



Living Well

Issue 1 | 2021

Exclusively for
MVP Health Care® Medicare
Advantage Members



Start the new year right!

Your Annual Wellness Visit is one of the best ways to take charge of your health and avoid preventable health issues later.

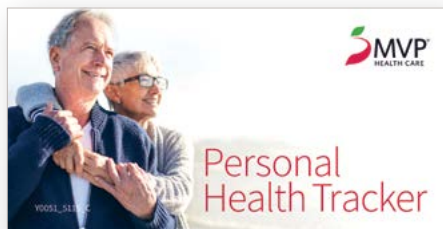
You and your Primary Care Provider (PCP) can talk about your health and lifestyle, ways you can improve your physical and behavioral health, and make sure you are up to date on preventive screenings and immunizations.

If an in-person doctor's visit is not possible, telemedicine may be an option*. A telemedicine visit allows you to speak with your doctor over the phone or video chat on your mobile device, tablet, or computer with a webcam. This visit, whether completed in person or with a telemedicine visit, is covered at no cost under your MVP Medicare Advantage health plan. Completing your Annual Wellness Visit earns you 40 points toward your MVP WellBeing Rewards!

During your Annual Wellness Visit, make sure to talk to your PCP about:

- Your physical and behavioral health
- Important tests and screenings
- Any overall health concerns

Your Annual Wellness Visit is a perfect time to review your current medications with your PCP. It is very important that you take any medications exactly as they have been prescribed for them to best help you. Use your **Personal Health Tracker** to write down both the prescribed and over-the-counter medications you are taking, and make sure you understand when and how to take your medications and the correct dose.



One of the best tools you have for managing your health is your MVP Personal Health Tracker.

Check the mail for yours in the coming weeks!

Your Annual Wellness Visit can help put you on a path to a happy and healthy 2021. If you haven't already, talk to your doctor about scheduling your visit today.

*Only during the COVID-19 pandemic for certain areas.

Something to **Smile** About

New for 2021! Opt for *more* dental coverage with your MVP Medicare Advantage plan.

Most MVP Medicare plans include coverage for preventive dental services, including up to two routine exams, cleanings, and x-rays each year. The new MVP Medicare Advantage Optional Supplemental Dental Rider offers you even **more** dental coverage for only \$28 per month.

No matter which MVP Medicare dental coverage you have in 2021, your plan works the same. Benefits include:

- Access to the DenteMax Medicare network, or you can continue to see any dentist you choose
- Answers to questions on both your dental and medical coverage with just one phone call to the MVP Medicare Customer Care Center
- Pay your dental and medical plan premiums together in one convenient monthly bill, with the option to pay automatically or online
- Keep track of your dental claims on the same Explanation of Benefits (EOB) statements as your medical claims

To learn more about the optional supplemental dental rider or to enroll, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY: 1-800-662-1220).

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
**memberservices@
mvphealthcare.com**

How do you want to hear from MVP?

We've recently 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)。

Are you a new MVP Member?

Welcome to MVP! Let us help you ensure a smooth transition of care.

Consider the questions below.

1. Do you have any other medical or prescription drug insurance, such as coverage under your spouse's plan, no fault, or workman's compensation coverage?
2. Are you currently renting durable medical equipment?
3. Are you currently receiving on-going treatment for a medical issue?
4. Did you have any authorizations in place for medical services or prescriptions with your previous health plan?
5. Are you receiving dialysis?

Call the MVP Medicare Customer Care Center to ask any questions you have and to make certain that there are no gaps in your health care.

March is Colorectal Cancer Awareness Month

There are more reasons than ever to screen for colorectal cancer and no reason to put it off.



- ! Colorectal cancer is the second leading cause of cancer-related death.
- ! Colorectal cancer is on the rise for people ages 45–49.
- ! At least 70% of people with colorectal cancer do not have a family history of it.
- ! When found in early stages, colorectal cancer is more treatable in 90% of people (based on five-year survival).

A colorectal cancer screening will help you earn 10 points towards your MVP WellBeing Rewards. Visits must be completed by October 31, 2021 to receive points towards your \$200 in rewards for 2021.

Early detection is key!

Ask your health care provider about screening options today.

Source: Exact Sciences Corporation

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.



Follow MVP Health Care to stay up to date on our health and well-being programs, community events, and news about MVP in your community.

Keep Your Heart Healthy

You and Your Doctor: a Heart-Healthy Partnership

Heart disease is the leading cause of death in the United States for both men and women. But you can do a lot to protect your heart and stay healthy. Your doctor can be an important partner in helping you set and reach goals for heart health. Make sure you talk to your doctor about your risk for heart disease at your Annual Wellness Visit.

Heart Disease Risk Factors

Two major risk factors for heart disease are high blood pressure and high cholesterol, but neither may show obvious signs or symptoms. If either of these numbers are high, you should work with your doctor to get it to a healthy range.

High Blood Pressure

Most adults should have their blood pressure checked at least once a year. If you have high blood pressure, also called hypertension, you will likely need to be checked more often. If it remains high over time and left untreated, it can damage your heart and blood vessels, and eventually cause more health issues.

MVP Medicare members diagnosed with hypertension have a \$0 co-pay for one blood pressure cuff per year from DME Supply USA, a division of Lincare. Eligible devices must be on MVP's approved list, available at dmesupplyusa.com/mvp. If an in-person doctor visit is not an option for you, your doctor's office can accept self-reported blood pressure readings from a digital blood pressure cuff.

High Cholesterol

High blood cholesterol is a condition in which your blood has unhealthy levels of cholesterol—a waxy, fat-like substance. Many factors affect your cholesterol levels including age, sex, eating patterns, and physical activity level. A blood test can show whether your cholesterol levels are healthy. When left untreated, high cholesterol can lead to many health problems, including heart attack or stroke.

Medication Treatment

When healthy lifestyle changes alone cannot control your risk for heart disease, your doctor may prescribe medication treatment. It is very important for you to take any medications exactly as they have been prescribed by your doctor for them to best help you. If you have problems taking your medications or if you experience any side effects, talk to your doctor *before* you stop taking your medications.



If you are living with heart disease, MVP's team of health care professionals can help. Connect with an MVP Case Manager by calling **1-866-942-7966**, Monday–Friday, 8:30 am–5 pm.

Show Your Heart Some Love with **SilverSneakers**[®]



Staying active is one of the best ways to keep your heart healthy. And keeping your heart healthy is a great way to keep your loved ones' hearts happy.

February is Heart Health Month—the perfect time to show your heart (and theirs) some love. Use your SilverSneakers benefit from MVP Health Care to start a life-changing routine—as little as 10 minutes a day of physical activity can deliver some health benefits.¹

SilverSneakers is the nation's leading fitness and lifestyle program for seniors, and it is included in your MVP health plan **at no additional cost**.

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

¹American Heart Association, heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults, accessed December 3, 2019

For many seniors, SilverSneakers is a game-changer. In fact, 86% of MVP Medicare members say SilverSneakers improved their quality of life.

Getting started is easy and instant, so you can start exercising from home today! Visit SilverSneakers.com/LIVE to sign up for live virtual classes, or SilverSneakers.com/OnDemand to access an exclusive video library of workouts, wellness videos, and exercise programs.

Your Wellness Benefits

MVP is committed to helping you along your path to better health. Our Medicare Advantage plans include valuable wellness benefits, programs, and extras to help you live healthy and stay well.

WellBeing Rewards

Get rewarded for making healthy choices! Earn up to \$200 in rewards by keeping up with important doctor visits and taking part in activities that contribute to your overall well-being.

SilverSneakers® Fitness

Enjoy the freedom to move however you choose with a **free** fitness membership. Join online virtual classes at home or visit any of 16,000 fitness locations nationwide.

TruHearing® Hearing Aids

Save thousands of dollars on high-quality hearing aids, with a variety of styles and colors featuring the latest technology—including more natural hearing, and Bluetooth and smartphone compatibility—plus personalized care from local providers.

Mom's Meals Delivery

To help the transition to home after being discharged from an inpatient hospital stay, all plans include free meal delivery in partnership with Mom's Meals. MVP Medicare members will receive 14 refrigerated meals delivered to their home.

Over-the-Counter Allowance

Some plans include a quarterly allowance to use toward over-the-counter medicine and health-related purchases from select pharmacies or by mail order. Your preloaded OTC card will be mailed to you ready to use.

Non-Emergent Transportation

Select plans also offer **free** non-emergent transportation with up to 12 one-way rides per year to medical appointments.

To learn more about any of these benefits, refer to your Evidence of Coverage, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY: 1-800-662-1220), or visit **mvphealthcare.com/medicarewellness**.

2021 WellBeing Rewards have begun!

Watch for our new brochure in the mail! Visit **mvphealthcare.com/wellbeingrewards** to learn about this year's program updates.

Overnight No-Cook Banana Oatmeal

February is American Heart Month! We're sharing this heart-healthy recipe from the American Heart Association. Enjoy!

Calories: 443 per serving **Protein:** 18g per serving
Fiber: 10g per serving **Cost per serving:** \$1.88

Ingredients

- 2-1/2 cups skim milk
- 1 Tbsp. honey
- 1 tsp. vanilla extract
- 3-1/2 cups rolled oats (not instant or quick-cooking)
- 2 bananas, halved lengthwise and sliced
- 1/4 cup chopped, unsalted pecans or walnuts

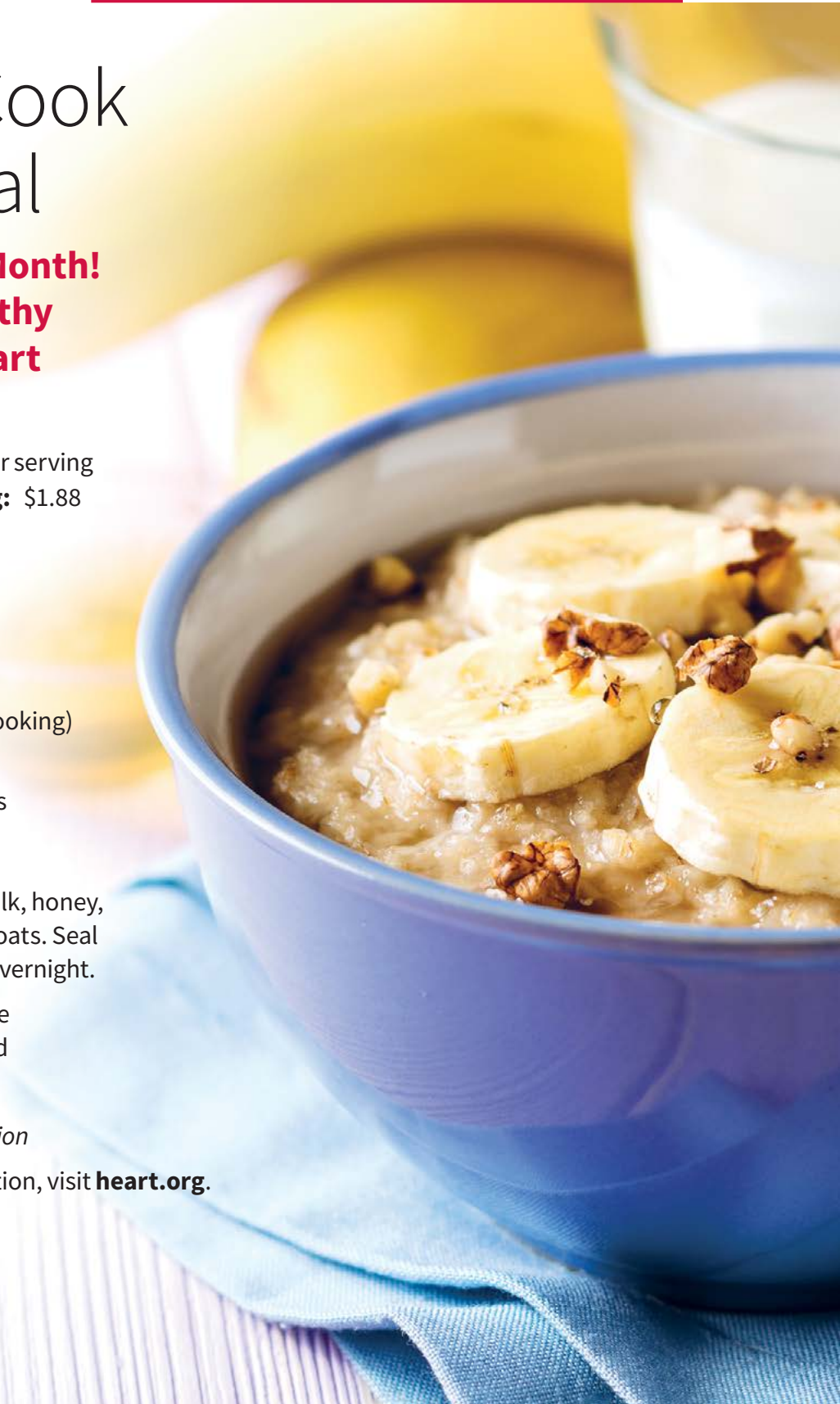
Directions

In a large, resealable container or bowl, add milk, honey, and extract. Stir to combine, while adding the oats. Seal or cover; place in the refrigerator and let it sit overnight.

The next day, peel each banana. Halve each one lengthwise and slice. Divide sliced bananas and nuts over each oatmeal portion. Serve.

Recipe courtesy of The American Heart Association

For nutritional details and more recipe inspiration, visit **heart.org**.



Coping with **Stress**

Most people feel stress from time to time, perhaps more so in recent months. Signs of stress may include trouble sleeping, feeling depressed, being easily angered, or feeling irritable, or an increase in alcohol or substance use.

Knowing how to cope with stress will help you manage it before it starts to impact your health. Here are some ways to cope with stress:

- Take breaks from watching, reading, or listening to the news or social media
- Take care of your body by eating well-balanced meals, drinking plenty of water, stretching, and taking deep breaths
- Find time to do activities you enjoy
- Connect with friends or family by phone, email, or social media. Talking through your stress might help you feel better
- Take care of your mental health, as it can affect how you handle stress. If you are living with a mental health condition, keep up with your treatment. Talk to your doctor if you have any new or worsening symptoms

If you are feeling overwhelmed by stress, get support by talking to a health care professional. Call your doctor, schedule a telemedicine appointment, or contact an MVP Case Manager at **1-866-942-7966**.



Returning this Spring! **Striders** walking club

Make a date with fitness and walk your way to wellness! The MVP Striders Club is a free walking program led by the MVP Medicare Health Promotion team. Reap the many benefits of walking while connecting with a great group of people. **There is no cost for this program.**

Striders Walking Club will be open for registration April 5. Visit mvphealthcare.com/calendar.

Striders Walking Club at Central Park Schenectady

500 Iroquois Way, Schenectady
Mondays, April 19–June 21 9–10 am
(No walk May, 31)

Striders Walking Club at The Crossings of Colonie

580 Albany Shaker Road, Loudonville
Tuesdays, April 20–June 22 9–10 am

Striders Walking Club at Malta Community Park

285 Plains Road, Malta
Wednesdays, April 21–June 23 9–10 am

Striders Walking Club at Bowdoin Park

85 Sheafe Road, Wappingers Falls
Wednesdays, May 5–June 9 9:30–10:30 am

Striders Walking Club at Perinton Park

99 O'Connor Road, Fairport
Tuesdays, May 11–July 13 9:30–10:30 am

Striders Walking Club at Kershaw Park

155 Lakeshore Drive, Canandaigua
Wednesdays
June 2–August 18 9:30–10:30 am

Striders Walking Club at North Ponds Park

750 Holt Road, Webster
Thursdays, May 20–July 22 9–10 am

New *Living Well* programs available! Visit

Space is limited, and registration is required. Programs are open to all

New **In-Person** Living Well Programs & Walks

For in-person programs, facial coverings and social distancing will be required. In addition, we will follow the Centers for Disease Control and Prevention and the New York State Department of Health COVID-19 guidance. No pets are allowed. Programs take place rain or shine, but will be stopped in the event of lightning.

These programs are open for registration now. Visit mvphealthcare.com/calendar.

Rochester Museum & Science Center Admission Discount

The Rochester Museum & Science Center (RMSC) provides immersive, engaging experiences that spark a passion and curiosity for science and discovery in our lives. RMSC includes the Science Museum, Strasenburgh Planetarium, and Cumming Nature Center.

MVP Medicare members enjoy a reduced admission rate of \$8. Show your MVP Member ID Card.

Signs of Spring Hike

In partnership with Cumming Nature Center

Wednesday, March 10 1:30–3 pm

Program Code: 5719

Cumming Nature Center

6472 Gulick Road, Naples

Explore the woods and signs of spring's arrival. An expert naturalist from Cumming Nature Center will lead this hike through the forest to view its transition to a new season.

Marvelous Maple: Sap to Syrup

Friday, March 26 1–2 pm

Program Code: 5795

Five Rivers Environmental Education Center

56 Game Farm Road, Delmar

Join us for an easy walk on a level ground tour of Five Rivers Woodlot where we will review the entire sap to syrup process. Using the tools of a maple farmer, we will twirl a drill, tap a spile, watch sap flow, and pause to have a taste. We will then move into the Sugar Shack to observe the evaporation process and sample the end product, syrup.

Featured **Winter** Virtual Programs

Our virtual programs are best viewed using a laptop or tablet device with Internet access. Once registered, you will receive a link to the virtual class via email.

These programs are open for registration now. Visit mvphealthcare.com/calendar.

Starting Seeds with Ease

Tuesday, March 25 2–3 pm

Program Code: 5775

Seed starting can be intimidating, but with the right tools, timing, and techniques, you'll soon be growing seedlings healthier than most you'll find at a nursery. Join Petra Page-Mann, life-long gardener, Finger Lakes native, and co-founder of Fruition Seeds, to learn the keys of seed starting success to surround you with abundant, beautiful gardens this season.

MVP WellBeing Rewards

Wednesday, March 31 1–2 pm

Program Code: 5757

Learn about enhancements to our Medicare WellBeing Rewards program and how you can earn up to \$200 in 2021 by completing health and well-being activities. Learn how to get started earning WellBeing Rewards, including setting up and accessing your WellBeing Rewards account and redeeming reward points.

MVP Members only.

For accommodations of persons with special needs at meetings call **1-800-665-7924** (TTY: 1-800-662-1220).

and are compliments of MVP Health Care, unless otherwise indicated.

Upcoming **Spring** Class Preview

These programs will be open for registration April 5. Visit mvphealthcare.com/calendar.

Braddock Bay Spring Raptor Migration

Tuesday, April 27 1:30–3 pm

Program Code: 5725

Braddock Bay Park

199 E. Manitou Road, Greece

Gather at the hawk watch area at Braddock Bay Park to learn about local birds of prey species that grace our skies during spring migration.

Tinker Nature Park Hike

Friday, May 7 11 am–12 pm

Program Code: 5786

Friday, May 14 11 am–12 pm

Program Code: 5787

Tinker Nature Park

1525 Calkin Road, Pittsford

Enjoy discovering seasonal flora and fauna on a guided walk through Tinker's many nature paths.

Nature Walk Around Pelton Pond

Tuesday, May 11 12–2 pm

Program Code: 5784

Fahnestock State Park

Pelton Road Trailhead, Carmel

Join us for a 1.5-mile and fairly flat stroll along the beautiful Pelton Pond.

Hike at Ferncliff Forest

Tuesday, June 8 2:30–4:30 pm

Program Code: 5785

Ferncliff Forest

68 Mount Rutsen Road, Rhinebeck

Join us for a 2.2-mile easy hike to a fire tower at Ferncliff Forest.

Upcoming Spring Virtual Fitness Classes

These programs will be open for registration April 5. Visit mvphealthcare.com/calendar.

MVP Chair Moves

Stay as mobile and strong as possible! This chair-based class emphasizes strengthening, limbering, and stretching exercises for upper and lower limbs. A chair will be needed.

MVP Gentle Yoga Moves

Experience the benefits of increased balance, flexibility, and muscle strength. Gentle Yoga combines simple breathing exercises with stretches and yoga postures (asanas), that can be done seated, standing, or on the floor, with modifications as needed. Class ends with a guided deep relaxation experience. A yoga mat or a towel can be used.

MVP Latin and Toning Moves

A fun aerobic workout anyone can do, including beginners! This class combines fast and slow, low-impact exercises, and incorporates light weights to focus on strengthening your muscles. Light hand weights are recommended.

MVP Tai Chi Moves

Join us for an introduction to Tai Chi. Described as “meditation in motion,” the benefits of Tai Chi can include improved balance, flexibility, and muscle strength.

Additional classes and details coming to our online calendar on 4/5!

Upcoming Spring Virtual Programs

These programs will be open for registration April 5. Visit mvphealthcare.com/calendar.

Seasonal Flavors: Breakfast—the Most Important Meal of the Day

In partnership with St. John's Dining Services, join us for a virtual cooking demonstration highlighting local and seasonal produce.

Seasonal Flavors: Meatless Main Meals

In partnership with St. John's Dining Services, join us for a virtual cooking demonstration highlighting local and seasonal produce.

Sugar, Fat, Sodium: Limit Intake, Improve Health

Make healthy happen! Learn the dietary guidelines and how to enjoy eating essential nutrients, healthy fats, and complex sugars.

Walking Your Way to Wellness

Walking is one of the easiest and most inexpensive ways to add exercise into our daily routine. We will discuss all the major benefits of walking, how to get started, and ways to prevent injuries.

Summer-Flowering Bulbs

Extend bloom times in your garden by planting summer-flowering bulbs. Learn to successfully plant bulbs that flower well past spring, including dahlias, gladiolus, crocosmias, lilies, and more.

Additional classes and details coming to our online calendar on 4/5!



A Message from MVP's President & CEO

One year ago, no one could have imagined the unprecedented challenges COVID-19 would bring to our world. I believe we have many reasons to be optimistic in the new year. As we see safe and effective vaccines being administered throughout our nation, MVP will continue to do our part to ensure that our communities, especially our most vulnerable populations, will have equitable access to these vaccines. MVP is committed to supporting and guiding our members every step of the way, no matter what challenges we all may face.

Stay safe and be well,

Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Protect yourself from COVID-19

Be sure to follow everyday precautions recommended by the Centers for Disease Control and Prevention to avoid being exposed to COVID-19. This includes wearing a face mask when in public, washing hands often, and keeping a safe space between yourself and others.

Living Well

220 Alexander Street
Rochester, NY 14607
mvphealthcare.com

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Health and Wellness or Prevention Information

MVP COVID-19 Vaccine Update

The COVID-19 vaccine is covered at no cost for all MVP members. To find the most current information about scheduling a vaccine, visit:

- New York State: covid19vaccine.health.ny.gov/what-you-need-know
- Vermont: healthvermont.gov/covid-19

You can also visit mvphealthcare.com/covid19 to find the most up-to-date information for MVP members.