

UVM HEALTH



Living Well

Issue 3 | 2023

Exclusively for
UVM Health Advantage Members



Personalized Health Care Starts with Your Email

Connect your email address to your MVP Member online account. It gives you two personalized tools that help you get care and manage your plan from anywhere.

The *Gia*® by MVP Mobile App

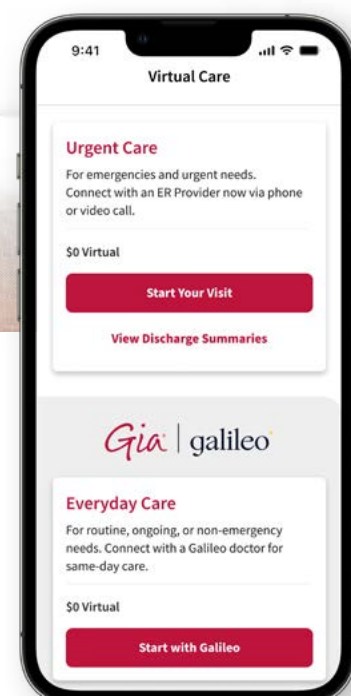
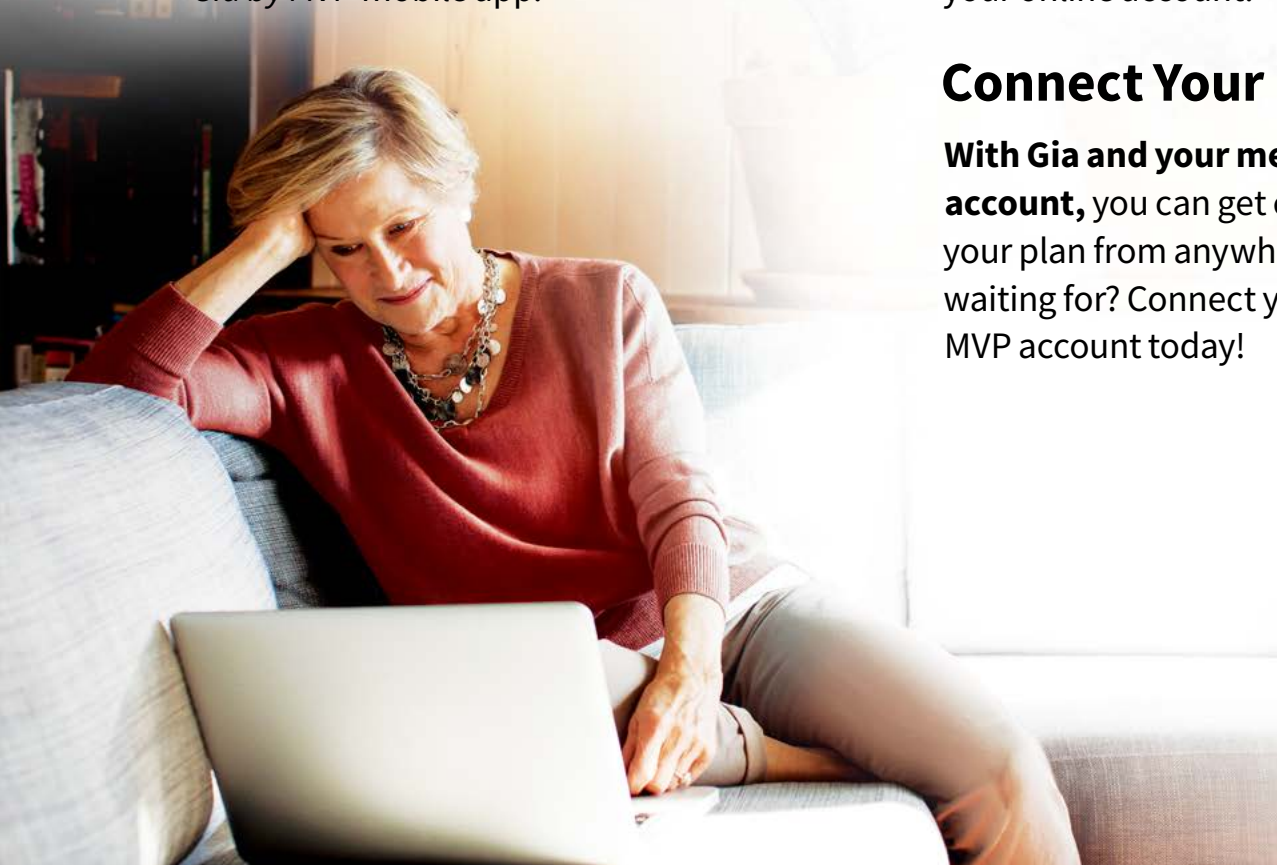
Wherever life takes you, take Gia. It's a guide to your health (and your health plan). Gia gives you 24/7 access to virtual urgent and primary care. You can also view and share your ID card, track your claims, and stay up to date on your deductibles and limits. It even has preventive care reminders. And new this month, if you pay your premium to MVP directly, you can now make and schedule premium payments in the *Gia by MVP* mobile app.

Member Online Account

Your MVP Member online account is secure and convenient. It has detailed information about your health plan. In your account, you can view and print your ID card, review detailed claims history, and see your Explanations of Benefits. You can even track progress toward your deductibles and limits, and make payments. It's also the best way to update your communication preferences. Visit my.mvphealthcare.com and create your online account.

Connect Your Email Today

With Gia and your member online account, you can get care and manage your plan from anywhere. So, what are you waiting for? Connect your email to your MVP account today!



Access Care **Anywhere**

The *Gia*® by MVP mobile app is available 24/7 and quickly connects you to a doctor via text, video, or phone call. Visit mvphealthcare.com/UsingGia or check in the app for some of the things a Gia provider can help you with.

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

mvphhealthcare.com

We welcome your comments.

Attn: Marketing & Communications
MVP Health Care
625 State St
Schenectady NY 12305-2111

**memberservices@
mvphhealthcare.com**

Want to receive this newsletter via email?

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

Other providers/pharmacies are
available in our network.

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.

The Importance of Good Bone Health

Throughout your life your bones are constantly changing. Osteoporosis is a chronic health condition that causes bones to become brittle and fragile, which means that having osteoporosis increases your risk of broken bones (fractures). The chance of developing osteoporosis increases with age, but there are things you can do to help keep your bones healthy.

Did you know that MVP Living Well classes can help support your fitness goals to prevent osteoporosis?

Keep Your Bones Strong

- **Eat foods that have calcium** (dairy products, broccoli, kale) **and vitamin D** (salmon, tuna). Vitamin D helps your body absorb calcium
- **Do weight-bearing exercises** for 30 minutes a day, at least two days a week. Walking and light weights are a great place to start. Check with your doctor about starting or changing an exercise routine
- **Avoid or decrease substance use** which can include smoking, vaping, and drinking alcohol
- **Work with your doctor on a plan to prevent falls.** See the fall prevention article in this newsletter for more details

Schedule Your Bone Mineral Density Test

A bone mineral density (BMD) test measures the strength of your bones to help detect osteoporosis and to help identify a need for treatment. **Women over 65 should have a BMD test once every two years.** It is quick, easy, and painless, and free under your UVM Health Advantage plan.



Take the Right Steps to Prevent Falls

A fall can be serious and lead to injury. Sometimes, it can make it harder for you to move around on your own. Make the decision now to stop future slips, trips, and falls.

Use this checklist to talk with your doctor or Plan Guide. Together, you can create a plan to help lower your risk of falling. Before your visit, check any of these statements that are true, even if they are not true all the time.

- 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.

Always tell your doctor if you have fallen since your last check-up. Tell your doctor about your falls even if you were not hurt. A fall can let your doctor know you might have a new medical problem, or trouble with your medications or eyesight. Your doctor may suggest physical therapy, a walking aid, or other steps to help prevent future falls. Visit [cdc.gov/STEADI](https://www.cdc.gov/STEADI) to learn more about preventing falls.

MVP Can Help with Fall Prevention Resources

MVP Living Well programs and classes, offered in select regions, provide educational and physical activity programs that can help you build balance, stability, and confidence. Visit mvphealthcare.com/calendar to find programs right for you.

Stay healthy, fit, and connected with SilverSneakers! UVM Health Advantage plan members have access to thousands of gyms and fitness centers nationwide. Visit silversneakers.com to find a location near you.

SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.

FOR YOUR INFORMATION

Changes to Your Health Plan for 2024

This fall, you'll receive the **Annual Notice of Change (ANOC)** by mail regarding your UVM Health Advantage plan coverage for 2024. This document explains the changes to your health plan monthly premium, cost-shares, and benefits for the 2024 plan year. Please be sure to review it carefully. You will receive your ANOC by September 30.

You can switch to another UVM Health Advantage plan during the Annual Enrollment Period, October 15–December 7, but you don't have to change plans each year. If you want to keep your current plan with the changes noted in your ANOC for 2024, you don't need to do anything. You will automatically stay enrolled in the same plan for next year.

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. Please let us know if you do not receive an Annual Notice of Coverage by October 13.

Need more information?

Contact the MVP Medicare Customer Care Center at **1-800-665-7924** (TTY 711). Representatives are available seven days a week, October 1–March 31, 8 am–8 pm Eastern Time. April 1–September 30, call Monday–Friday, 8 am–8 pm Eastern Time.

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 of 1996 (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/notices and select *Privacy Notices*. To request a printed copy, or to request a copy in an alternate language or format, call the MVP Medicare Customer Care Center.

A Message from MVP President & CEO

As fall approaches, I hope you're looking forward to the joys this season brings. Alongside the excitement, don't forget to prioritize your personal health. Make preventive care a priority with routine check-ups, screenings, and immunizations. It'll help you fully enjoy this beautiful time of year.

By the way, have you checked out our new and improved MVP website? We've made it more user-friendly and tailored to your needs as a member. Find helpful information and resources to support your health journey. We're here to support you every step of the way. Let's make this fall season the best one yet!

Be well,



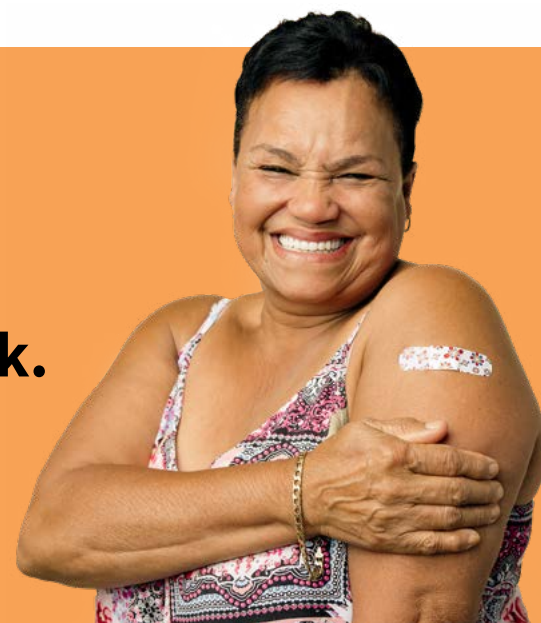
Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Get your flu shot, not the flu!

Flu season arrives earlier than we think.

Getting a flu shot in early fall can help protect you from the flu and its complications. Everyone six months of age or older should get a flu shot. 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.



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Health and Wellness or Prevention Information

Regular Dental Visits Make a Big Difference in Your Overall Health

If it's been more than six months since you've seen a dentist, it's time to schedule a visit. Routine dental exams help to prevent future problems or catch issues early on before they get too serious.

If you need help finding a dentist in our network call the MVP Medicare Customer Care Center. It's always best practice to call and ask if a procedure is covered within your plan. Your dentist can check prior to your visit.

To learn more about your dental benefits and how to find a dentist, visit mvphealthcare.com/Medicare and select *DenteMax Dental Benefits*.



Living Well Programs Schedule

The MVP Health Promotions team, in collaboration with our community partners, is pleased to provide you with innovative health and well-being programs. MVP Living Well virtual programs are offered to all members and nonmembers alike, unless otherwise noted.

Registration for all classes will open at 8 am on Tuesday, August 29.

Visit mvphealthcare.com/calendar to register for all classes and for full class details. Space is limited and registration is required.

For questions or assistance registering for classes, call the MVP Medicare Customer Care Center at 1-800-665-7924 (TTY 711). Class schedules are subject to change. Visit mvphealthcare.com/calendar for final program details.

Ongoing Virtual Fitness Programs

Gentle Yoga Moves

Mondays, September 11–November 13 8–9 am

Increased flexibility, strength, and balance through a series of seated and standing yoga poses.

Power and Balance Total Body Workout

Tuesdays, September 12–November 14

9:30–10:15 am

Timed exercises for total body resistance training, core and balance exercises, and low-impact aerobics.

Bokwa Dance Moves: Hybrid

Tuesdays, September 12–November 14

12–1 pm

An energizing cardio routine that uses the shape of letters and numbers for dance steps.

Chair Moves

Tuesdays, September 12–November 14 1–2 pm

A chair-based class that emphasizes strengthening and stretching exercises for upper and lower limbs.

15-Minute Chair Yoga Break

Wednesdays, September 13–November 15

10:30–10:45 am

This brief chair yoga session will reset the mind and body, keeping you refreshed for the rest of your day.

Latin Moves and Toning: Hybrid

Wednesdays, September 13–November 15

12–12:45 pm

Fast and slow, low-impact exercises set to Latin and dance rhythms, and incorporating light weights.

Stretch and Strengthen

Thursdays, September 14–November 16 10–11 am

Move through timed exercises at your own pace to stretch and strengthen.

Pelvic Floor Health

Thursdays, September 14–November 16

12–12:30 pm

Strengthen muscles in the pelvic floor for increased abdominal strength and pelvic control.

Tai Chi for Health and Fall Prevention

Fridays, September 15–November 17

9:30–10:30 am

The benefits of Tai Chi can include improved balance, flexibility, fall prevention, and muscle strength.

Featured Virtual Programs

Addiction RECOVERY Resources

Thursday, September 14

12:30–1 pm

Join Friends of Recovery–New York to discuss resources to support communities, people in recovery, families, and professionals.

What is Prehab?

Tuesday, September 19

12–1 pm

In partnership with Genesee Valley Physical Therapy. Learn about the potential benefits of prehab, a pre-surgery therapy plan, for anyone considering joint replacement procedures.

Knowledge is Power:

Breast Care and Imaging Technology

Wednesday, September 20

1–2 pm

Learn how the latest advancements are helping doctors find early breast cancers and saving lives.

Embracing Balance and Staying Steady

Thursday, September 21

2–3 pm

Tools and tips to help you preserve balance, maintain independence, and increase personal safety.

Walktober Challenge

Daily, October 2–29

A self-guided walking challenge encourages you to set a four-week step goal with tips and tricks to help.

Hip Mobility

Tuesday, October 3

12:15–1 pm

In partnership with Inward Office. Learn flexibility and strength building exercises to lubricate this joint.

Visit mvphealthcare.com/calendar to register online for all classes.

Living Well

Living Well Programs Schedule

Most programs are free unless otherwise noted, and offered to all members and non-members alike, compliments of MVP.

Registration for all classes will open at 8 am on Tuesday, August 29.

Visit mvphealthcare.com/calendar to register for all classes and for full class details. Space is limited and registration is required.

Vermont In-Person Programs

For accommodations of persons with special needs, call **1-800-665-7924** (TTY 711).

Striders walking programs are coming this Fall.

Visit mvphealthcare.com/calendar for updates to our programs and to register online for all classes.

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