



Living Well

Fall | 2022

Exclusively for MVP Health Care®
DualAccess Members

The MVP Care Team— **Working for You**

As part of your MVP plan, you have free access to your own personal Care Team. Your MVP Care Team is a group of health care professionals who are here to support you and your health needs.

How your Care Team can help you:

- Talks with you on the phone about your health needs and where you want or need additional support
- Helps you complete a Health Risk Assessment that helps you understand your health status and any risks
- Creates a personal Care Plan with goals and things you can do to manage your health
- Schedules doctor visits and rides to and from the doctor
- Supports you after you've been sent home from the hospital or a nursing facility
- Shares educational information on health and wellness topics
- Makes sure you understand the drugs you take
- Connects you with social service resources and groups

The best way to learn about how your Care Team can help you is by calling them. There is no cost to using your MVP Care Team. You can reach your Care Team at **1-866-954-1872** (TTY 711) Monday–Friday, 8:30am–5 pm Eastern Time.



Contact MVP

MVP Member Services/
Customer Care Center

1-866-954-1872

TTY 711

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

mvphealthcare.com

We Welcome Your Comments

Attn: Marketing & Communications
MVP Health Care
625 State St
Schenectady NY 12305-2111

**memberservices@
mvphealthcare.com**

Material presented in this
newsletter is not intended to
replace medical advice, which
should be obtained from a
qualified physician.

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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)。

MVP Health Plan, Inc. is an
HMO-POS/PPO/MSA/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.



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.

Meet Your MVP Team

We'll be here when you need us.

Your MVP Care Team is built based on the type
of care you need. In addition to your Primary
Care Provider (PCP), specialty providers, and
your pharmacy, your Care Team may include
the following health professionals.

Nurse Care Managers teach you how to
manage your health and help you get the services
you need.

Licensed Clinical/Social Workers help
you to manage your mental health needs. They can
provide education on mental health diagnoses such
as anxiety or depression. Social Workers can also
help you access the MVP network of mental health
providers, or refer you to mental health or substance
use programs.

Community Health Workers connect you
to resources within your community that support
your health. They can help you understand and
access your benefits, such as rides to and from
doctor's visits or after you have been sent home
from a medical facility.

MVP Care Team Pharmacists are available
to review your current drugs and answer any
questions you may have. The pharmacists work
closely with your PCP, Nurse Care Manager, Social
Worker, and other members of the Care Team to
support you in reaching your health goals.

What You Can Expect from Your MVP Care Team

Your Care Team creates a plan just for you and will check in regularly to support you.

Your Care Team will help you complete a **Health Risk
Assessment**. This health screening helps you and
your Care Team understand your current health status,
and any health risks you may have.

Your Care Team will work with you to create an
Individualized Care Plan. The plan is created for you
by your Care Team with input from you, your doctors,
and your caregiver(s). It is specific to your needs and
includes a set of goals that your Care Team will work
with you to meet.



Why it is Important to See Your **Primary Care Provider**

Building a relationship with your PCP can lead to better health.

Your PCP plays a very important role in your health. They offer preventive care and early detection of physical and behavioral health problems. Behavioral health is a term that refers to mental health and substance use disorders. Your PCP can also help you get routine tests, cancer screenings, vaccinations, and an annual flu shot.

Your PCP receives a copy of your Individualized Care Plan from the MVP Care Team. They work together to meet your health goals and coordinate your care.

If you do not already have a PCP, your Care Team can help you find a provider that is a good fit for you. They can even schedule an appointment for you.

What is **healthy eating**?

Eating healthy foods can help lower your risk for disease. Healthy food gives you energy and keeps your heart strong, your brain active, your muscles working, and your bones strong. Aim to make small changes to your diet that you can live with and enjoy. If you need help connecting to food resources such as food pantries, reach out to your Care Team.

Aim for balance.

Most days, eat from each food group—grains, protein foods, vegetables and fruits, and dairy. Listen to your body. Eat when you're hungry. Stop when you feel satisfied.

Look for variety.

Be adventurous. Choose different foods in each food group. For example, don't reach for an apple every time you choose a fruit. Eating a variety of foods each day will help you get all the nutrients you need.

Practice moderation.

Don't have too much or too little of one thing. All foods, if you eat them in moderation, can be part of healthy eating.

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This information does not replace the advice of a doctor.



A Message from MVP President & CEO

From all of us at MVP Health Care, thank you for trusting us with your health care coverage. The MVP DualAccess plan is focused on creating a personalized health care plan with support from your MVP Care Team. Your Care Team will help connect you with the resources you need. This includes support with primary care, behavioral health, specialty care as well as community-based social services.

Keep reading to learn more about your Care Team. You can also learn about all the benefits MVP offers, like *Gia by MVP*, to support you on your health care journey.

Stay safe and be well,



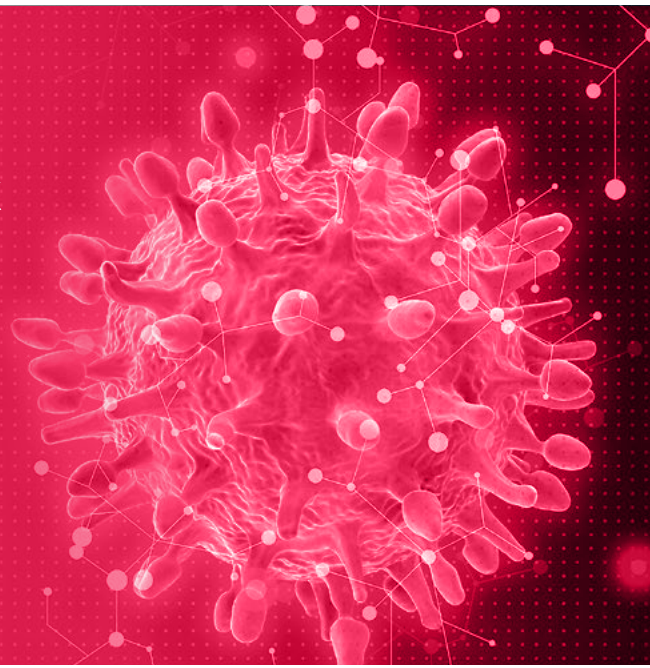
Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



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. You can get a flu shot at your doctor's office, pharmacies, or community flu shot clinics. To learn more, visit mvphealthcare.com/flu.

Your MVP Care Team can help you find a pharmacy and even schedule your flu shot!



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Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

Wherever Life Takes You, Take **Gia**[®]

**Gia is a free app you download to your mobile device.
It gives you access to 24/7 virtual care services and your plan information.**

Use **Gia** to:

- Access \$0 virtual care services including 24/7 urgent and emergency care
- Text 24/7 for help with health questions, concerns, and prescriptions
- View new and past claims
- View and share your MVP Member ID card

Visit **GoAskGia.com** to download the all-new *Gia by MVP* mobile app. Your MVP Care Team can help you connect to *Gia* and use this free service to manage your health.