

## Gia<sup>®</sup> Keeps Getting Better

Start with Gia and discover all the ways MVP can make health insurance, and health care, more convenient, more supportive, and more personal for you.

### Mobile Lab Test Collection

Gia now brings the lab to your doorstep with Scarlet Health<sup>®</sup> and BioReference Laboratories, an MVP preferred provider lab facility. Scarlet Health offers mobile lab test collection for more than 1,500 lab tests including blood work, urine tests, and COVID-19 PCR tests.

“I loved how simple it was to navigate through the (app). It made me confident in my own care and gave me a sense of control.”

–MVP Member

### Two Ways to Use Mobile Lab Testing

1. If you need a doctor to order a lab test for you, simply start a consultation using the *Gia by MVP* app and ask your Gia doctor to order your test through Scarlet Health.
2. If you'll be seeing your doctor soon, or you already have a lab order, ask for a printed copy of the order and follow the instructions for uploading your order at [mvphealthcare.com/labs](https://mvphealthcare.com/labs).



Scan the QR code to learn more about Gia. Download *Gia by MVP* from the App Store or Google Play.



### Coming Soon!

Watch for updates in the coming months as MVP brings you more access to care and benefit information in one mobile app.

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





At MVP Health Care®, we believe that the health and well-being of our members starts with the health and prosperity of our local communities. That's why we remain committed to creating lasting, positive impacts within the communities that we serve.

In 2021, I'm proud to report that more than 1,000 of our team members participated in our company's volunteer program—a remarkable turnout. Our collective acts of volunteerism and service went on to impact more than 320 non-profit organizations, resulting in nearly 5,000 total hours of service. We look forward to continuing to build on that success this year, in a local community near you.

### **Christopher Del Vecchio**

President and Chief Executive Officer

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



## HPV and Cervical Cancer: **Prevention Starts with Knowing the Facts**

Human papillomavirus (HPV) is a virus that can cause certain cancers and diseases. HPV doesn't always have symptoms, so many people don't even know they have it.

According to the Centers for Disease Control (CDC), HPV is the most common sexually transmitted infection in the United States and millions of new cases are reported every year. Long-lasting infection of HPV is the main cause of cervical cancer.

### **Studies underscore the importance of HPV vaccine.**

A recent study in the United Kingdom revealed that rates of cervical cancer were lower in women who were given the HPV vaccine between the ages of 12 and 13.<sup>1</sup> Another study published in the US shows that the HPV vaccine helps to reduce deaths related to cervical cancer.<sup>2</sup>

The HPV vaccine is recommended for pre-teens ages 11–12, or before teens and pre-teens are sexually active. Anyone who is not already vaccinated can also receive it up to age 26. Talk to your doctor or pediatrician about the HPV vaccine and schedule a visit today.

1. Falcaro M, Castañon A, et al. The effects of the national HPV vaccination program in England, UK, on cervical cancer. *The Lancet*. 11/3/2021. doi: [https://doi.org/10.1016/S0140-6736\(21\)02178-4](https://doi.org/10.1016/S0140-6736(21)02178-4).

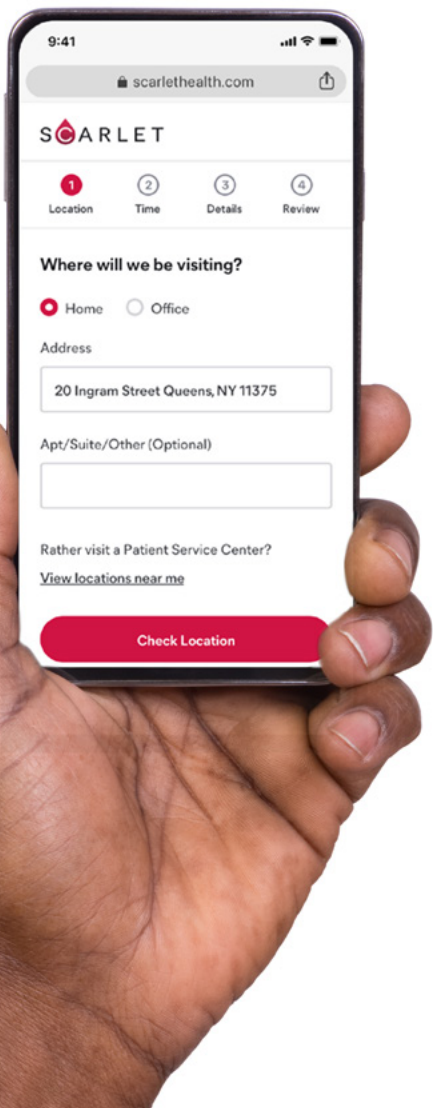
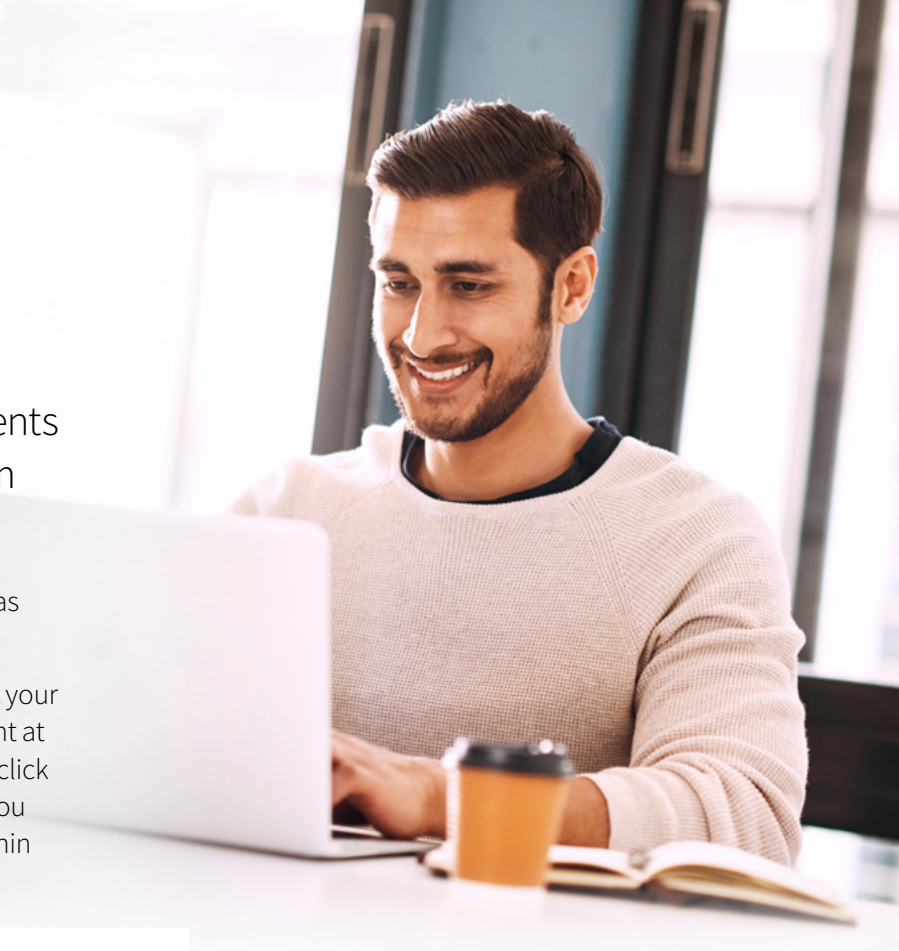
2. Tabibi T, Barnes J, et al. Human Papillomavirus Vaccination and Trends in Cervical Cancer Incidence and Mortality in the US. *JAMA Pediatrics*. 11/29/2021. doi:10.1001/jamapediatrics.2021.4807.

# New! Get Plan Documents Electronically

MVP will begin providing some documents electronically, rather than sending them through the mail.

You will still receive some plan documents in the mail as required by law or regulation.

If you prefer to receive documents by mail, you can set your communication preferences within your online account at any time. Simply sign in at [my.mvphealthcare.com](https://my.mvphealthcare.com), click *Account Settings*, then *Communication Preferences*. If you have already set your communication preferences within your online account, they will not be changed.



## COVID-19 Updates

### Did you know?

Scarlet Health can now come directly to you for COVID-19 PCR test collection. If you already have a doctor's order for lab work, visit [mvphealthcare.com/labs](https://mvphealthcare.com/labs) to set up your appointment! If you need a doctor to order lab work, start a consult in Gia, and ask the doctor to order your test collection through Scarlet Health.

Find the most up-to-date COVID-19 information for MVP members at [mvphealthcare.com/covid19](https://mvphealthcare.com/covid19).

### Contact Us

Comments about this newsletter? Send an email to [members@mvphealthcare.com](mailto:members@mvphealthcare.com)

or write to us at:

**Living Well MVP Health Care**

**625 State Street**

**Schenectady, NY 12305-2111**

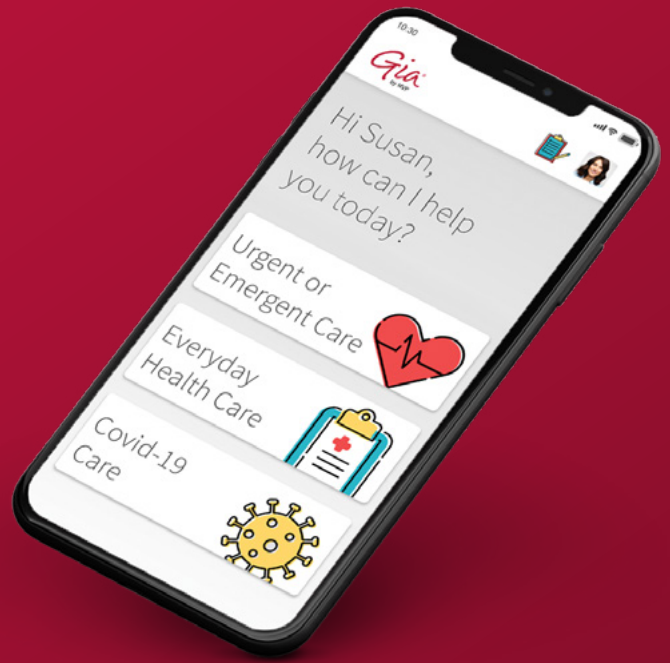
If you have questions about your benefits, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.



If you are unsure of what screenings and immunizations you and your family are due for, **start with Gia!**

Gia connects you to the right care to ensure that you are up to date on your screenings and immunizations per recommended guidelines.

Get started at **StartWithGia.com** or download the **Gia by MVP** app.



## Tips for a **Healthy Pregnancy**

Taking good care of yourself while pregnant is important for your health and the health of your baby. Follow these steps to guide you along the way:

- Schedule a prenatal appointment with your doctor during your first 12 weeks of pregnancy
- Keep all prenatal appointments with your doctor to check your health and progress, track baby's development, and monitor any other complications
- Eat a balanced diet with whole grains, fruits, vegetables, low-fat dairy, and lean protein
- Do not drink alcohol, smoke, or use tobacco products
- Strive for 30 minutes of movement per day, if you are able
- Stay hydrated with 8–10 glasses of water a day
- Take care of your teeth with regular brushing, flossing, and check-ups
- Talk to your doctor about adding a prenatal vitamin to any other medications you may be taking

### **Questions during your pregnancy?**

An MVP Case Manager can help. Call MVP Case Management at **1-866-942-7966**, Monday–Friday, 8:30 am–5 pm.



# Colon Cancer is... **Preventable.** **Treatable. Beatable.**

Colorectal cancer screenings can detect early signs of colorectal cancer. When you find issues early on, treatment is more effective. Colorectal cancer screenings are recommended for adults age 45 and older.

## Am I at high risk?

**Your risk for colorectal cancer may be higher than average if:**

- You or a close relative have had colorectal polyps or colorectal cancer
- You have inflammatory bowel disease
- You have a genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer

Talk to your doctor about having earlier or more frequent tests if you think you're at high risk.



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)。



## No butts about it, it's time to screen!

If you've put off this screening, you're not alone, but now is the time to get it done.

### You have options!

Visit [mvphealthcare.com/screeningoptions](https://mvphealthcare.com/screeningoptions) to learn about colorectal cancer screenings and then talk to your doctor about which screening is right for you and how often you should be tested.

## Convenient Physical Therapy **at Home, or Anywhere**

Your MVP health plan includes access to virtual physical therapy through Omada for Joint & Muscle Health. Along with unlimited one-on-one chats and video visits with a dedicated, licensed physical therapist, you receive a complete treatment plan, and a free exercise kit with all the tools you need. Find health habits and routines that work for you, with 24/7 support to keep you on the right path. Sign up today at [omadahealth.com/mvp](https://omadahealth.com/mvp).

# LivingWell



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## Gia<sup>®</sup> Just Keeps Getting Better

MVP continues working to find new ways to make it easier for you to get the care you need.

[READ MORE INSIDE](#) →

## MVP Classes Can Help You **Live Well**

MVP offers a variety of well-being classes and workshops—both in-person and virtual. Choose from a selection of classes and activities and learn about the best ways to take care of your physical and mental health. To find a class visit [mvphealthcare.com/LWCalendar](http://mvphealthcare.com/LWCalendar). Filter by county to find the programs nearest you.

### Important Member Notices

See enclosed flyer.





# Important Member Notices

## Privacy Notice Update: Information for Parents of Minors with Sensitive Diagnoses

MVP Health Care® (MVP) has updated the Privacy Notice to include new language under **Disclosures to Parents of Minors**. MVP has a policy in place to protect the privacy of minors with sensitive diagnoses. MVP has developed this position based upon legal requirements together with MVP's commitment to safeguarding the privacy of its members who receive care for sensitive needs.

If a minor 12-18 years old receives services or treatment related to mental health, chemical dependency or substance abuse, venereal disease, HIV/AIDS, family planning, prenatal care, or abortion-related services, MVP must have an Authorization to Disclose Information form on file from the minor to disclose most information to a parent or guardian. Please note that MVP can always share benefit/eligibility/cost-share information with a subscriber for their dependents.

Visit [mvphealthcare.com/notices](http://mvphealthcare.com/notices) and select *Privacy Notices* to read the full Privacy Notice. You can find the Authorization to Disclose Information form at [mvphealthcare.com](http://mvphealthcare.com). Choose *Members*, then *Forms*, then *Disclosure/Payment Forms*, and *Services Requiring Prior Authorization*. You can also call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card (TTY 711).

## Avoid Medical Billing Surprises

In accordance with the federal No Surprises Act, your MVP health plan includes protection from out-of-network "surprise" medical bills.

A surprise bill is one you receive for covered services performed by a non-participating provider in certain circumstances. Effective January 1, you are not responsible for surprise, non-participating provider charges that exceed your in-network co-payment, deductible, or co-insurance.

Protection under this Act does not apply when a participating provider is available, but you choose to receive services from a non-participating provider.

For more information about the No Surprises Act, visit [mvphealthcare.com/NoSurprises](http://mvphealthcare.com/NoSurprises), or call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.

## MVP Formulary Lists Covered Drugs

The easiest way to find out if a drug is covered under your MVP health plan is to check the Prescription Drug Formulary.

The Formulary can be found online and is a searchable document that contains an approved list of thousands of drugs, both generic and name brand, that are covered by an MVP plan with prescription drug benefits. It is the primary source for drug coverage information, including quantity limits, step therapy, prior authorization, or other necessary requirements.

Visit [mvphealthcare.com/prescriptions](http://mvphealthcare.com/prescriptions) and scroll down to find the Formulary under your plan type. Along with your Formulary, you'll find information about drug costs and a pharmacy locator.

If you have trouble locating it, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.

## When You Need Specialized Care

If you have a life-threatening, disabling, or degenerative disease, you can have your specialist or specialty care center act as your Primary Care Provider (PCP).

The specialist or specialty care center will take over coordination of all your primary care services. They will also approve visits for other specialty care, lab work, hospitalization, and all other health services. Advanced cancer care, HIV disease, and severe heart conditions are examples of cases where a specialist might act as your PCP. MVP must approve this arrangement.

If you believe that your specialist should become your PCP, ask your current PCP to contact MVP. You and your PCP will be notified of MVP's decision in writing.

# Learn More About **Quality Improvement**

MVP is dedicated to providing quality health care and services to our members. Our Quality Improvement (QI) program sets standards for the care and services that are provided to our members by MVP and by participating providers. MVP reports on its progress toward achieving the QI program goals in an annual Quality Improvement Evaluation report.

You are welcome to take part in the development, implementation, or evaluation of the quality improvement system, and/or you may comment on the MVP QI process. If you are interested in taking part, commenting, or receiving a summary of the program description document and the Executive Summary of the Annual Evaluation, call the MVP Quality Improvement Department at **585-327-2311**.