

Living Well

Issue 3 | 2024

Exclusively for UVM Health Advantage Members

Take Action Now to Prevent Falls Later

Falls can happen to anyone, at any age. By making some changes, you can lower your chances of falling.

Here are three things that could help keep you from falling.



Keep Moving

Exercise and movement can help you feel better, improve balance, and strengthen legs. MVP offers many free Living Well Classes such as Tai Chi and Yoga, that can help you increase strength and balance.



Make Your Home Safe

Removing clutter from floors is the first step toward preventing falls. It's also important to remove tripping hazards and to add grab bars in the bathroom and shower if you or a loved one are experiencing balance issues.



Talk to Your Doctor

Always tell your doctor if you have fallen since your last check-up, even if you were not seriously hurt. Have your doctor review your medicines and your feet and eyesight. From there, you and your doctor can come up with a plan to help lower your risk of falling.



Check out our Living Well Class

listings in this newsletter to learn more about MVP resources. Always speak to your doctor about the right exercises for you before starting a new program.

The following Fall Prevention Check List is a great conversation starter to discuss with your doctor.

If you are a caretaker of an elderly parent, consider asking them if any of the following statements are true:

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

I have concerns about urinary incontinence



Contact Us

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

TTY 711

October 1–March 31,
call seven days a week,
8 am–8 pm

April 1–September 30,
call Monday–Friday, 8 am–8 pm

mvphealthcare.com

We Want Your Feedback!

We are committed to helping you get the right care all year long. We care about what you think so we can do our very best for you. If you receive a survey about your plan, we invite you to complete it!

Other providers/pharmacies are available in our network.

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.

Schedule your Annual Wellness Visit and Get Rewarded!

There is still time to schedule your Annual Wellness Visit and receive your \$100 reward! To learn more about *Be Well Rewards*, including how to redeem your \$100 reward card, sign in to Gia[®] at **my.mvphealthcare.com**, select *Well-Being*, and then *Be Well Rewards*. Or call the Medicare Customer Care Center at the phone number on the back of your UVM Health Advantage Member ID card.

Can I use Gia for that?

Using the *Gia by MVP*[®] mobile app is an easy and fast way for you to connect with a doctor if you need care quickly or have a health question. Not sure if a Gia visit is right for you? There are many common illnesses that Gia doctors can help you with, like:

- Colds, flu, COVID-19, bronchitis
- Sinus infection
- Anxiety or depression
- Urinary tract infection
- Muscle or joint pain
- Minor cuts, skin irritations, or eye troubles

You can also speak with a doctor for help managing a chronic condition, like diabetes or heart disease, or if you have questions about your medications. For more information about how Gia can help you, visit **mvphealthcare.com/UsingGia**.

To download the *Gia by MVP* mobile app, visit **mvphealthcare.com/GetGia**, or visit the App Store[®] or Google Play[™].

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



Did you know? You can complete your Annual Wellness Visit using the Gia app. Tap *Virtual Care*, then *Everyday Health Care* to get started.



MVP Case Management— We Are Here for You

An MVP Case Manager is a health care professional who can provide guidance, answer your health questions, and coordinate your care. If you find yourself in need of support, we will be by your side.

An MVP Case Manager can:

- Help you find local support resources in your community
- Review fall prevention risks and tips
- Provide caregiver support and resources
- Help you manage a new or ongoing condition or medical concern

To connect with an MVP Case Manager, call **1-866-942-7966**, Monday–Friday, 8:30 am–5 pm.

MVP Covers Rides When You Need Them Most

All UVM Health Advantage plans include a benefit that makes it easier for you to get to and from your non-emergency medical appointments. Here are some tips for getting the most out of this benefit.

- Use this benefit for rides to your Primary Care Provider, the eye doctor, dentist, chiropractor, pharmacy, oncologist, and other medical appointments
- Find the number of rides your plan covers in your Evidence of Coverage
- One “ride” is each leg of a trip to or from your destination
- Schedule your ride up to a week in advance. We require 48 hours’ notice to guarantee your ride
- You can request special accommodations or help in and out of the vehicle
- For serious and life-threatening emergencies, please dial 911

To schedule a ride, call MVP partner American Logistics at **1-855-923-4125**, Monday–Friday, 8 am–5 pm.



FOR YOUR INFORMATION

Changes to Your UVM Health Advantage Plan for 2025

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 2025 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.**

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).

A Message from MVP 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.

If you haven't scheduled your Annual Wellness Visit yet, consider doing so before the end of the year. These check-ins with your doctor are more than just appointments; they're steppingstones on your path to lasting health.

At MVP, we're dedicated to making this journey as smooth and straightforward as possible. 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 & Chief Executive Officer
MVP Health Care



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 (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/privacy-notice. To request a printed copy of this notice, or to request a copy in an alternate language or format, call the MVP Medicare Customer Care Center.

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

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Health and Wellness or Prevention Information

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.

Talk to your doctor about pneumonia risk.

Pneumonia is a lung infection that can cause mild-to-severe illness in people of all ages. Several vaccines prevent infections that can cause pneumonia, including pneumococcal, pertussis (whooping cough), and seasonal flu vaccines. Talk to your doctor to see if these additional vaccines are right for you.



Living Well Programs Schedule

The MVP Health Promotions team, in collaboration with our community partners, is pleased to provide you with innovative health and well-being programs. **MVP Living Well virtual programs are offered to all members and non-members alike, unless otherwise noted.**

Registration for all classes will open at 9 am on Tuesday, August 27.

Visit mvphealthcare.com/calendar to register for all classes and for full class details. Space is limited and registration is required.

For questions or assistance registering for classes, call the MVP Medicare Customer Care Center at 1-800-665-7924 (TTY 711). Class schedules are subject to change.

Ongoing Virtual Fitness Programs

Gentle Yoga Moves

Mondays, September 9–November 11

8:30–9:30 am

Increase flexibility, strength, and balance through a series of seated and standing yoga poses.

Chair Moves: Hybrid

Tuesdays, September 10–November 12 1–2 pm

A chair-based class that emphasizes strengthening and stretching exercises for upper and lower limbs.

Bokwa Punch and Strike®

Wednesdays, September 11–November 13

8–8:45 am

An energizing cardio routine that uses the shape of letters and numbers for dance steps.

Pelvic Floor Health

Thursdays, September 12–October 31

11:30 am–12:15 pm

Strengthen muscles in the pelvic floor for increased abdominal strength and pelvic control. Exercises will be performed seated on a mat.

Stretch and Strengthen

Thursdays, September 12–November 14

10–11 am

Move through timed exercises at your own pace to stretch and strengthen for a complete work-out!

Tai Chi for Wellness

Fridays, September 13–November 15

9:30–10:30 am

Described as “meditation in motion,” the benefits of Tai Chi can include improved balance, flexibility, fall prevention, and muscle strength.

Power and Balance Total Body Circuits

Tuesdays, September 17–November 19 9–10 am

Timed exercises for total body resistance training, core and balance exercises, and low-impact aerobics.

Featured Virtual Programs

Powerful Tools for Caregivers

Tuesdays, September 10–October 15 2:30–4 pm

The Powerful Tools for Caregivers class series helps caregivers take better care of themselves while providing for a friend or relative. By taking care of your own health and well-being, you become a better caregiver.

Knowledge is Power: Breast Care and Imaging Technology

Tuesday, September 24 1–2 pm

Learn how the latest advancements are helping doctors find early breast cancers and saving lives.

Walktober Challenge

Daily, September 30–October 27

This self-guided walking challenge encourages you to set a four-week step goal with tips and tricks to help.

Stop! Slips, Trips, and Falls

Tuesdays, October 1–October 15 1–2:30 pm

Falls are serious! The pain and injury falls cause can impact mobility and independence. Learn practical coping solutions and exercises to diminish your fear of falls and reduce your fall risks and hazards.

Sleep from A to Zzz

Thursday, October 10 12–1 pm

Increase your understanding of the benefits of sleep to maintain overall health and learn strategies to improve sleep habits.

Bladder Control

Tuesday, November 5 12–1 pm

In partnership with Mohawk Valley Physical Therapy. Learn potential causes of decreased bladder control and possible solutions.

Living with Diabetes

Thursday, November 7 12–1 pm

In collaboration with Cornell Cooking Extension. This cooking class will focus on diabetes management through diet.

Visit mvphealthcare.com/calendar to register online for all classes.

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Living Well Programs Schedule

Most programs are free unless otherwise noted, and offered to all members and non-members alike, compliments of MVP.

Registration for all classes will open at 9 am on Tuesday, August 27.

Visit mvphealthcare.com/calendar to register for all classes and for full class details. **Space is limited and registration is required.**

For questions or assistance registering for classes, call the MVP Medicare Customer Care Center at 1-800-665-7924 (TTY 711). Class schedules are subject to change. Visit mvphealthcare.com/calendar for final program details.

Vermont In-Person Programs

Always check with your doctor before beginning an exercise program. For accommodations of persons with special needs, call 1-800-665-7924 (TTY 711).

Striders Walking Club at Middlebury College

Tuesdays, September 10–October 15 10–11 am

131 S Main Street, Middlebury

In partnership with Age Well Vermont. Move through strength and balance exercises and walk at your own pace.

Striders Walking Club at Hard'ack

Wednesdays, September 11–October 16

9:30–10 am

179 Congress Street, Saint Albans

In partnership with Age Well Vermont. Move through strength and balance exercises and walk at your own pace.

Visit mvphealthcare.com/calendar to see more program opportunities in this region and to register online for all classes!