



Living Well

Issue 2 | 2021

Exclusively for MVP Health Care®
Medicare Advantage Members



MVP Introduces **Gia**®

**Helping you get the right care, right away! Start with Gia—
included free with your health plan from MVP!**

Gia is your ultimate health care connection available 24/7 by mobile app, web, or phone. Within minutes, get referred to the care you need—from urgent and emergency care to everyday health needs such as prescription refills and blood tests. Gia can connect you to MVP's FREE telemedicine services or, when necessary, in-person care from nearby doctors, specialists, labs, pharmacies, and more.

You'll be asked to provide basic information, such as your name and email, date of birth, and MVP Subscriber or Member ID. Once your health insurance information is verified, your account will be created. Then simply choose how you want to connect.

- Use the **Gia by MVP app**
- Visit **GoAskGia.com**
- Call **1-877-GoAskGia** (1-877-462-7544)

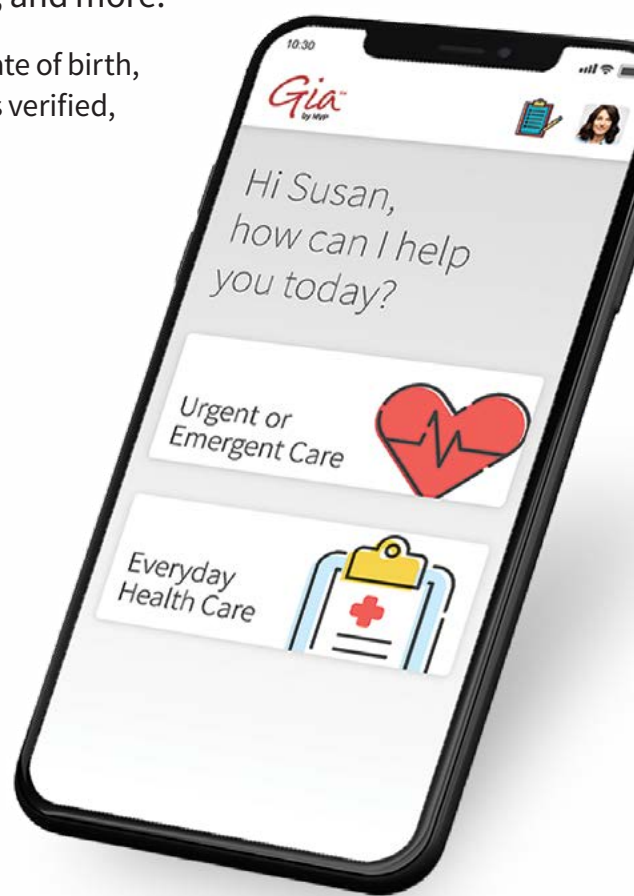
It's just one more way that MVP is making health insurance more convenient, more supportive, and more personal for you.

Are you ready to start?

Download the free **Gia by MVP app** or visit **GoAskGia.com**.

The **Gia by MVP app** is available on the App Store® or Google Play.

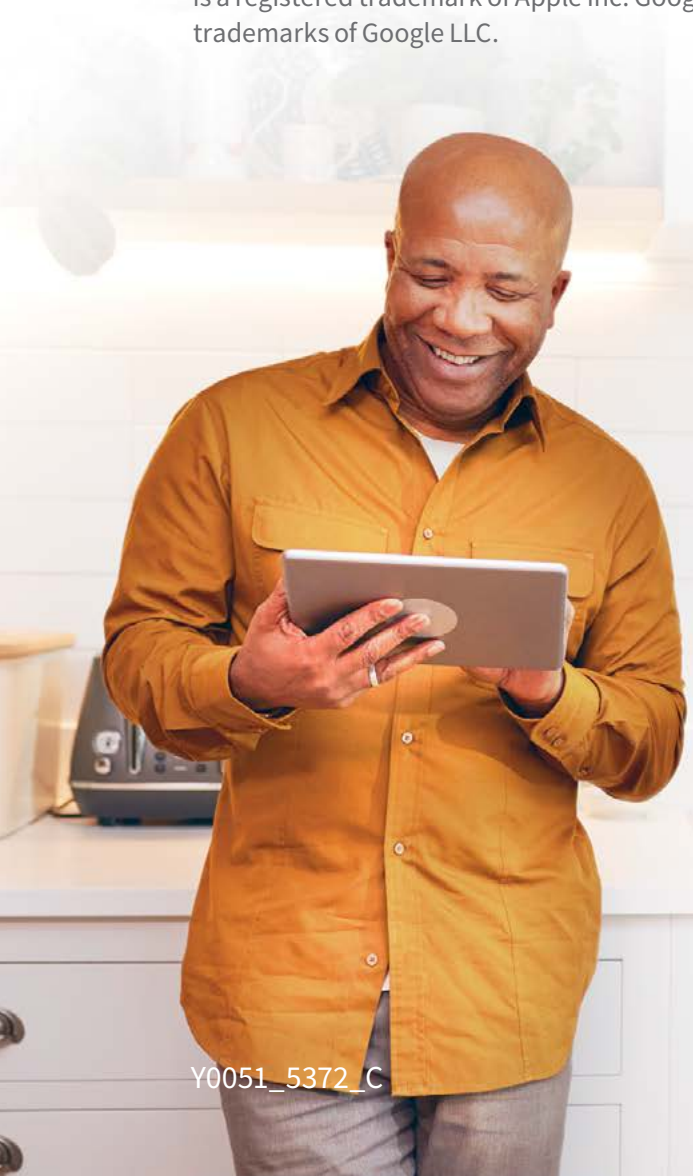
Telemedicine services from MVP Health Care are provided by UCM Digital Health and Amwell at no cost share for members (plan exceptions may apply). Members' direct or digital provider visits may be subject to co-pay/cost-share per plan. App Store® is a registered trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.



Our Upcoming **New** Online Account Experience

Over the past few months, MVP has been working hard to improve your online member account experience. You can soon look forward to a faster, simpler way to access all the helpful information and resources you rely on. We've created an experience that makes it easier for you to find and select a Primary Care Provider, update payment methods, check claims status, and learn about your well-being benefits.

MVP is also upgrading the security of online member accounts as part of this experience. Be on the lookout for email instructions to walk you through the process.



Contact MVP

MVP Medicare
Customer Care Center
1-800-665-7924
TTY: 1-800-662-1220
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
220 Alexander St
Rochester NY 14607-4002

**memberservices@
mvphealthcare.com**

How do you want to hear from MVP?

We've updated our online experience with an improved way for you to choose how you want to receive information from us. You can easily update your contact information online and choose to receive updates and communication from us via email—even this newsletter!

Visit **mvphealthcare.com** and *Sign In* or *Register Now* to access your online account, then select *Communication Preferences*. MVP will continue to send information about your health plan contract and benefits by mail.

We are committed to protecting your personal information. Your email address will not be shared with anyone else.

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.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-946-8010** (TTY: 1-800-662-1220).

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: 1-800-662-1220)。



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.

Osteoporosis Screening and Prevention

As you age your bones get thinner naturally, but sometimes a condition called osteoporosis may set in. Osteoporosis causes severe bone thinning that can lead to fractures, pain, and, as a result, difficulty caring for yourself.

Talk to your doctor about your risk for osteoporosis and what preventive measures are right for you. Your doctor may recommend a **Bone Mineral Density (BMD) test**, a preventive screening used to help diagnose osteoporosis.

BMD testing for MVP Medicare Advantage members is covered every two years.

The National Osteoporosis Foundation recommends women aged 65 and older, and men aged 70 and older be tested for osteoporosis regularly. If medically necessary, you may get a BMD test more often than every two years. If you have suffered a fracture, you may want to talk to your doctor about BMD testing.

It's never too late to improve your bone health.

Follow these tips to help reduce your risk of osteoporosis and fractures:

- Eat a diet rich in calcium, magnesium, and Vitamin D (found in dairy products, dark greens, and fatty fish)
- Stay physically active
- Don't smoke
- Ask your doctor about supplements or medications to prevent or treat osteoporosis

Participate in an upcoming Osteo Moves program!

See the MVP Living Well Virtual Programs Schedule Insert for more information. Registration opens June 22.

Immunizations

Staying up to date with vaccines can help protect you from harmful diseases.

The Centers for Disease Control and Prevention (CDC) recommends older adults receive the following vaccinations:

Pneumonia vaccine protects against pneumococcal disease, a bacterial infection that can lead to serious health conditions such as pneumonia and meningitis.

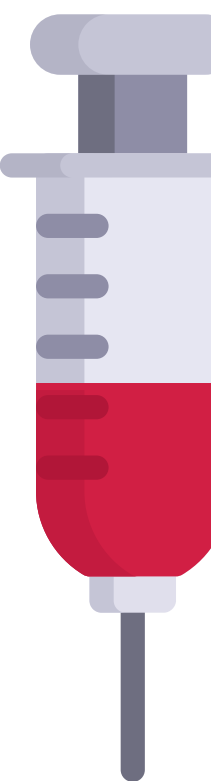
Zoster vaccine protects against shingles, a virus that can cause a very painful rash and blisters on your body.

Tdap (or Td) vaccine protects against three very serious diseases that can lead to death; tetanus, diphtheria, and pertussis.

Influenza (Flu) vaccine is an annual vaccine that protects against seasonal flu. Older adults are at high risk for the flu and should get an annual flu vaccine.

Talk to your doctor to see if you are due for any of these vaccinations.

Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician. If any information in Living Well conflicts with provisions of your Evidence of Coverage (your Contract), the provisions of your Contract take precedence over Living Well articles and information.



Chronic Illness and Mental Health

If you are living with a chronic illness—like diabetes, heart disease, or cancer—you may be more likely to develop a mental health condition, such as depression.

Feeling sad from time to time is normal. However, when those feelings don't go away and impact your daily life, you may have depression.

Things to Look Out For

- Feeling sad, hopeless, or grouchy most of the time
- No longer enjoying things that you used to enjoy
- Loss of appetite, trouble sleeping, or changes in weight

The good news is that depression is treatable when you are living with a chronic illness. Talk with your doctor if you think you are depressed. Make sure your doctor knows about your current treatment plan and medications that you take for your chronic illness.

You may also contact an MVP Case Manager at **1-866-942-7966** to discuss your condition and help prepare you to speak with your doctor.

Source: National Institute of Mental Health

Online Health Education Programs

Diabetes Education

Qualified diabetes educators share tips and guidance to help you manage your diabetes. Visit mvphealthcare.com/medicalhealth and select *Diabetes*, then *Diabetes Education Webinar Series*.

Heart Health Education

MVP's new education series, *The Heart of the Matter*, will help you develop healthy habits for better heart health management. Visit mvphealthcare.com/hhes to learn more.

Stay Active for Healthy Blood Pressure

Use your SilverSneakers® benefit to get the exercise you need!

In addition to a healthy diet, getting enough physical activity plays a key role in managing your blood pressure.¹ MVP is proud to offer a **free** SilverSneakers membership as an additional fitness benefit for our Medicare Advantage members.



Three Ways You Can Use SilverSneakers to Help Manage Blood Pressure

- 1** Work out from home (or wherever you are) with virtual fitness classes available seven days a week. See the schedule and register at SilverSneakers.com/Live.
- 2** Access hundreds of class and workout videos any time through SilverSneakers On-Demand™. Plus, you can participate in workshops on wellness topics like nutrition. Visit SilverSneakers.com/OnDemand.
- 3** Get valuable information from SilverSneakers blog articles like “8 Ways to Lower Your Blood Pressure Without Meds.” Log in at SilverSneakers.com/blog to explore and learn.

Learn more about SilverSneakers and get started today. Visit SilverSneakers.com.

SilverSneakers is a registered trademark of Tivity Health, Inc. SilverSneakers On-Demand is a trademark of Tivity Health, Inc. ©2021 Tivity Health, Inc. All rights reserved. SSFP1068_1220

Always talk with your doctor before starting an exercise program.

¹cdc.gov/bloodpressure/healthy_living.htm

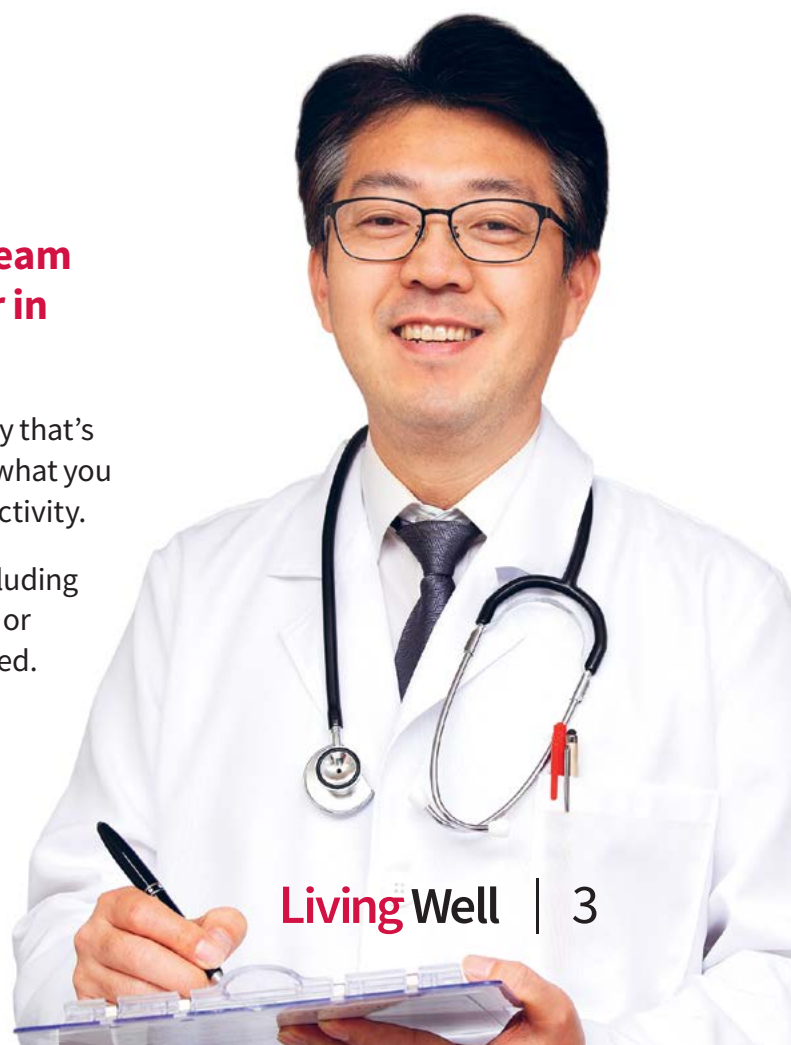
Partner with Your Health Care Providers

It's important to work with your health care team to better understand and be an active partner in your own health care.

Talk to your doctor about the type and amount of physical activity that's right and safe for you. If you're already physically active, discuss what you can do to maintain or increase your level of exercise or physical activity.

Keep track of any health concerns to share with your doctor—including potentially embarrassing ones like bladder control issues, falling or losing balance, difficulty remembering things, or feeling depressed.

Think about your overall health, what you can do each day to feel your best, and how you can work with your doctors, nurses, and other health care providers to reach your health goals.





A Message from MVP's President & CEO

Don't hesitate. Vaccinate!

Over the past few months, MVP has been working with various community partners to expand access to the COVID-19 vaccines and increase vaccination rates across our region. If you are eligible, I encourage you to get vaccinated so we can feel safe again and start living our lives to the fullest. I myself have made the decision to get vaccinated to protect my family, friends, and you. If we all do our part, together we can end this pandemic.

Stay safe and be well,

Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Get Answers to your COVID-19 Vaccine Questions

If you have questions about the COVID-19 vaccine, MVP's recorded informational session can help answer them. Hear from an MVP Medical Director on topics like vaccine development, safety, and why you are encouraged to get vaccinated. View the COVID-19 vaccine informational session at mvphealthcare.com/vaccinewebinar.

Living Well

220 Alexander Street
Rochester, NY 14607-4002

mvphealthcare.com

PRSR STD
US Postage
PAID
MVP Health Care



Health and Wellness or Prevention Information



Protect Your Personal Information

Avoid scams and keep your information safe. Never give out personal information to an unknown caller. **As a reminder, MVP will never call you and ask for your bank account or credit card information, your full social security number, or account passwords.**

If you are unsure of the caller's identity or if you are concerned about being asked to provide certain information, hang up and call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY: 1-800-662-1220) to speak with a representative and confirm the validity of the call.

To report any suspicious activities, contact the MVP Special Investigations Unit at **1-877-TELL-MVP** (1-877-835-5687). As always, your privacy is our top concern. Should you wish to make an anonymous report, contact EthicsPoint at **1-888-357-2687**. Be assured that any information you provide will be kept in strict confidence.