

## Preventive Care for Children and Teens

Preventive care helps to keep everyone in your family healthy. For children and teens, this may include:

- Annual doctor visits (Well-Child or Well-Care visits)
- Scheduled vaccines
- Screenings for childhood or life-threatening diseases
- Weight and nutrition counseling
- Annual dental visit

Making sure your child sees the doctor regularly helps to identify and treat problems early. If your child is late for a vaccine or screening, the doctor can help catch them up. You can also talk about your child's physical and mental health or any medications he or she is taking.

### The MVP Child/Teen Health Program for members up to age 21 includes:

- Letting you and your child's doctor know if they need preventive care
- Making sure you understand how to get behavioral health care for your child
- Helping you get transportation so you can bring your child to the doctor

Preventive care services are free under your MVP plan. For more information, visit [mvphealthcare.com/PreventiveCare](http://mvphealthcare.com/PreventiveCare). If you have questions call the MVP Member Services/Customer Care Center.

## ADHD and Follow-Up Care

Is your child taking a new medication for ADHD? If so, it is important to know that follow-up doctor visits help to manage treatment. Your child's doctor can make sure the medication is still working and also make changes to their treatment, if needed.

Call your child's doctor right away if you notice any side effects. It is important that the doctor knows how the medication affects your child.



To learn more about ADHD care, visit [mvphealthcare.com/behavioralhealth](http://mvphealthcare.com/behavioralhealth).



# Three Tests Before They Turn Three

As we head into fall, I hope you will continue to prioritize your personal health and wellness. Being proactive about your health with preventive care services such as routine check-ups, screenings, and immunizations is more important now than ever, and can help you and your family enjoy this season to the fullest.

MVP is here to help you stay connected with us and your health care provider to ensure you receive the care you need all year round. And if you're eligible for the COVID-19 vaccine—*don't hesitate, vaccinate!*

**Christopher Del Vecchio**  
President and Chief Executive Officer

## Get Living Well by Email

Visit [mvphealthcare.com](http://mvphealthcare.com) and Sign In/Register to your online account. Then select *Communication Preferences* to opt in. MVP will continue to send information about your health plan contract and benefits by mail, as required by New York State.

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

Para leer este boletín informativo en español, visite [mvphealthcare.com](http://mvphealthcare.com) y seleccione *Members*, luego *Living Healthy*, y luego *Living Well Newsletter*. Verá los boletines informativos en español.

Children need to have certain tests before they turn three. They help to find issues that could affect development and overall health.

**Newborn Hearing Test:** Newborns will have a hearing test before they leave the hospital. If they don't pass the hearing test, they must have another hearing test by three months old. It's important to find hearing loss early on.

**Blood Lead Test:** Children should have a blood lead test at one and two years old. Lead can cause health problems and delays in development. Young children

have a higher risk for lead contact because they put their hands and other objects into their mouths.

**Developmental and Autism Test:** Children should have developmental tests at their well-child visits at 9, 18, and 30 months old. Children should have autism testing at 18 and 24 months old. If there are delays in development, your doctor will work with you to get the help your child needs.

Talk to your child's doctor at each visit to make sure these tests have been done. To learn more, visit [mvphealthcare.com/pregnancy-and-family](http://mvphealthcare.com/pregnancy-and-family).

## Be prepared for when you need care.

Access Gia your way 24/7:  
Download the **Gia by MVP** app.  
You can also visit **GoAskGia.com**  
or call **1-877-GoAskGia**  
(1-877-462-7544).



Virtual care services from MVP Health Care are provided by UCM Digital Health and Amwell at no cost-share for members.





# Preventing and Treating STIs

Having regular checkups and getting screened for Sexually Transmitted Infections (STIs) is important. Some STIs have mild symptoms. Some STIs have no symptoms at all. If you've put off STI screenings over the last year, you're not alone. But now, it is safe to go to the doctor's office or clinic and get them done.


Your doctor can cure some STIs like chlamydia, gonorrhea, and syphilis

with antibiotics. Some STIs can be treated, but not cured, like herpes and HIV. Keep yourself and your partner safe by getting screened regularly.

Your doctor can provide STI testing and treatment. Test results are confidential. Local clinics can also test for and treat STIs. If you need help finding a doctor or a clinic near you, please call the MVP Member Services/ Customer Care Center.

## Contact Us

MVP Member Services/  
Customer Care Center

 **1-800-852-7826**  
(TTY: 1-800-662-1220)

Monday–Friday, 8 am–6 pm

### Comments?

Send an email or letter to:

**members@mvphealthcare.com**

Living Well MVP Health Care

625 State Street

Schenectady, NY 12305-2111

## Protection for Victims of Domestic Violence

MVP will not disclose the address, phone number, or health insurance information of a victim of domestic violence. If the victim is a child, the child's parent or guardian must provide MVP with a valid order of protection. If an order of protection is issued against an individual, MVP will not disclose the address, phone number, or health insurance information of the victim and the victim's dependents for the duration of the order. For more information,

visit [mvphealthcare.com/notices](https://mvphealthcare.com/notices) and select *Legal Notices/Reports*.

## MVP Nonpublic Personal Financial Information Policy and HIPPA\* Privacy Notice

MVP is committed to safeguarding your information.

We want you to understand what information we may gather and how we may share it. MVP's Nonpublic Personal Financial Information Policy explains MVP's collection, use, retention, and security of nonpublic

personal information such as your social security number, your payment history, your date of birth, and your status as an MVP member.

Members can obtain a copy of MVP's Nonpublic Personal Financial Policy or MVP's HIPPA Privacy Notice by visiting [mvphealthcare.com](https://mvphealthcare.com) and selecting *Privacy & Compliance* at the bottom of the home page, or by calling the MVP Member Services/ Customer Care Center.

\*Health Insurance Portability and Accountability Act of 1996.

## Living Well Programs

MVP offers a variety of classes and workshops—both in-person and virtual—to help you live well physically, emotionally, and otherwise! Choose from a selection of classes and activities near you, such as physical fitness classes, mental health offerings through MHANYs, and a variety of discount opportunities. To find a class that is right for you, visit [mvphealthcare.com/calendar](https://mvphealthcare.com/calendar).



# LivingWell

## Breastfeeding Support

MVP offers a breastfeeding support program through our trusted partner, Corporate Lactation Services. Experts are available to answer questions, coach you through issues, and provide helpful information. **Members also have access to nursing equipment—including breast pumps and pump accessories.**

To see if you qualify, please call the MVP Member Services/Customer Care Center.



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MVP Health Care

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

## We Need Your Voice! Join the MVP Member Advisory Council

MVP is dedicated to serving our members. **The Member Advisory Council** was created so that you could share your opinions with us. Joining the Member Advisory Council will give you the opportunity to tell us what you think about our services and how you think we can improve.

### **Commitment is minimal!**

The Council only meets twice a year virtually.

**Interested in joining?** Send an email to [members@mvphealthcare.com](mailto:members@mvphealthcare.com) or call the MVP Member Services/Customer Care Center at **1-800-852-7826** (TTY: 1-800-662-1220), Monday–Friday, 8 am–6 pm.