

Gia[®]: Access Your Plan, Your Way

Good news for all MVP members!

Gia, your guide to your health and health plan, is now available online at my.mvphealthcare.com. Manage your health needs in the way that's most convenient for you!

Gia helps you understand your benefits and makes it easy to find key health plan information on your computer, tablet, or smartphone—wherever you are most comfortable.

It's also the best way to set your communication preferences. You can choose which kinds of information you want delivered by mail, email, or phone.



NEW! Send Secure Messages to MVP in Gia!

Exciting news! MVP Health Plan members can now send a secure message to MVP Customer Care Representatives, at any time, right in Gia! If you've set up a Gia account, you'll find a link to *Messages* on the dashboard of the Gia online and app experience. It couldn't be easier to find what you need in real time.

- After a secure message is sent by an MVP Customer Care Representative, you will receive an email notification, letting you know that you can sign in to Gia and select *Messages* to view your message
- When sending a secure message, you will immediately see a confirmation within Gia that your message was sent. You should get a response within one to two business days
- You will be able to view full message threads (including any attachments) within your secure Gia account

Ready to join the growing number of MVP members using Gia?

Sign in to Gia at my.mvphealthcare.com.

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

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A Message from MVP Health Care President & CEO

At MVP, we are committed to helping our local communities. We value your feedback as a member. You are at the very heart of everything we do, and your valuable input plays an important role in shaping how we serve you. If you get a survey from MVP, please take a moment to share your feedback and insights with us. Your participation in our surveys helps us grow as an organization, because together, we can co-create an even better MVP experience.

Be well,

Christopher Del Vecchio
President and Chief
Executive Officer

An Extra Hand in Managing Your Health

There may be times when you need help navigating a health or well-being issue. A case manager is a health care professional who can provide guidance, answer your health questions, and coordinate your care. If you think you may need extra 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–Friday, 8:30 am–5 pm.



Vaccines + Regular Screening= Best Prevention

Preventive care services like vaccines and cancer screenings can help you and loved ones avoid future health problems. They are also fully covered by MVP health plans.

Human Papillomavirus (HPV) Vaccine Series—

This series is recommended for all children starting at age nine. It can also be given to young adults, before turning 26, if they did not receive it as a child.

HPV is the most common sexually transmitted infection in the United States, yet many people don't even know they have it. HPV can cause six different types of cancers: mouth, throat, penile, vulvar, vaginal, and cervical.




HPV is the #1 cause of most cervical cancers.

The HPV vaccine is a safe and effective way to prevent HPV-related cancers.

Talk to your Primary Care Provider (PCP) or your child's PCP about getting the HPV vaccine.



Cancer screenings may help to find cancer early when treatment is more effective. Cancer screenings vary based on gender, age, and personal health risk factors. Talk to your PCP about which screenings you may be due for.

| WHAT | WHO/WHEN | WHY |
|--|--|--|
|  Breast Cancer Screening (Mammogram) | Recommended for women ages 40–74, every two years | A mammogram is an x-ray of the breast tissue that can show changes in your breast that may be cancer. |
|  Cervical Cancer Screening (Pap test) | Recommended for women ages 21–65, every three–five years | The cervix is the lower part of the uterus (womb). Regular Pap and HPV testing can help find problems before cells in the cervix become cancerous. |
|  Colorectal Cancer Screening | Recommended for adults ages 45–75 (earlier if at higher risk), every five–10 years based on type of screening (or more often based on health risk) | Special tests can detect colorectal cancer early, which makes it easier to treat. Talk to your doctor to see if an at-home screening is right for you. |

Get Ready to Renew!

Medicaid/HARP, Child Health Plus, and Essential Plan Members, when you hear from us, it's time to take action!

MVP will send you important reminders when it is time to renew your coverage. Be sure to keep your personal information such as home address, email, and phone number up to date. If you need to update your personal information, please contact the MVP Member Services/Customer Care Center at the numbers listed below and we can assist you.

To learn more about renewals, call the MVP Member Services/Customer Care Center Monday–Friday, 8 am–6 pm at **1-800-852-7826** (TTY 711) or visit **mvphealthcare.com/renew**. HARP Members can call **1-844-946-8002** (TTY 711).

Looking for fun, free activities?

MVP Living Well Programs offer free fitness and health education classes, as well as vouchers and discount programs to museums, farmers markets, nature centers, and outdoor events throughout our service area.

To explore the full list of our spring and summer opportunities in your area and online, visit our calendar at **mvphealthcare.com/calendar**.



Important Reminder for Medicaid and HARP Members!

Your pharmacy benefits are managed by the New York State Medicaid NYRx Pharmacy Program. They are no longer managed through MVP. This change happened on April 1, 2023.

If you have questions about your pharmacy benefits, please call NYRx Member Services at **1-800-541-2831** (TTY 711). They can speak with you in your preferred language and help you with your prescriptions.

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.



Medicaid Members—Are You Becoming Eligible for Medicare?

If you have an MVP Medicaid Managed Care plan and you may soon become eligible for Medicare, you may be enrolled in a new plan, MVP DualAccess Complete (HMO D-SNP).

The DualAccess Complete plan helps your Medicaid and Medicare benefits work better together. There is no monthly cost for this plan, and you will continue to have MVP by your side. If you want more information about the MVP DualAccess Complete plan, call an MVP Medicare Advisor at **1-800-324-3899** (TTY 711).

Call seven days a week, October 1–March 31,
8 am–8 pm Eastern Time.

Call Monday–Friday, April 1–September 30,
8 am–8 pm Eastern Time.

MVP Health Plan, Inc. is an HMO-POS/PPO/HMO D-SNP organization with a Medicare contract and a contract with the New York State Medicaid program. Enrollment in MVP Health Plan depends on contract renewal. This plan is a dual eligible special needs plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and medical assistance from a state plan under Medicaid.

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.

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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)。

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Don't miss the latest updates from MVP!

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The MVP Fitness Court® Network is Growing!

Together, MVP and the National Fitness Campaign have built state-of-the-art outdoor fitness courts in communities across New York State. These new fitness courts allow you to use your own body weight to get a complete workout on your time! Created with adults of all ages and abilities in mind, the workouts can be adapted for all fitness levels, allowing you to move at your own pace.

If you plan on visiting one of our fitness courts, download the free Fitness Court® app for digital coaching and workout ideas. For more information or to find a court near you, visit nationalfitnesscampaign.com/newyork.

