

Take Action Now to Prevent Falls Later

Falls can happen to anyone, at any age. By making some changes, you can lower your chances of falling.

Here are three things that could help keep you from falling.



Keep Moving

Exercise and movement can help you feel better, improve balance, and strengthen legs. MVP offers many free Living Well Classes such as Tai Chi and Yoga, that can help you increase strength and balance.



Make Your Home Safe

Removing clutter from floors is the first step toward preventing falls. It's also important to remove tripping hazards and to add grab bars in the bathroom and shower if you or a loved one are experiencing balance issues.



Talk to Your Doctor About Fall Risks & Prevention

Always tell your doctor if you have fallen since your last check-up, even if you were not seriously hurt. Have your doctor review your medicines and your feet and eyesight. From there, you and your doctor can come up with a plan to help lower your risk of falling.



Check out our Living Well Class listings in this newsletter to learn more about MVP resources. Always speak to your doctor about the right exercises for you before starting a new program.

The following Fall Prevention Check List is a great conversation starter to discuss with your doctor.

If you are a caretaker of an elderly parent, consider asking them if any of the following statements are true:

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

It is hard for me to walk or stand

I haven't had an eye exam in more than two years

It is hard to hear, or I've been told that I have trouble hearing

I have three or more chronic health conditions (e.g., heart, lung problems, diabetes, high blood pressure, or arthritis)

I am worried about my bone health or strength

I drink alcohol often

I have concerns about urinary incontinence



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.

April 1–September 30,
call Monday–Friday, 8 am–8 pm.

mvphealthcare.com

We Want Your Feedback!

Because you are our Most Valuable Person, we're committed to helping you get the right care all year long. We care about what you think so we can do our very best for you. If you receive a survey about MVP, we invite you to complete it!

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.

Schedule your Annual Wellness Visit and Get Rewarded!

There is still time to schedule your Annual Wellness Visit and receive your \$100 reward! To learn more about *Be Well Rewards*, including how to redeem your \$100 reward card, sign in to Gia[®] at **my.mvphealthcare.com**, select *Well-Being*, and then *Be Well Rewards*. Or call the Medicare Customer Care Center with any questions.

Can I use Gia for that?

Using the *Gia by MVP*[®] mobile app is an easy and fast way for you to connect with a doctor if you need care quickly or have a health question. Not sure if a Gia visit is right for you? There are many common illnesses that Gia doctors can help you with, like:

- Colds, flu, COVID-19, bronchitis
- Sinus infection
- Anxiety or depression
- Urinary tract infection
- Muscle or joint pain
- Minor cuts, skin irritations, or eye troubles

You can also speak with a doctor for help managing a chronic condition, like diabetes or heart disease, or if you have questions about your medications. For more information about how Gia can help you, visit **mvphealthcare.com/UsingGia**.

To download the *Gia by MVP* mobile app, visit **mvphealthcare.com/GetGia**, or visit the App Store[®] or Google Play[™].

App Store[®] is a registered trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.



Did you know? You can complete your Annual Wellness Visit using the Gia app. Tap *Virtual Care*, then *Everyday Health Care* to get started.



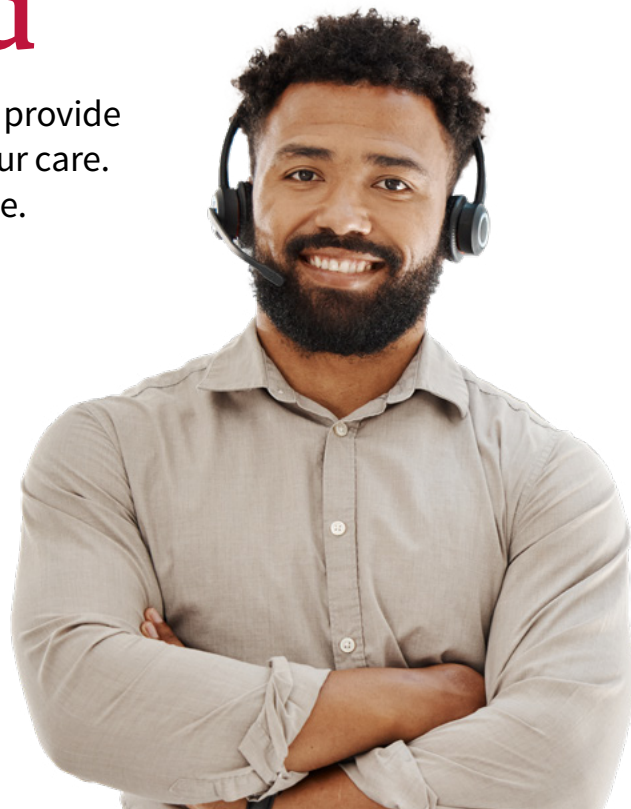
MVP Case Management— We Are Here for You

An MVP 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, we will be by your side.

An MVP Case Manager can:

- Help you find local support resources in your community
- Review fall prevention risks and tips
- Provide caregiver support and resources
- Help you manage a new or ongoing condition or medical concern

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



FOR YOUR INFORMATION

Changes to Your MVP Health Plan for 2025

You will soon receive our **Annual Notice of Change** in the mail. This document explains the changes to your health plan monthly premium, cost-shares, and benefits for the 2025 plan year. Please be sure to review it carefully.

If you pay MVP directly for your health plan, you will receive this document by September 30. You can switch to another MVP Medicare Advantage plan during the Annual Enrollment Period, October 15–December 7, or keep your current plan with the changes noted in your mailing. **Please let us know if you do not receive an Annual Notice of Change by November 16.**

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.

Need more information? Contact the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711).

If your MVP coverage is provided by a former employer or union group, you will receive your Annual Notice of Change by November 1. You may also receive additional benefit information directly from your group. **Please let us know if you do not receive an Annual Notice of Change by November 16.**

MVP Notice of Privacy Practices

MVP is committed to safeguarding your information. We want you to understand what information we may gather and how we may share it. The MVP Notice of Privacy Practices, in compliance with the Health Insurance Portability and Accountability Act (HIPAA), describes how your medical information may be used and disclosed.

It also explains your rights regarding your health information. To review a copy of our Notice of Privacy Practices, visit **mvphealthcare.com/privacy-notices**. To request a printed copy of this notice, or to request a copy in an alternate language or format, call the MVP Medicare Customer Care Center.

Share Your MVP Experience with Us

Are you interested in providing feedback on how we are doing? You can decide when and what type of information you share with MVP with the two great opportunities below.

MVP Medicare Member Advisory Council

The Council meets a few times throughout the 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**.

Not ready to commit to a council? Consider joining the MVP Customer Research Group. We value your feedback, stories, and suggestions and will use them to improve our service and insurance plans.



To learn more, visit **mvphealthcare.com/shareyourexperience**, or scan the code with the camera on your smartphone.

A Message from MVP President & CEO

As we welcome another fall season, I find myself reflecting on what truly matters—our health and well-being. It's a season of change, not just in nature but also an invitation for us to revisit and renew our commitment to taking care of ourselves.

If you haven't scheduled your Annual Wellness Visit yet, consider doing so before the end of the year. These check-ins with your doctor are more than just appointments; they're steppingstones on your path to lasting health.

At MVP, we're dedicated to making this journey as smooth and straightforward as possible. Whether it's finding the right provider, understanding your benefits, or simply needing someone to talk to about your health care needs, we're here, ready to lend a helping hand.

Your health is your most precious asset. Let's protect it together.

Be well,



Chris Del Vecchio
President & Chief Executive Officer
MVP Health Care



Fight the Flu This Year!

It is important to get vaccinated against the flu each year, especially in the fall.

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.

Talk to your doctor about pneumonia risk.

Pneumonia is a lung infection that can cause mild-to-severe illness in people of all ages. Several vaccines prevent infections that can cause pneumonia, including pneumococcal, pertussis (whooping cough), and seasonal flu vaccines. Talk to your doctor to see if these additional vaccines are right for you.

Living Well

625 State Street
Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

MVP On the Move!

We're excited to bring our health care experts right into your community with our new Mobile Enrollment Vehicles. This mobile office on wheels is fully equipped to answer your questions about coverage. Whether you're curious about rates, benefits, or our robust provider network, our friendly MVP representatives are here to assist you!



Visit MVPonthemove.com to learn more or book your appointment now.

