

# Living Well

Issue 2 | 2022

Exclusively for  
UVM Health Advantage Members



## Wherever life takes you, take Gia.<sup>®</sup>

**Life is full of adventures.** And whether your next adventure takes you up a mountain or up that extra set of stairs, take Gia along.

With the new **Gia by MVP** mobile app, you've got a guide to your health (and your health plan) with you every step of the way.

### The All-New Gia Brings You:

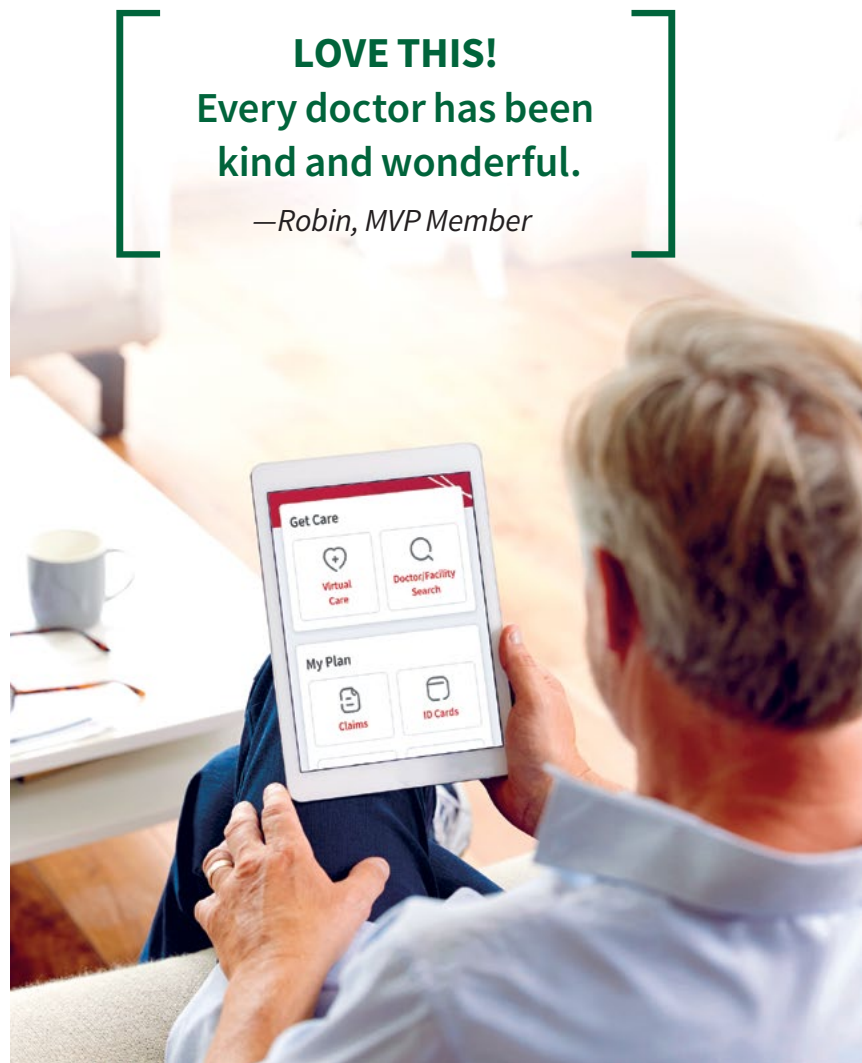
- **24/7 virtual primary care** with a team of multi-specialty doctors. Get same-day care for everything from routine needs to managing conditions like diabetes, high blood pressure, or anxiety. There's no appointment needed—care is just a text away
- **View and share your MVP Member ID card** with doctors or family members
- **Find medical, dental, and pharmacy claims** for your plan
- **Get an overview of your coverage**, including medical, dental, vision, and pharmacy plans

So wherever your next adventure takes you, take a guide along for the ride.

**Be one of the first to try out the all-new Gia!** The new Gia app will be in app stores around the time this newsletter arrives to you. Visit [mvphealthcare.com/gia](http://mvphealthcare.com/gia) to learn more.

**LOVE THIS!**  
Every doctor has been  
kind and wonderful.

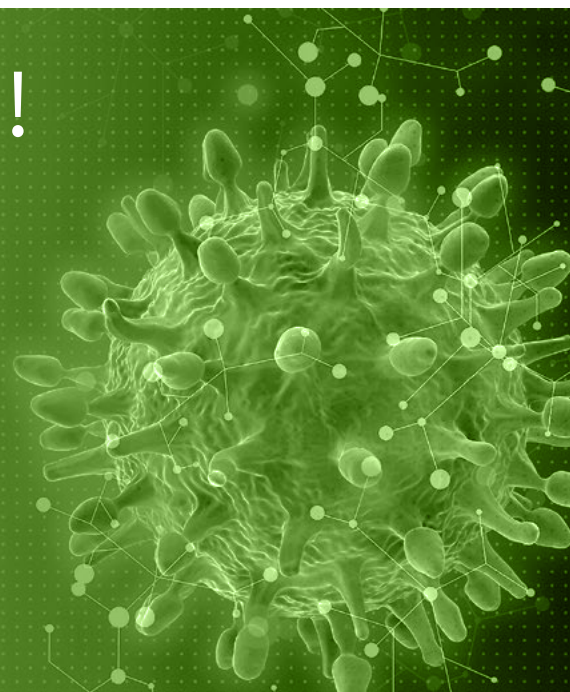
—Robin, MVP Member



## 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, at many pharmacies, or at community flu shot clinics. To learn more, visit [mvphealthcare.com/flu](http://mvphealthcare.com/flu).





## Contact MVP

MVP Medicare  
Customer Care Center  
**1-800-665-7924**

TTY 711

Call seven days a week,  
8 am–8 pm Eastern Time  
April 1–September 30,  
call Monday–Friday, 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**

## 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.

Other providers are available in our network.

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)。



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.

# Building Up While Sitting Down

**As we age, there is a higher risk for falls and fractures. It's important to maintain strength and bone density, and seated exercise is a great way to achieve this.**

The Physical Therapists at UVM Health Network suggest some easy and effective moves you can do while seated.

- **Toe and Heel Taps**—warm-up exercise to help improve circulation in the lower legs
- **Marching in Place**—simulates walking and uses hip flexors and quadriceps
- **Quad Kicks**—builds strength in quads and anterior thigh
- **Ball Squeezes**—use a small ball or a pillow folded over and placed between the thighs
- **Arms-Free Standing**—uses many different muscles
- **Upper-Body Exercises**—use small weights to make it more challenging and build muscle

UVM Health Network providers encourage patients to build simple exercises, like these, into their daily routines.

For step-by-step instructions on how to do these exercises, visit **uvmhealth.org/healthsource** and select the *Building Up While Sitting Down* article.



## Don't Forget About Our Living Well Programs

MVP offers a variety of programs—both in-person and virtual—to help you live well. Choose from a selection of classes and activities near you, such as physical fitness classes, wellness webinars, discount opportunities, and more!

See page 4 or visit **mvphealthcare.com/calendar** for more information.

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.

# Bladder Health

**Bladder problems can disrupt day-to-day life. When people have bladder problems, they may avoid social settings and have a harder time getting tasks done at home or at work.**

**Signs of a bladder problem may include:**

- ✓ Inability to hold urine or leaking urine
- ✓ Needing to urinate more frequently or urgently
- ✓ Cloudy urine
- ✓ Blood in the urine
- ✓ Pain or burning while urinating
- ✓ Trouble starting or having a weak stream while urinating
- ✓ Trouble emptying the bladder

**Talk to your health care provider if you experience any of these symptoms.**

There are many ways to treat or manage bladder problems. The choice of treatment you and your doctor decide on will depend on the type of bladder control problem you have, how serious it is, and what best fits your lifestyle.

## FOR YOUR INFORMATION

### Changes to Your Health Plan for 2023

This fall, you'll receive the **Annual Notice of Change (ANOC)** by mail regarding your UVM Health Advantage plan coverage for 2023. This document explains the changes to your health plan monthly premium, cost shares, and benefits for the 2023 plan year. Please be sure to review it carefully.

You will receive your ANOC by **September 30**. You can switch to another UVM Health Advantage plan during the Annual Enrollment Period, October 15–December 7, but you don't have to change plans each year. If you want to

keep your current plan with the changes noted in your ANOC for 2023, you don't need to do anything. You will automatically stay enrolled in the same plan for next year.

#### Need more information?

Directions on how to get a copy of your full Evidence of Coverage, Formulary, Provider Directory, and Pharmacy Directory will be included in the mailing. Please let us know if you do not receive an Annual Notice of Change by **November 17**.

### MVP HIPAA Privacy Notice

"HIPAA" refers to the Health Insurance Portability and Accountability Act of 1996. The HIPAA Privacy Policy Notice describes how MVP uses, discloses, and safeguards your health information. It also explains your rights with regard to your health information. To obtain a copy of our HIPAA Privacy Notice, visit [mvphealthcare.com/notices](http://mvphealthcare.com/notices).

#### Medicare Member Rights

MVP encourages members to learn about and exercise their rights and responsibilities, including timely access to covered services, privacy protections, and your right to make decisions about your health care. Visit [mvphealthcare.com/notices](http://mvphealthcare.com/notices) and select *Member Rights and Responsibilities*, or refer to Chapter 8 of your plan's Evidence of Coverage.

You can also call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711) to request copies of these documents.

#### The MVP Quality Improvement Program

The MVP 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 participating, 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 **1-800-777-4793 ext. 42588**.

#### Financial Incentives Related to Utilization Management

It is the policy of MVP Health Care, Inc. and all subsidiaries to facilitate delivery of appropriate health care to our members, and to monitor the impact of the plan's Utilization Management Program to ensure appropriate use of services. MVP utilization management decisions are based only on appropriateness of care and the benefit provisions of the member's coverage. MVP does not reward practitioners, providers, or staff, including Medical Directors and Utilization Management staff, for issuing denials of requested care. MVP does not offer financial incentives, such as annual salary reviews and/or incentive payments, to encourage inappropriate utilization.



# Save Time and Money With Your Part D Benefits

Take advantage of all the extras included with your UVM Health Advantage Medicare Part D prescription drug plan.

## MVP Member ID Card

Use your MVP Member ID card every time you fill a prescription to take advantage of \$0 cost preferred generic drugs.

## CVS Caremark® Pharmacy\*

Receive a three-month supply of your prescriptions for the cost of two co-pays†. Plus, medications are delivered directly to your home!

## MVP Pharmacy Locator

Use this online search tool to find a participating pharmacy that is close to you, offers delivery service, or has extended pharmacy hours.

## MVP List of Covered Drugs (Formulary)

If you are taking a medication with a higher co-pay, look for alternative medications in the MVP Formulary with your doctor to help reduce your co-pay. For a complete list, visit [mvphealthcare.com/prescriptions](http://mvphealthcare.com/prescriptions).

## MVP Medicare Customer Care Center

If a medication is not listed in the Formulary, MVP can help guide you on what to do next. Call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711) seven days a week, 8 am–8 pm. April 1–September 30, call Monday–Friday, 8 am–8 pm.

## Medication Therapy Management Program

The Medication Therapy Management Program helps members who have complex health needs or use multiple medications to treat chronic conditions better understand their prescriptions. This program is offered at no cost to MVP Medicare Part D members.

To learn more about these and other services, visit [mvphealthcare.com/medicare](http://mvphealthcare.com/medicare) and select *Drug Coverage (Part D)*.

\*Other pharmacies are available in the MVP Network.

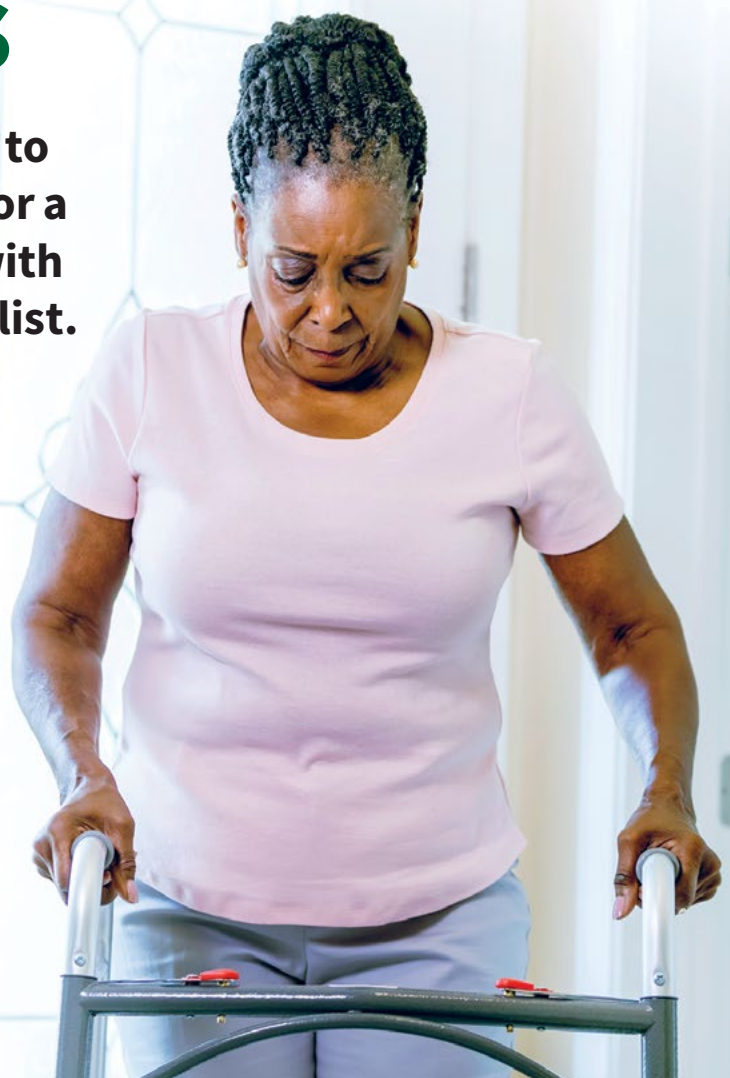
†UVM Health Advantage Select and UVM Health Advantage Secure members pay 100% for drugs in Tiers 3–5 until their yearly deductible is met.

# Take the Right Steps to Prevent Falls

A fall can be a serious event, often leading to injury and loss of independence, at least for a while. Assess your risk and create a plan with your health care provider using this checklist.

Check each statement that is true, even if it's only sometimes, and review each with your health care provider.

- I have a fear of falling.
- I have fallen in the past six months.
- I take four or more medications daily.
- I have felt unsteady, weak, or dizzy.
- I have difficulty walking or standing.
- More than two years has passed since my last eye exam.
- My hearing is worsening, or I have been told there is a problem.
- I have more than three chronic health conditions (e.g., heart, lung problems, diabetes, high blood pressure, or arthritis).
- I have concerns about my bone health or bone frailty.
- I drink alcohol regularly.



Always tell your doctor if you have fallen since your last checkup, even if you weren't hurt when you fell. A fall can alert your doctor to a new medical problem, problems with your medications, or eyesight that can be corrected. Your doctor may suggest physical therapy, a walking aid, or other steps to help prevent future falls.

# Living Well Programs Schedule

The MVP Health Promotions team, in collaboration with our community partners, is pleased to provide you with innovative health and well-being programs. MVP Living Well virtual programs are offered to all members and nonmembers alike, unless otherwise noted.

**Registration for all classes will open at 8 am on Tuesday, August 30.**

**Visit [mvphealthcare.com/calendar](https://mvphealthcare.com/calendar) to register for all classes and for full class details. Space is limited and registration is required.**

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 in advance of the class.

Make sure your email address is entered correctly and check your email's spam folder.

## Featured Virtual Programs

### A Matter of Balance

**Mondays, September 19–November 14 9–11 am**

Learn to reduce the fear and risk of falling, including exercises to improve strength and a home safety evaluation. **Members only.**

### Defining Trauma and Trauma-Informed Response

**Tuesday, September 20 12–1 pm**

Learn the skills to understanding trauma and how to apply trauma-informed responses.

### Substance Use Disorders: Stigma and Bias

**Wednesday, September 21 12–12:30 pm**

Learn how the language we use creates barriers to treatment and recovery services.

### Embracing Balance and Staying Steady

**Thursday, September 22 1:30–2:30 pm**

Tools and tips to help you preserve balance, maintain independence, and increase personal safety.

### Keys to an Efficient Patient Appointment

**Tuesday, September 27 12–12:30 pm**

MVP Medical Director, Peter Deane, MD will share information and tools to make the most of the time you have with your physician/providers.

### Substance Use Disorders: Solutions and Resources

**Wednesday, September 28 12–12:30 pm**

Learn the value of person-centered treatment, recovery services, effective communication strategies and available resources.

### Walktober Challenge

**Daily, October 3–30**

This self-guided walking challenge encourages you to set a four-week step goal with tips and trick to help.

### Bladder Control

**Thursday, October 13 3–4 pm**

In partnership with Genesee Valley Physical Therapy. Learn about the causes of decreased bladder control and possible solutions.

### MVP WellBeing Rewards Overview

**Wednesday, October 19 3–3:45 pm**

Learn how MVP Medicare Advantage members can earn up to \$200 for completing activities.

### Get the Facts on Cancer Screenings, Risks, and Resources

**Breast Cancer: Thursday, October 20 2–3 pm**

**Cervical Cancer: Thursday, October 27 2–3 pm**

**Colorectal Cancer: Thursday, November 3 2–3 pm**

In partnership with the Cancer Services Program of the Finger Lakes Region.

### Let's Avoid a Fracture! (Three-part series)

**Mondays, October 24, 31, and November 7**

**1–2:30 pm**

Lifestyle tips and exercises to support bone health and help to reduce the risk of a future fracture. MVP Members only.

### The Practice of Self-Compassion for Mental Health

**Tuesday, November 1 12–1 pm**

Learn how to practice mindful self-compassion to assist in managing wellbeing.

### One-Pot Mexican Cooking

**Wednesday, November 9 12–1 pm**

A cooking demonstration highlighting a one-pot Mexican dish.

### Bone Health

**Tuesday, November 15 12–1 pm**

A discussion of important factors that influence bone health, identify criteria for bone density testing, and tips to prevent bone loss.

## Featured Virtual Fitness Programs

### Yoga, Meditation, and Fitness Classes

**Daily through December**

In partnership with Inward Office. For a full list of classes, visit [mvphealthcare.com/calendar](https://mvphealthcare.com/calendar) and select *MVP Well-Being Discounts and Promotions*.

### Pelvic Floor Health

**Thursdays, September 22–November 17**

**12:15–1 pm**

Focus on strengthening muscles in the pelvic floor for increased abdominal strength and pelvic control.

### Don't miss our Ongoing Virtual Fitness Programs!

Visit [mvphealthcare.com/calendar](https://mvphealthcare.com/calendar) for a full listing of all virtual programs available, including:

- Power and Balance Moves
- Bokwa Dance Moves
- Latin Moves and Toning
- Stretch and Strengthen
- Chair Moves
- Tai Chi Moves





## A message from **MVP President & CEO**

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 enjoy this season to the fullest.

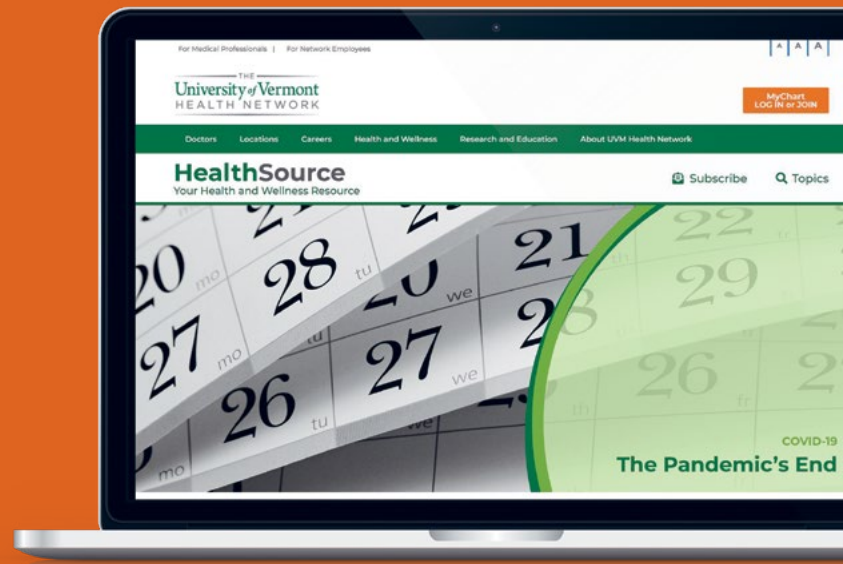
Our UVM Health Advantage Care Guides are here to help you take full advantage of your benefits and ensure you get the right care and support to stay healthy and well all year round.

Be well,

Christopher Del Vecchio  
President & Chief Executive Officer  
MVP Health Care

## Want more news from UVM Health Network?

Stay connected by subscribing to the UVM HealthSource newsletter. Visit [UVMhealth.org/healthsource](https://UVMhealth.org/healthsource) to sign up today!



## Living Well

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Health and Wellness or Prevention Information



## Coming to your inbox soon!

Soon, MVP will begin delivering important plan and care-related information electronically instead of by mail. This includes newsletters (like this one), care determination notices, tax forms, and premium invoices. It's all part of our effort to make information more accessible to you.

If you'd prefer to continue to receive paper copies of these documents, set up your communication preferences by signing into your online account at [my.mvphealthcare.com](https://my.mvphealthcare.com) and selecting *Account Settings*, then *Communication Preferences*. If you have already set up your communication preferences, you do not have to do anything. If you don't have an online account, visit [my.mvphealthcare.com](https://my.mvphealthcare.com) and select *Register* to create one in minutes.

If you need additional help, please call the MVP Medicare Customer Care Center.