

## Improving Access to Behavioral Health Care

Your mental (or behavioral) health is just as important as your physical health.

When your behavioral and physical health are out of balance, it can affect your quality of life. MVP offers several options for members to access virtual behavioral health support including:

Behavioral Health Provider	Contact Information	Services Offered	Ages Served
myVisitNow	<b>myvisitnow.com</b>	Therapy; Medication Management	Therapy Visits: ages 12+ Medication Management: ages 18+
Brave Health	<b>bebravehealth.com</b> Call or Text: <b>646-766-8303</b>	Individual & Group Therapy; Addiction Treatment & Community Support; Medication Assisted Treatment	Ages 13+
Array Behavioral Care	<b>arraybc.com</b> Call: <b>1-800-442-8938</b>	Therapy; Medication Management	Ages 5+
aptihealth	<b>aptihealth.com</b> Call: <b>1-888-454-3827</b>	Therapy; Medication Management	Ages 5+
Valera Health	<b>valerahealth.com</b>	Individual Therapy; Medication Management	Ages 6+
Ophelia Medical Group	<b>Ophelia.com</b> Text: <b>215-585-2144</b>	Medication management for symptoms related to opiate withdrawal	Ages 18+

To find additional virtual behavioral health providers visit [mvphealthcare.com/findadoctor](https://mvphealthcare.com/findadoctor).

Enter “virtual care” in *Doctors by specialty*.

MVP’s Case Management program allows you to talk to a licensed behavioral health clinician over the phone. Case managers can help you find in-network outpatient therapists, and can connect you with social services and other supportive resources. Call MVP at **1-866-942-7966**, or visit [mvphealthcare.com/behavioralhealth](https://mvphealthcare.com/behavioralhealth) to learn more.





## A Message from MVP Health Care President & CEO

For many of us, spring brings long-awaited renewal and a sense of refreshed energy. When it comes to your health, maybe you're catching up on preventative care or working to manage a health condition or concern. At MVP, we are here to support you with access to resources and quality care, where and when you need it.

Another way to embrace spring while boosting your mental and physical well-being is to connect with your local community. MVP members have access to a wide variety of free Living Well programs, in addition to 16 new outdoor fitness courts across New York and Vermont. Simply taking the time to get outdoors can be a first step toward improved health.

Be well,

### Christopher Del Vecchio

President and Chief Executive Officer



## Is a Case Manager Right for Me?

Managing your health can sometimes take an extra hand. A 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, an MVP Case Manager is here for you.

Get help with:

- Managing new or ongoing chronic conditions
- Managing multiple health concerns, including physical and behavioral health
- Quitting tobacco products
- Getting health care services
- A high-risk pregnancy, or postpartum and baby care
- Finding community resources like food pantries or transportation

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

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](http://mvphealthcare.com/newsletters). Verá los boletines informativos en español.

## Share Your Experience with MVP!

MVP would love you to share with us your thoughts and experiences. We have a few different types of member advisory councils that meet throughout the year. If you have interest in joining one of them, please email [gpadvisorycouncil\\_product@mvphealthcare.com](mailto:gpadvisorycouncil_product@mvphealthcare.com) or call the number on the back of your Member ID card. We hope to hear from you!



# Stay on Top of Your Health With Preventive Care!

Preventive care helps you stay healthy and screens for illnesses early on when treatment is more effective.

Preventive care services are available at no cost\* to you. Common services include:

- Immunizations (vary based on age)
- Annual wellness exams for children, teens, and adults
- Breast, cervical, and colorectal cancer screenings
- Routine screenings and medication management for people living with chronic conditions like diabetes, heart disease, respiratory, or behavioral health conditions

\*Refer to your plan contract or Member Guide in your MVP member online account or speak to your benefits administrator for coverage details.

## Not sure where to start?

### No problem, you have options:

- Register or sign in to your MVP Member online account at **my.mvphealthcare.com**. Then under My Dashboard, select *Get Care*, and then select *Preventive Care Reminders*
- Call the MVP Member Services/Customer Care Center at the number listed on the back of your MVP Member ID card and a representative can help you find out which services you may be due for, schedule appointments, or find a doctor if needed
- Call your family's primary care doctors and/or specialists to find out which family members may be due for preventive care services

# Regular Dental Visits Make a Big Difference in Your Overall Health

Seeing a dentist every six months is key to good dental health. During these visits, your dentist will look for signs of tooth decay, gum disease, sores, and infections. It's also important that you work to keep your teeth and gums clean and healthy in between your scheduled dental exams.

Routine dental exams also help to prevent future problems. Dental problems that don't get treated can quickly get worse. They also make it hard to eat, sleep, and do well at work or in school.

If you have not seen your dentist in the last 12 months, it's time to schedule a visit. If you have dental coverage through MVP, use the Find a Doctor online search tool. Visit **my.mvphealthcare.com/findadoctor** and select *Looking for a Dentist?* For personalized results, sign in to your MVP online account before you search.



# Attention Medicaid/HARP, Child Health Plus, and Essential Plan Members... **Renewals are Back**

Starting in Spring 2023, New York State will resume eligibility reviews and renewals for members enrolled in Medicaid, Health and Recovery Plan (HARP), Child Health Plus, and Essential Plan. You may need to take action to renew your health insurance or the insurance of your family members.

## Preparing for Your Renewal

MVP will send you reminders when it is time to renew your coverage. Make sure your account information, like mailing address, phone number, and email, is up to date so we can reach you. To update your account information, visit **my.mvphealthcare.com** and *Sign In* to your online account. Or you can call **1-800-852-7826** (TTY 711) and an MVP representative can help you.

## Renewing Your Coverage

For the best experience, you may need the following items to complete your renewal:

- Proof of income for the last 30 days, such as a pay stub or unemployment document, or a three-month financial statement
- Social Security Number or Document Numbers to verify your immigration status if applicable
- Information about any additional health insurance you have

To learn more about renewals, call the MVP Member Services/Customer Care Center at **1-800-852-7826** (TTY 711) or visit **my.mvphealthcare.com/renew**. HARP Members can call **1-844-946-8002** (TTY 711).

## 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.

## Important Update on SimpleDose from CVS

CVS Pharmacy is discontinuing its SimpleDose program on May 30, 2023. SimpleDose is a medication management solution for patients taking multiple medications. Some MVP members can use a similar service through their local pharmacy or Amazon PillPack. Please review your pharmacy benefits to see if this is included in your plan, or call the MVP Member Services/Customer Care Center at the number on the back of your Member ID card.

# Find What You Need Faster on Our New Website

We're always looking for ways to make life simpler for our members. That's why we redesigned our website at **mvphealthcare.com**. It still has the same information you rely on, but now has new tools to make it easier to find what you need.

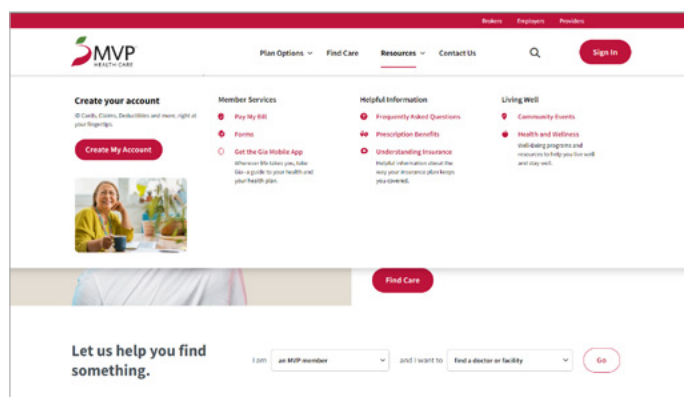
## More Information, One Click Away

We packed our website menu with the most common resources you may need.

### The new menu contains:

- Your online account
- Find doctors, dentists, and vision providers
- Dental and vision benefit information
- Online bill payment
- Community events
- Common forms
- Frequently asked questions
- The *Gia*® by MVP mobile app
- Health and wellness
- Prescription benefits
- And more!

### Here's what the new menu looks like:



## Other Helpful Ways to Find What You Need

The menu is just one way we've made resources easier to find. We also added:

- Advanced search, to help you focus in on the information you need
- A new Contact Us page, so you can find the right contact information for any situation
- On-page tools to help you jump to related resources

Your online account hasn't changed. You can still sign in for important plan information at **my.mvphealthcare.com**.

# LivingWell

Read all about the updates to our new MVP website and much more!

READ MORE INSIDE →



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Schenectady, NY 12305-2111  
[mvphealthcare.com](http://mvphealthcare.com)

## Take Advantage of Free **MVP Living Well** **Classes and Programs**

Be sure to check out the different classes our MVP Health Promotions team offers throughout the year. While we do offer some in-person regional classes, there are a variety of virtual programs that range from journaling to cooking classes to chair yoga!

We also offer free class vouchers and discount programs to museums, farmer's markets, and outdoor events throughout our service area.

Both MVP members and non-members can participate so tell a friend!

To learn more, find classes by you, or to register for any of our programs check out [mvphealthcare.com/calendar](http://mvphealthcare.com/calendar).

