



# Living Well

Spring | 2023

Exclusively for MVP Health Care®  
DualAccess Members



## Put Your Health First

### Call for Your Annual Wellness Visit

**We know your health is important to you and your family. Your annual wellness visit is one of the best ways to take good care of your health at no cost.**

During your visit, you and your doctor can talk about:

- Changes in how you live, help with pain, or what type of activities are best for you
- Feelings of anxiety
- Any specialist visits
- Any new health goals

If you can't get to your doctor's office in person, you can still have this important visit through virtual care. An annual wellness visit, whether in person or virtual, is covered at no cost under your MVP DualAccess (HMO D-SNP) health plan.

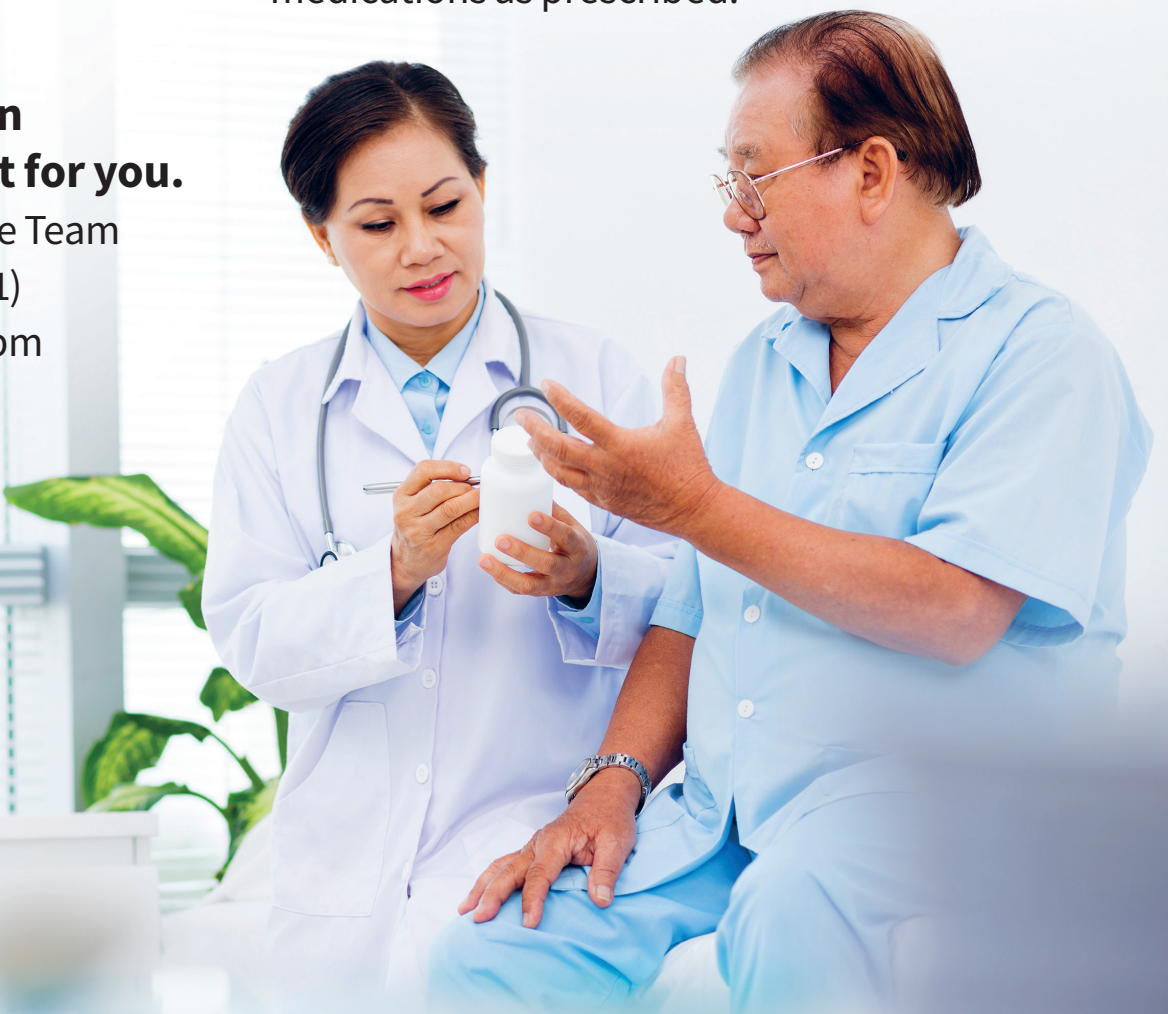
### Talk to Your Doctor About Your Medications

Your annual wellness visit is a good time to talk with your doctor about your prescribed or over-the-counter medications and vitamins. It is important that you take medications exactly how your doctor told you to take them. Your doctor wants to hear about any trouble you may have taking your medications.

Write down the names and amount you take of each, or bring all of the medications and vitamins to your visit. Let your doctor know if you are having side effects or do not take your medications as prescribed.

### Your MVP Care Team can schedule your next visit for you.

You can reach your MVP Care Team at **1-866-954-1872** (TTY 711) Monday–Friday, 8:30am–5pm Eastern Time.



## Contact MVP

MVP Member Services/  
Customer Care Center

**1-866-954-1872**

TTY 711

April 1–September 30,  
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  
625 State St  
Schenectady NY 12305-2111

**memberservices@  
mvphealthcare.com**

Material presented in this  
newsletter is not intended to  
replace medical advice, which  
should be obtained from a  
qualified physician.

Para leer este boletín  
informativo en español,  
visite **mvphealthcare.com/  
newsletters**. Verá los boletines  
informativos en español.

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)。

MVP Health Plan, Inc. is an HMO-POS/  
PPO/HMO D-SNP organization with  
a Medicare contract and a contract  
with the New York State Medicaid  
program. Enrollment in MVP Health  
Plan depends on contract renewal.



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.

# How Your Care Team Pharmacist Can Support You

**As a part of your MVP health plan,  
you have access to a Care Team  
pharmacist.**

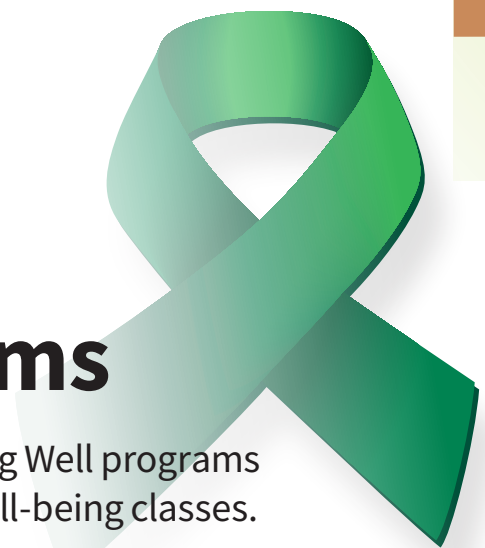
Understanding your medication is important to  
your overall health and wellness. The Care Team  
pharmacist works closely with your doctor(s),  
the nurse care manager, social worker, and other  
members of the Care Team to help you reach  
your health goals. The pharmacist can answer  
questions you may have about your medications  
and help you make a list of questions to ask your  
doctor at your next visit.

Your Care Team Pharmacist can also:

- Give you information about vaccines and  
the annual flu shot
- Help you understand your over-the-counter  
drugs, vitamins, or herbal supplements
- Help you understand medication instructions  
you get after going to the hospital

The best way to learn about how your Care Team,  
including the Pharmacist, can help you is by calling  
them. There is no cost to use your MVP Care Team.  
You can reach them at **1-866-954-1872** (TTY 711)  
Monday–Friday, 8:30 am–5 pm Eastern Time.

## MVP Living Well Mental Health Awareness Month Programs



During the month of May, MVP Living Well programs  
will offer free mental health and well-being classes.  
Both MVP members and non-members can  
participate. Watch or listen to these online classes  
from anywhere with an internet connection.

**The Power of Journaling** May 2, 12–1 pm

**Getting Ready for Gardening** May 11, 1–2 pm

**15-Minute Chair Yoga**

**Wednesdays, April 19–May 31 10:30–10:45 am**

To learn more and to register for any of these  
programs, contact your MVP Care Team or visit  
**mvphealthcare.com/calendar** to register and to  
see all the programs offered to you.



# Healthy Foods Delivered to Your Door

**MVP now partners with NationsOTC to provide a grocery benefit so you can get healthy foods delivered to you each month.**



## Get Started with Your NationsOTC Order

- Visit [mvp.nationsbenefits.com](https://mvp.nationsbenefits.com) or download the *MyBenefits Portal* mobile app from the App Store® or Google Play™
- If it is your first time using this benefit, create an account on the website or in the mobile app
- *Login* and select the items you'd like to order. Your benefit allows you to spend up to \$50 per month

## Don't lose your monthly benefit!

Make sure you use your \$50 by the end of the month—it will reset each month. This grocery benefit is not the same as your Over-the-Counter (OTC) benefit and cannot be used to buy OTC health-related items from the pharmacy.

## Need help using your grocery benefit?

Your Care Team can help you use this benefit and understand how it works. You can reach your MVP Care Team at **1-866-954-1872** (TTY 711) Monday–Friday, 8:30 am–5 pm Eastern Time.

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# Be Ready When It's Time to Renew Your Medicaid Coverage To Keep Your MVP DualAccess Plan

Due to the Coronavirus (COVID-19) Public Health Emergency, individuals have not had to renew their Medicaid eligibility for the past few years. MVP is here as a resource to guide you through the renewal process when it's time.

Keep your health insurance coverage with these steps and tips:

- Keep your address and contact information up to date
- Look for a letter from your Medicaid plan that will include steps needed to renew your coverage

## Have questions?

**MVP is here for you.** Call the MVP Care Team at **1-866-954-1872** (TTY 711), Monday–Friday, 8:30 am–5 pm Eastern Time.

## A Message from MVP President & CEO

From all of us at MVP, thank you for trusting us with your health care coverage. One of the best things you can do for yourself is make time to see your doctor and talk with them about how to keep yourself healthy. Your MVP Care Team is here to support you every step of the way, so you understand how to keep on top of important health visits and what questions to ask your doctors. Your MVP DualAccess plan is designed to help connect you with resources that will get you the support you need.

Stay safe and be well,



Christopher Del Vecchio  
President & Chief Executive Officer  
MVP Health Care



## We Want to Hear **from You**

**MVP is interested in learning how you think we are doing. If you would like to share your thoughts, consider joining the MVP DualAccess Member Advisory Council.**

The group meets four times per year virtually with some in-person options. If you would like to learn more, contact your MVP Care Team by email at [careteam@mvphealthcare.com](mailto:careteam@mvphealthcare.com), or call **1-866-954-1872** (TTY 711) Monday–Friday, 8:30 am–5 pm Eastern Time.

## Living Well

625 State Street  
Schenectady, NY 12305-2111  
[mvphealthcare.com](http://mvphealthcare.com)

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US Postage

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MVP Health Care



Health and Wellness or Prevention Information

## You May Be Eligible for **Low-Cost Internet and Electronics**

**The Affordable Connectivity Program (ACP) can help low-income families pay for internet service and access electronics such as a laptop or tablet.** You may be eligible if you or someone you live with currently receives one of the following government benefits:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Public Housing Assistance or Section 8 voucher
- Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Pell Grant
- Free and Reduced-Price Lunch

Your MVP Care Team can connect you with an organization called **Human-I-T** that will tell you if you qualify and help you apply for low-cost internet and devices. Or, to begin enrolling with the ACP on your own, call **1-888-391-7249** or visit [human-i-t.org](http://human-i-t.org).

