be contributing to a condition. Examples of behavioral health services include medication management, talk therapy, meditation, journaling, nutrition counseling, or an exercise program.

Behavioral health conditions are more common than we think.

In a study conducted by the American Psychiatric Association Foundation:



50% of people said they **experienced a mental health issue** in their lifetime

When it comes to teenagers:



More than **40%** of high school students said they had **repeated feelings of sadness or hopelessness**



1 out of 3 have not received any treatment



Almost **1 in 5** planned for suicide in the past year

Source: American Psychiatric Association Foundation

While these facts may seem alarming there is a lot we can do to improve behavioral health. It is also important to know that a behavioral health issue will not be solved overnight, and it will take time for the individual to work toward their goals.

continued on the next page...



MVP is here to help. We have many resources to support you and your family.

Case Management

MVP case managers can help you find in-network outpatient therapists and connect you with social services and other support resources. Call MVP at **1-866-942-7966** (TTY 711) to learn more.

Online Resources

- mvphealthcare.com/BehavioralHealth
- mvphealthcare.com/VirtualBH



If you or someone you know is having suicidal thoughts or is in emotional crisis, call, text, or chat 988.

Health benefit plans are issued or administered by MVP Health Plan, Inc.; MVP Health Insurance Company; MVP Select Care, Inc.; and MVP Health Services Corp., operating subsidiaries of MVP Health Care, Inc. Not all plans available in all states and counties.

App Store® is a registered trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

Material presented in this magazine is informational only and is not intended to replace medical advice, which should be obtained from a qualified physician. In the event that any information in Living Well conflicts with provisions of your subscriber, group, or individual MVP Health Care contract, the provisions of your contract take precedence over Living Well.

Para leer este boletín informativo en español, visite mvphealthcare.com/newsletters. Verá los boletines informativos en español.

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)。

This information is available in other formats for members with special needs or who speak a language other than English. Please call us at **1-844-946-8010** (TTY/TTD: 711).



A Message from MVP Health Care President & CEO

As we welcome another fall season, I find myself reflecting on what truly matters—our health and well-being. It’s a season of change, not just in nature but also an invitation for us to revisit and renew our commitment to taking care of ourselves.

Whether it’s finding the right provider, understanding your benefits, or simply needing someone to talk to about your health care needs, we’re here, ready to lend a helping hand.

Your health is your most precious asset. Let’s protect it together.

Be well,

Chris Del Vecchio
President and Chief Executive Officer

Fight the Flu This Year!

It is important to get vaccinated against the flu each year, especially in the fall.

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.

Gia[®] — Quick Care When You Need It

Get 24/7 urgent and same-day treatment for many health conditions, for both children and adults. You can also address behavioral health concerns with convenient access to virtual therapy. Get the care you need, whenever you need it.



Download the app today!

Scan the QR Code to download the *Gia* by MVP mobile app, or visit the App Store[®] or Google Play[™].

For serious and life-threatening emergencies, please dial 911.

Q8a1961d7d2f0477a



Women's Health

Annual gynecologic exams are among the most important ways for women to receive preventive health screening and education. It is recommended that females (assigned at birth) have their first visit with a gynecologist (GYN) between the ages of 13 and 15.

GYN providers are trained to care for women from adolescence through older age and address their changing health care needs and is an expert in all things related to the female reproductive system.

What can I expect at a GYN visit?

Pap test—This cervical cancer screening should be performed every three years for women ages 21 to 29. For women who are 30 and older, Pap and human papillomavirus (HPV) co-testing is recommended every five years.

HPV vaccine—The HPV vaccine can be given to adults before turning 45, if you did not receive it as a child. Talk to your GYN or PCP about whether you should get this vaccine.

Chlamydia and gonorrhea—If left untreated, these Sexually Transmitted Infections (STIs) can lead to serious complications like pelvic inflammatory disease, infertility, and chronic pain. Annual testing is recommended for sexually active women under the age of 25. For women 25 and older, your provider should check for risk factors annually that could warrant repeat testing.

Clinical breast exam—Your GYN will perform a breast exam as part of your routine check-up to check for lumps, changes, or abnormalities.

To find a GYN provider, visit mvphealthcare.com/FindaDoctor. Select *Doctors by Specialty* and enter “GYN” or “gynecologist.” For personalized results, before you search sign in to Gia® at my.mvphealthcare.com or tap *Doctor/Facility Search* in the *Gia by MVP* mobile app.



Helping You Manage HIV

Living with HIV can come with challenges. You may have questions about your treatment plan, where to get medications, and how to stay healthy. If you are living with HIV and think you need an extra hand in managing your health, MVP is here to help.

Connect with a Case Manager

MVP has a team of health care professionals and nurses who can help you find resources and take care of yourself. We can help you with:

- Understanding HIV, your treatment plan, and medications
- Getting care or testing
- Finding community resources that may help you
- Eating right, staying active, and managing your mental health

Call **1-866-942-7966** (TTY 711), Monday–Friday, 8:30 am–5 pm to speak with a Case Manager. Your call is confidential.

Provider Network Change

As of August 1, 2024, Roswell Park Cancer Institute no longer participates with MVP Medicaid, HARP, and Child Health Plus (CHPlus) plans.

To find a doctor who participates with your health plan, visit mvphealthcare.com/FindaDoctor. For the best results, sign in to Gia online at my.mvphealthcare.com and select *Find a Doctor*, or in the *Gia by MVP* mobile app, tap *Doctor/Facility Search*.

If you have questions or need help finding a doctor or facility, please call the MVP Member Services/Customer Care Center at **1-800-852-7826** (TTY 711) Monday–Friday, 8 am–6 pm. HARP Members can call **1-844-946-8002** (TTY 711).

HIV Resources

Get additional HIV information and guidance at mvphealthcare.com/HIVsupport.

HIV prevention medications PrEP and PEP are covered under your MVP plan. They help prevent HIV when taken as prescribed. Learn more at mvphealthcare.com/HIVsupport.

Contact Us

Comments about this newsletter? Send an email to members@mvphealthcare.com or write to us at:

Living Well MVP Health Care
625 State Street
Schenectady, NY 12305-2111

If you have questions about your benefits, please call the MVP Member Services/Customer Care Center at the phone number listed on the back of your MVP Member ID card.

LivingWell



PRSRT STD US
Postage
PAID
MVP Health Care

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

Don't miss the
latest updates
from MVP!

READ MORE INSIDE →



MVP On the Move!

We're excited to bring our health care experts right into your community with our new Mobile Enrollment Vehicles.

This mobile office on wheels is fully equipped to answer your questions about coverage. Whether you're curious about rates, benefits, or our robust provider network, our friendly MVP representatives are here to assist you!

Visit MVPonthemove.com to learn more or book your appointment now.

Free MVP Living Well Community Classes and Events

Did you know that MVP offers free classes and events to MVP members and non-members? Invite a friend to one of our virtual or in-person classes throughout our service area.

To learn more visit mvphealthcare.com/calendar.