

Your Health Care **Can't Always Wait**


While you might have taken some time over the past year to focus on your well-being, you may have still missed some routine check-ins. Your annual wellness visit, also called your annual physical, is one of the best ways to take charge of your health and avoid preventable health issues down the road.

You and your Primary Care Provider (PCP) can discuss your health and lifestyle and ways you can improve your overall well-being. This is a good time to talk with your doctor about:

- Your physical and behavioral health
- Nutrition and exercise
- Necessary tests, screenings, and immunizations
- Any other questions or health concerns you may have

Do you need to stay at home?

If an in-person visit with your doctor 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.



If you haven't already, talk to your doctor about scheduling your annual visit today.

Begin Your **Path to Well-Being**

MVP has online tools to help you reach your well-being goals. Start by taking a Personal Health Assessment to help identify potential risks and guide you to make lifestyle changes that are right for you. Opt in to online challenges, search evidence-based health improvement content, participate in self-guided online classes, and more! To learn more,

Sign In at **mvphealthcare.com**, and select *Begin Your Path to Well-Being*.

Your MVP health plan also includes discounts on athletic wear, workout equipment, activity tracking devices, online workouts, and more through the ChooseHealthy® program. Enroll in the Active&Fit Direct™ program for access to 2,500+

on-demand digital workout videos to work out at home or on-the-go, and choose from 11,000+ fitness centers, with flexibility to change any time. Go to **mvphealthcare.com/choosehealthy**, then *Sign In* to your MVP online account, and select *Discounts*.



Please note that the ChooseHealthy program is not insurance. You should check any insurance benefits you have before using this discount program, as those benefits may result in lower costs to you than using this discount program. The ChooseHealthy program provides for discounts from participating specialty health care providers. You are obligated to pay for all services from those providers, but will receive a discount from those participating providers for services included in the program. The ChooseHealthy program also provides access to the Active&Fit Direct program, which provides discounted access to fitness centers. The ChooseHealthy program does not make any payments directly to the Active&Fit Direct program. Discounts on products and services available through the ChooseHealthy program are subject to change; please consult the website for current availability.

The ChooseHealthy program is provided by ChooseHealthy, Inc., and the Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., both subsidiaries of American Specialty Health Incorporated (ASH). ChooseHealthy and Active&Fit Direct are trademarks of ASH and used with permission herein.

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)。



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 and Chief Executive Officer

Questions or comments?

members@mvphealthcare.com

Living Well MVP Health Care
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Material presented in this magazine is informational only and is not intended to replace medical advice, which should be obtained from a qualified physician. In the event that any information in Living Well conflicts with provisions of your subscriber, group, or individual MVP Health Care contract, the provisions of your contract take precedence over Living Well.

Para leer este boletín informativo en español, visite mvphealthcare.com y seleccione Members, luego Living Healthy, y luego Living Well Newsletter. Verá los boletines informativos en español.



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Coping with Stress

Most people feel stress from time to time. Signs of stress may include trouble sleeping, feeling depressed, getting angry easily, feeling irritable, or an increase in alcohol or substance use.

Here are some ways to manage stress, before it starts to impact your health:

- Take breaks from watching, reading, or listening to the news or social media
- Take care of your body by eating well-balanced meals, drinking water, stretching, and getting enough sleep
- 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**.



We're Here to Help

Whether you need assistance managing a medical, mental health, or substance use issue, or even if you just need help finding community resources, such as food pantries or transportation, MVP's Case Management Team is here for you. To speak with a Case Manager, call **1-866-942-7966**, Monday through Friday, 8:30 am–5 pm.

Health in Focus

Cervical Cancer and HPV Can Be Prevented

Cervical cancer is one of the most common causes of cancer deaths for American women.

Since the disease usually doesn't show symptoms until later stages, pelvic exams, Pap tests, and tests for human papillomavirus (HPV) are key to early detection. When cervical cancer is found early, it is treatable and associated with long survival and good quality of life.

It is recommended that women between the ages of 21 and 64 get a Pap test every three years.

HPV Awareness

The HPV infection can cause at least six types of cancer, including cervical cancer. With the HPV vaccine, these cancers can be avoided. The HPV vaccine is recommended for all children ages 11–12 and a catch-up vaccine may be an option for teens and young adults up to age 26. For people at risk, catch-up vaccination is available up to age 45.

To learn more about Cervical Cancer, HPV, and the HPV vaccine, visit mvphealthcare.com/medicalhealth and scroll down to *Women's Health*.

Routine screenings can help you identify health issues early or prevent them before they occur. Check with your doctor to see what screenings are recommended for you. You can also find more information at mvphealthcare.com/preventivecare.



Keep Your Heart Healthy

Heart disease is the leading cause of death in the United States for both men and women.

The most common type of heart disease, coronary heart disease, occurs when a combination of fat, cholesterol, calcium, and other substances found in the blood, builds up in your arteries. This buildup, also called plaque, reduces the amount of blood getting to your heart and can also cause blood clots, the most common cause of a heart attack.

What can you do?

- Ask your doctor about your blood pressure, cholesterol, and A1C levels
- Reduce the sodium, and increase the fruits, vegetables, and whole grains in your diet
- Be physically active
- Maintain a healthy weight
- Don't smoke
- Manage stress
- Keep diabetes under control

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.

Is My Prescription Covered?

The easiest way to find out if a drug is covered under your MVP health plan is to check the Prescription Drug Formulary.

The Formulary, which can be found online, contains an approved list of thousands of drugs, both generic and name brand, that are covered by an MVP plan with prescription drug benefits. It is the primary source for drug coverage information, including quantity limits, step therapy, prior authorization, or other necessary requirements.

To access the formulary, visit mvphealthcare.com, and select *Members*, then *Prescription Benefits*. If you have trouble locating it, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.





Don't miss this! Our Healthy Habits web page has tips, tricks, and resources for your growing children. Visit mvphealthcare.com/healthykids.

Your Privacy is Important to Us

MVP wants you to understand what information we may gather and how we may share it.

“HIPAA” refers to the Health Insurance Portability and Accountability Act of 1996. The **HIPAA Privacy Notice** describes how MVP uses, discloses, and safeguards your health information. It also explains your rights with regard to your health information.

MVP's **Nonpublic Personal Financial Information Policy** explains our collection, use, retention, and security of nonpublic personal information such as your Social

Security Number, payment history, date of birth, and status as an MVP member.

To obtain a copy of our HIPAA Privacy Notice or Nonpublic Personal Financial Information Policy, visit mvphealthcare.com and select *Notice of Privacy Practices & Compliance* at the bottom of the page, and then *Privacy Notices*. You can also call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card (TTY: 1-800-662-1220) to request a copy of these documents.



Learn More About Quality Improvement

MVP is dedicated to providing quality health care and services to our members. Our 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 taking part, 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 **(585) 327-2311**.

Save Time, Online

You MVP online account keeps your plan information at your fingertips, even when you are on the go. You can:

- Instantly see plan details, benefits, and documents
- View and order your MVP Member ID card
- Access Tax Forms
- Check the status of a claim
- Use MVP's Treatment Cost Calculator* to compare treatment costs, navigate your options, and estimate your out-of-pocket costs

Update your contact information online and choose to receive updates and communication from us via email—even this newsletter!

To update your communication preferences, visit mvphealthcare.com and *Sign In/Register* to access your MVP online account. Select *Communication Preferences* from the left-hand menu. Please note: MVP will continue to send information about your health plan contract and benefits by mail.

*This online resource meets the requirements of Vermont State's Act 191, and the resulting Health Care Price and Quality Transparency Rule, set by the state's Department of Financial Regulation.

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Your Health Care Can't Always Wait

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READ MORE INSIDE 



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 find the most up-to-date information for MVP members at mvphealthcare.com/covid19.

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