



Living Well

Issue 2 | 2023

Exclusively for MVP Health Care® Medicare Advantage Members

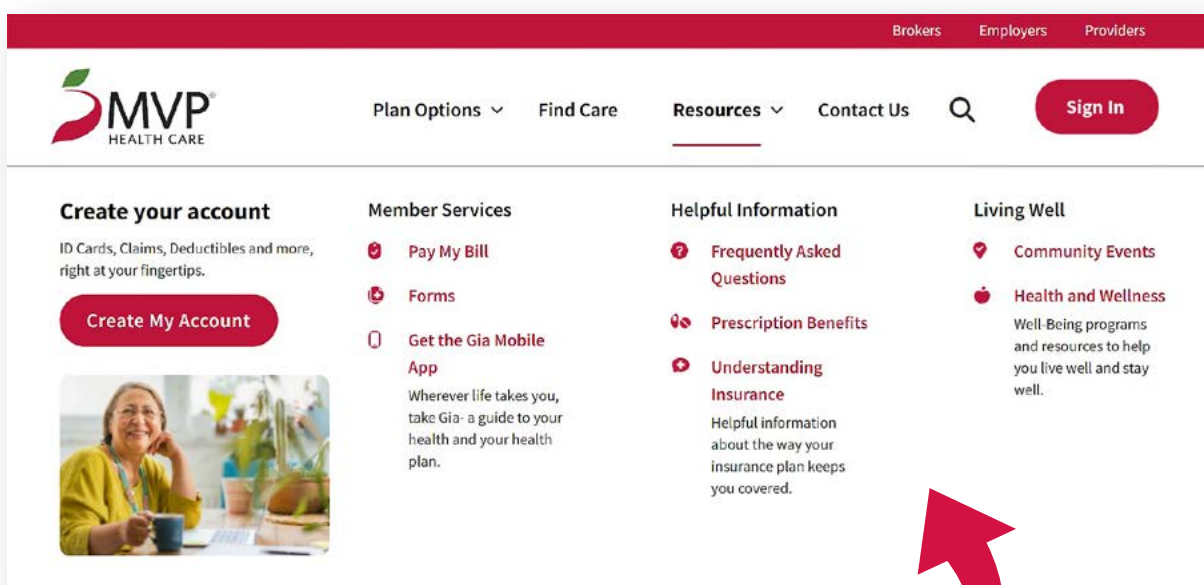


Find What You Need Faster on the New MVP Website

We're always looking for ways to make life simpler for our members. That's why we redesigned the mvphealthcare.com website. It still has the same information you rely on, but with new tools that make it easier to find what you need.

More Resources, One Click Away

The Resources menu on our new website contains the most common resources you may need.



The new Resources menu gives you easy access to:

- Your online account
- Find doctors, dentists, and vision providers
- Dental and vision benefit information
- Online bill payment
- Community events
- Common forms
- Frequently asked questions
- The *Gia*® by MVP mobile app
- Health and wellness information
- Prescription benefits
- And more!

Other Helpful Ways to Find What You Need

The menu is just one way we've made resources easier to find. We also added:

- **Advanced search**, to help you find and focus in on the information you need
- **A new Contact Us page**, so you can find the right contact information for any situation
- **On-page tools** to help you jump to related resources

Your online account hasn't changed.

You can still visit my.mvphealthcare.com and sign in to your MVP online account for important plan information.

Contact MVP

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

TTY 711

October 1–March 31,
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 Feedback

MVP is always looking for customer feedback—responses help us deliver the best member experience possible. If you receive a satisfaction survey from MVP, we would love to hear from you! Visit **mvp-listens.com** to provide feedback anytime.

Want to receive this newsletter via email?

Visit **my.mvphealthcare.com** and select *Sign In or Register Now* to access your online account. Select the profile icon in the top right corner of your dashboard, and then *Profile and Setting* to change your communications 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.

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.

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.

Bladder Health

Bladder problems can disrupt day-to-day life and it's not always a comfortable topic to talk about.

If you think you may be having issues with urination or leakage, it's best to keep track of how often the symptoms are occurring.

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. It may help to track over

two-to-three days so your doctor has a good measure of your urinary symptoms when you go for your visit.

There are many ways to treat or manage bladder problems that will best fit with your lifestyle.

Is Case Management right for you?

Managing your health can sometimes take an extra hand. A case manager is a health care professional who can provide guidance, answer your health questions, and coordinate your care. If you find yourself in need of support, an MVP Case Manager is here for you.

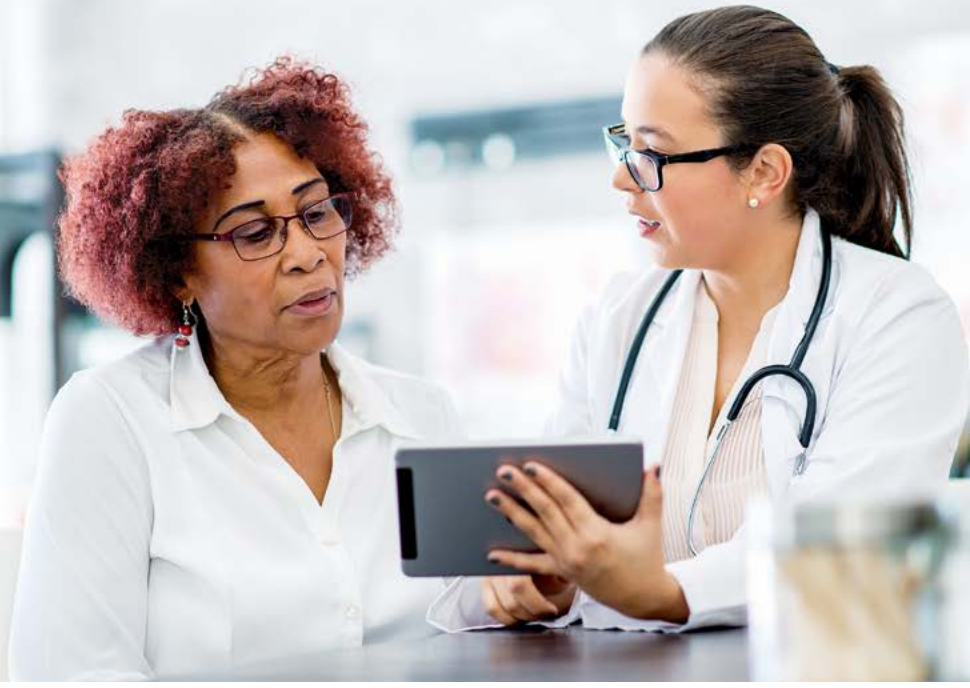
You can get help with:

- Managing new or ongoing chronic conditions
- Managing multiple health concerns, including physical and behavioral health
- Quitting tobacco products
- Getting health care services
- Transitioning home after a hospital stay
- Finding community resources like food pantries or transportation

To connect with an MVP Case Manager, call **1-866-942-7966**, Monday–Friday, 8:30 am–5 pm.



Preventive Care **Services & Guidelines**



The following exams and screening tests should take place on a routine basis. Talk with your doctor about what screenings are right for you, and when and how often you should have them. As an MVP Medicare Advantage plan member, much of your preventive care is covered in full.

Physical Exam

- Height and weight (Body Mass Index–BMI)
- Blood pressure
- Hearing and vision screening

Screening Tests

- Cardiovascular disease, such as cholesterol, once every five years
- Colorectal cancer using fecal occult blood testing, multi-targeted stool DNA test (e.g., Cologuard[®]), sigmoidoscopy, or colonoscopy, beginning at age 45 and continuing until age 75. Talk to your doctor about the type and frequency of screening needed
- Tuberculosis by PPD test as needed
- Diabetes if you have high blood pressure, a history of abnormal cholesterol, are obese, or have a history of high blood sugar (glucose)
- Glaucoma test every year if you have diabetes or a family history of glaucoma, are African-American age 50 and older, or Hispanic-American age 65 and older
- Hepatitis C virus (HCV) for adults born 1945–1965 or had a blood transfusion before 1992 (one-time screening), or if you are at high risk
- Human Immunodeficiency Virus (HIV) screening annually for those up to age 65, and after age 65 if at high risk

Additional Screening Tests for Women

- Cervical or vaginal cancer pelvic exam and pap test every two years; pap test is optional after age 65
- Breast cancer screening by mammogram annually for ages 40–74, then as needed after age 74, and a clinical breast exam every two years or annually if at high risk
- Osteoporosis screening for age 65 and older

Additional Screening Tests for Men

- Prostate cancer screening for age 50 and older by prostate specific antigen (PSA) and digital rectal examination every year

Immunizations

- Tetanus*/Diphtheria/Pertussis one-time dose; booster every 10 years
- Flu vaccine annually
- Pneumococcal vaccine one-time dose from age 65; booster one year later
- Shingles (Zoster) vaccine*
- Hepatitis B vaccine if you are at high risk

Counseling/Screening

- Diet (for women, discuss calcium and vitamin D)
- Exercise
- Obesity (those with a BMI of 30 or more)
- Diabetes self-management training if living with diabetes
- Smoking cessation
- Alcohol and substance use prevention
- Sexually transmitted diseases, HIV, and sexual behavior
- Dental health
- Sun exposure
- Bladder control problems
- Injury prevention (including seat belt and helmet use, preventing falls)
- Life stage issues (bereavement)
- Depression
- Health care proxy and advance directives

Additional Counseling/Screening for Women

- Menopause management

High-Risk Individuals

- Aspirin therapy should be considered for adults ages 45–79, when benefit outweighs risk
- Meningococcal, Varicella, Hepatitis B, Measles/Mumps/Rubella, and Hepatitis A immunizations for those at risk
- One-time Abdominal Aortic Aneurysm (AAA) screening for men ages 65–75 who are current or former smokers
- Lung cancer screening every year for ages 55–77 who are current or former smokers and meet certain guidelines
- Sexually transmitted infections (STIs) screening annually for chlamydia, gonorrhea, syphilis, and/or Hepatitis B

*Covered in full under either Medicare Part B or Medicare Part D benefit. Refer to your Evidence of Coverage for additional details.

Guidelines adapted from the U.S. Preventive Services Task Force. Talk with your doctor about what preventive services are right for you. Your benefits may allow for services more frequently than what is listed here.

A Message from MVP President & CEO

For many of us, the summer season brings long-awaited renewal and a sense of refreshed energy. When it comes to your health, maybe you're catching up on preventive care or working to manage a health condition or concern. At MVP, we are here to support you with access to resources and quality care, where and when you need it.

Another way to embrace the season while boosting your mental and physical well-being is to connect with your local community. MVP members have access to a wide variety of free Living Well programs, in addition to 16 new outdoor fitness courts across New York State and Vermont. Simply taking the time to get outdoors can be a first step toward improved health.

Be well,



Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Important Update on the CVS SimpleDose Product

CVS Pharmacy® discontinued its SimpleDose™ program on May 30, 2023.

SimpleDose was a medication management solution for patients taking multiple medications. Some MVP members can use Amazon PillPack, a service similar to SimpleDose. If you have questions, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711).

Living Well

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Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

Share Your MVP Experience with Us

Are you interested in providing feedback on how we are doing?

MVP would love to have you share your thoughts with us **by joining the MVP Medicare Member Advisory Council!**

The Council meets virtually twice a year. If you would like to join, call the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711), or email us at **gpadvisorycouncil_product@mvphealthcare.com**.

