


Follow-up Care After an Emergency Room Visit

No one wants to take a trip to the Emergency Room (ER). But if you do go, it is important that you follow up with your doctor after you are discharged so they can best treat you and help to prevent future visits.

Whether your ER visit was due to a physical or behavioral health reason, you should talk to your doctor about:

- **Why you went to the ER**
- **What happened during your visit**
- **The results of any tests or blood work, and what the results mean for you**
- **New medications or changes to your medications, and are you taking them correctly**
- **Any other concerns or ask questions, especially if it's been a while since your last visit**



If you cannot see your doctor in-person, a telemedicine visit may be an option. A telemedicine visit allows you to talk to your doctor over the phone or online.



Over the past few months, MVP has been working with various community partners to expand access to the COVID-19 vaccines and increase vaccination rates across our region. If you are eligible, I encourage you to get vaccinated so we can feel safe again and start living our lives to the fullest. I myself have made the decision to get vaccinated to protect my family, friends, and you. If we all do our part, together we can end this pandemic.

Christopher Del Vecchio
President and Chief Executive Officer

Go Green!
Get *Living Well* by Email

Visit mvphealthcare.com and *Sign In* to your online account. Then select *Communication Preferences* to opt in. MVP will continue to send information about your health plan contract and benefits by mail, as required by New York State.

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 y seleccione *Members*, luego *Living Healthy*, y luego *Living Well Newsletter*. Verá los boletines informativos en español.



Online Health Education Programs

Diabetes Education

Qualified diabetes educators share tips and guidance to help you manage your diabetes. Visit mvphealthcare.com/medicalhealth, select *Diabetes* and then *Watch MVP's Diabetes Education Webinar Series*.

Heart Health Education

MVP's new online education series, *The Heart of the Matter*, will help you develop healthy habits for better heart health management. Visit mvphealthcare.com/hhes to learn more.

Find a Participating Provider

For a listing of providers and facilities based on your address and member details, sign in to mvphealthcare.com and select *Find a Doctor* to see your results. For a hard copy of a provider listing, please mail a request to: Attn: Provider Listing Request, MVP Health Care, PO Box 2207, Schenectady, NY 12301-2207.

Please include the name of your health plan as it appears on your MVP Member ID card. You may also call the MVP Members Services/ Customer Care Center to request a provider directory.



2021 Vaccine Schedules Available

Vaccinations for Adults

Vaccines aren't just for kids. Staying up to date with vaccines can help protect you from harmful diseases too. Based on your age, the Centers for Disease Control and Prevention (CDC) recommends that adults receive the following vaccinations:

- *Pneumonia Vaccine*—protects against pneumococcal disease, a bacterial infection that can lead to serious health conditions such as pneumonia and meningitis.
- *Zoster Vaccine*—protects against the shingles, a virus that can cause a very painful rash and blisters on your body.
- *Tdap (or Td) Vaccine*—protects against three very serious diseases that can lead to death: Tetanus, Diphtheria, and Pertussis.
- *Influenza (Flu) Vaccine*—annual vaccine that protects against seasonal flu.

Visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines) and select *Adults (19 and older)* to review the 2021 vaccine schedule and talk to your doctor to see if you are due for any of these vaccines.

Contact Us

MVP Member Services/
Customer Care Center

 **1-800-852-7826**
(TTY: 1-800-662-1220)

Monday–Friday, 8 am–6 pm

Comments?

Send an email or letter to
members@mvphealthcare.com
Living Well MVP Health Care
625 State Street
Schenectady, NY 12305-2111

Childhood Vaccinations

Babies are born with immune systems that can fight most germs, but there are some deadly diseases they can't handle. That's why they need vaccines to strengthen their immune system. As your child gets older, routine vaccines continue to help protect them from harmful diseases such as measles, pneumonia, and human papillomavirus (HPV).

Visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines) and select *Children (Birth to 18)* to review the 2021 vaccine schedule and talk to your child's doctor about any vaccinations they may be due for.

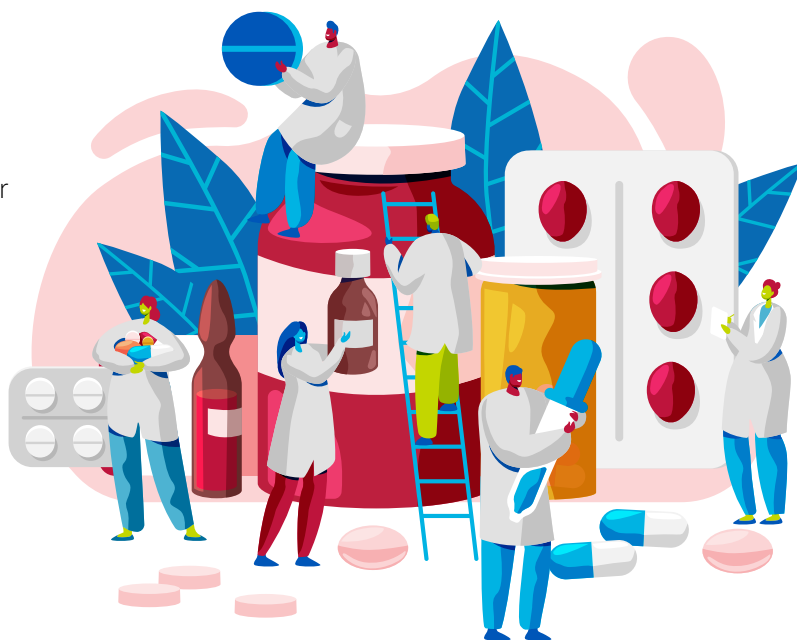
Prescription Medication Reminder

It is very important that you take any medications exactly as they have been prescribed by your doctor for them to best help you.

If you have been prescribed a new medication, or if your medication has changed, make sure you understand:

- When to take the medication
- How much to take
- How to take them (i.e., with or without water or food)
- How long to take them

Once you've started taking prescribed medication(s), if you have any concerns or experience any side effects, call the doctor who prescribed it right away.



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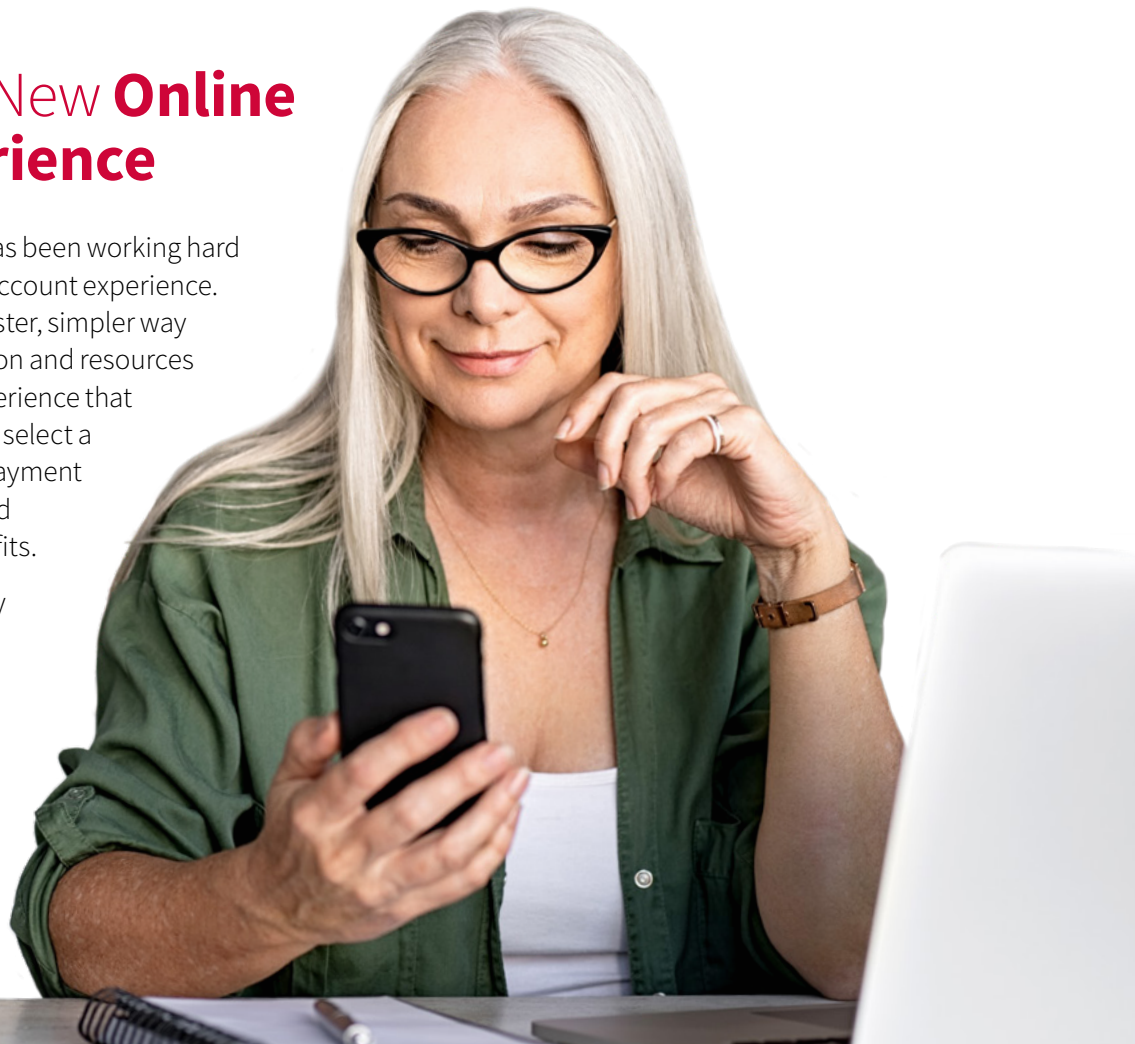
MVP COVID-19 Vaccine Update

The COVID-19 vaccine is covered at no cost for all MVP members. To find the most current information about eligibility and scheduling a vaccine, visit: **covid19vaccine.health.ny.gov**.

Our Upcoming New **Online Account Experience**

Over the past few months, MVP has been working hard to improve your online member account experience. You can soon look forward to a faster, simpler way to access all the helpful information and resources you rely on. We've created an experience that makes it easier for you to find and select a Primary Care Physician, update payment methods, check claims status, and learn about your well-being benefits.

MVP is also upgrading the security of online member accounts as part of this experience. Be on the lookout for email instructions to walk you through the process.



When you need care...

Start with

GiaSM



Helping you get the right care, right away!

Chronic issues, sudden symptoms, questions and concerns...we all need care from time to time. And, when you do, you want expert answers...fast. **Start with GiaSM—included free with your health plan from MVP Health Care[®] (MVP)!**

Gia is your ultimate 24/7 health care connection.

Talk with a medical professional by phone or online chat, anywhere and anytime. Within minutes, get referred to the care you need—from urgent and emergency care to everyday health needs such as prescription refills and blood tests. Gia can connect you to MVP's FREE telemedicine services or, when necessary, in-person care from nearby doctors, specialists, labs, pharmacies, and more.

Health questions? Gia has the answers.

Use Gia's simple but powerful search tool, giving you helpful and relevant health information you can trust.

It's just one more way that MVP is making health insurance more convenient, more supportive, and more personal for you.



Ready to get started?

See reverse for more details.



It's easy to get started with *Gia*SM

1. Download the free **Gia by MVP** app or visit **GoAskGia.com**.

The **Gia by MVP** app is available on the App Store® or on Google Play.™

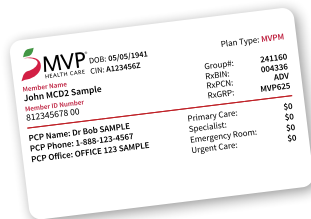


2. Create an account.

All members 18 and older can create their own Gia account. If registering via the Gia app, launch the app, select *Create New Account*, and follow the prompts.

If registering via **GoAskGia.com**, complete the required fields, and follow the additional prompts.

Have your MVP Member ID card handy!



You'll be asked to provide basic information, such as your name and email, date of birth, and MVP Subscriber or Member ID. Once your health insurance information is verified, your account will be created.

Note: Through Gia's *Family Consult* feature, you can start a visit for any covered dependents under the age of 18.

Parents/guardians of Child Health Plus members, who are not MVP members themselves, can use the *Tap to Connect Now* feature to access services for their child.

3. Start with Gia.

Once you've created an account, simply choose how you want to connect.

- Use the **Gia by MVP app**
- Visit **GoAskGia.com**
- Call **1-877-GoAskGia** (1-877-462-7544)



Telemedicine services from MVP Health Care are provided by UCM Digital Health and Amwell at no cost-share for members.

MVP Health Plan, Inc. complies with Federal civil rights laws. MVP Health Plan, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-852-7826 (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 1-800-852-7826 (TTY: 1-800-662-1220)。

This information is available in other formats for members with special needs or who speak a language other than English. Please call us at 1-800-852-7826 (TTY/TTD: 1-800-662-1220).

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