

Living Well

Issue 1 | 2024

Exclusively for UVM Health Advantage Members

Be Well Rewards

With *Be Well Rewards*, you will earn a \$100 reward card after completing your Annual Wellness Visit. Yes, only one activity—it's that simple!

An Annual Wellness Visit is a yearly visit with your primary care provider (PCP). This visit is fully covered under your UVM Health Advantage plan, including no cost-share. An Annual Wellness Visit is designed to help prevent illness based on your current health and risk factors. During your visit, your PCP will review your medical, behavioral, and emotional health. Your visit may include education or counseling about the following:

- Preventive screenings
- Immunizations
- Current and previous medications
- Risk of falling (or previous falls)
- Height, weight, and blood pressure measurements
- Body mass index (BMI)
- Potential risk for dementia or depression and your level of safety
- Creating an advance directive
- Referrals for other care, if needed

It is important to follow your PCP's recommendations and schedule the follow-up care you may need. By the end of your visit, you and your PCP will have created (or updated) your personalized prevention plan. This written plan lets you know which screenings, shots, and other preventive services you need to complete in the next 12 months. These services may include:

- Blood pressure screening
- Bone density scan
- Cancer screenings (ex. breast, colorectal, lung, prostate)
- Cholesterol test
- Diabetes screening
- Vaccines (I.e., COVID-19, flu, pneumococcal, shingles)
- Vision and hearing tests



An Annual Wellness Visit IS NOT a head-to-toe physical exam. Instead, you will discuss the preventive care you need to keep you healthy and out of the hospital. This visit, unlike a physical exam or a sick visit, is structured to give you and your PCP more time to talk about any problems or concerns you have. Most Annual Wellness Visits last about 45 minutes.

If you haven't already, talk with your PCP today about scheduling your Annual Wellness Visit.

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 MVP Medicare Customer Care Center at the phone number on the back of your UVM Health Advantage Member ID card.

Contact Us

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

mvphealthcare.com

We Want Your Feedback!

We are 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 your plan, we invite you to complete it!

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.

Welcome!

If you are a new member, you will receive a Welcome Call from a Care Guide. During this call, we'll review your benefits and answer any questions you may have. We will also discuss important topics of your plan, including transition of care, Part D benefits, and how to get the most out of all the extra wellness benefits included in your plan!

By now, you may have already received your Welcome Call from a member of our Care Guide team. If you enrolled more than 90 days ago and you haven't received a Welcome Call, please call us at **1-844-232-9687** (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.

Learn more at
mvphealthcare.com/UVMHAcareguide.

Get Where You Need to Go With Your Transportation Benefit

MVP partners with American Logistics to provide rides to non-emergency medical appointments, the dentist, and the pharmacy at no cost to Medicare members who have the transportation benefit. Review your Evidence of Coverage (EOC) for more information about the number of rides your plan covers. Here are a few tips to help you use this important benefit.

- Schedule your trip up to one week in advance. At least 48 hours advance notice is required to guarantee a ride
- If needed, be sure to cancel appointments at least two hours prior to your scheduled pick-up time
- Request door-to-door service for help in and out of the vehicle
- Ask about special accommodations if you are in a wheelchair or unable to walk

To schedule a ride, call American Logistics at **1-855-923-4125** (TTY 711) Monday–Friday, 8 am–5 pm.



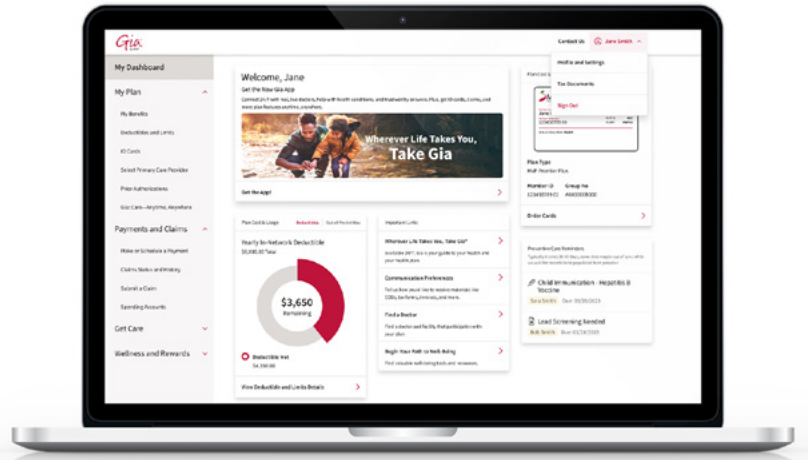
Gia: Access Your Plan, Your Way

Good news for all members!

Gia®, your guide to your health and health plan, is now available online at **my.mvphealthcare.com**. Manage your health needs in the way that's most convenient for you!

Gia helps you understand your benefits and effortlessly navigate key health plan information on your computer, tablet, or smartphone—wherever it's most comfortable for you.

It's also the best way to set your communication preferences. You can choose which kinds of information you want delivered by mail, email, or phone.



Ready to join the growing number of members using Gia?



Whether online or on your mobile device, Gia makes managing your health and health plan simpler and more accessible.

Sign in or register for Gia at **my.mvphealthcare.com**.

To download the *Gia by MVP* mobile app, visit **GoAskGia.com**, or scan the QR code using the camera on your mobile device, or visit the App Store® or Google Play™.

How to Sneak Leafy Greens into Your Diet

You hear it all the time from health experts: Eat more green, leafy vegetables like kale, chard, spinach, collard greens, and turnip greens. But what if you just don't like the taste or texture? Here are some tips from the experts at the UVM Medical Center Culinary Medicine Program for incorporating more greens into your everyday meals.

- Sauté them and mix into your scrambled eggs, pasta dishes, and casseroles
- Add them to soups and stews
- Toss mild-flavored greens, like spinach, into smoothies
- Chop and use as a pizza topping
- Drizzle with oil, sprinkle lightly with your favorite seasoning, and bake them into chips

While we all know leafy greens are healthy, it's sometimes easy to forget just how healthy. Really, they are as close to nutritional heroes as you can get. "Leafy greens are flavorful, full of vitamins and minerals, high in fiber, and low in carbohydrates," shares Anne McIlhenny, Chief Clinical Dietitian for UVM Health Network - Alice Hyde Medical Center. "They're especially helpful for those managing diabetes or eating for weight loss."

Read the full article by visiting **uvmhealth.org/healthsource** then search for *leafy greens*.

Adapted from: **www.uvmhealth.org/healthsource/hate-leafy-greens-recipe-may-change-your-mind**.

FOR YOUR INFORMATION

How you hear from us is up to you!

We want to make sure you have the information you need to get the most out of your plan. Let us know how you want to hear from us! Sign in to Gia to set your Communications Preferences:

- Sign in at **my.mvphealthcare.com**, then under Important Links, select *Communication Preferences*, or
- Sign in to the *Gia by MVP* mobile app, then tap *Menu* in the lower right corner, then *Profile and Settings*

Select *Go Paperless!* to receive certain plan information via email instead of getting physical mail.

We may call you to talk about plan or product options. If you'd rather not receive these kinds of phone calls, call the MVP Medicare Customer Care Center at the phone number on the back of your UVM Health Advantage Member ID card to let us know you'd like to opt out of receiving some phone calls.

Please note: You cannot opt out of all mailings and phone calls from MVP. There are still some things we are required to mail or call you about.

A Message from MVP President & CEO

We can't express enough how grateful we are to be on this health journey with you. Whether you're a new addition to UVM Health Advantage or a returning member, we want you to know that we consider it a great honor to walk this path alongside you.

As we embark on another year, our commitment to humility, curiosity, and unwavering dedication to our members and the communities we serve remains steadfast. We believe in progress over perfection, and that's why we value your feedback and insights more than anything. You are at the very heart of everything we do, and your valuable input plays a vital role in shaping our innovative solutions.

Please take a moment to share your feedback and insights with us. Your participation in our surveys and communication channels is crucial to our continued growth and improvement. Your voice matters to us, because together, we can co-create an even better UVM Health Advantage experience.

Thank you once again for choosing UVM Health Advantage. Here's to a year filled with progress, and an unwavering commitment to your well-being.

Be well,



Christopher Del Vecchio
President & Chief Executive Officer
MVP Health Care



Living Well

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Schenectady, NY 12305-2111
mvphealthcare.com

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Health and Wellness or Prevention Information

Get to Know Your Health Plan

Nothing is more important than you and your health, and we're happy to be your partner on your personal health journey. That's why we're committed to helping you get the right care all year long. Visit mvphealthcare.com/UVMHaresources to watch a member orientation video and find resources about the care, support, and benefits available to you as part of your UVM Health Advantage plan.



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 9 am on Tuesday, March 26.

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.

Ongoing Virtual Fitness Programs

Always check with your doctor before beginning an exercise program. For accommodations of persons with special needs, call 1-800-665-7924 (TTY 711).

Gentle Yoga Moves

Tuesdays, April 16–June 18 8–9 am
Increased flexibility, strength, and balance through a series of seated and standing yoga poses.

Power and Balance Total Body Workout

Tuesdays, April 16–June 18 9:30–10:30 am
Timed exercises for total body resistance training, core and balance exercises, and low-impact aerobics.

Chair Moves: Hybrid

Tuesdays, April 9–June 11 1–2 pm
A chair-based class that emphasizes strengthening and stretching exercises for upper and lower limbs.

15-Minute Chair Yoga

Wednesdays, April 17–June 19 12:15–12:30 pm
This brief chair yoga session will reset the mind and body, keeping you refreshed for the rest of your day.

Bokwa® Punch & Strike

Wednesdays, April 10–June 12 12–12:45 pm
An energizing cardio routine that uses the shape of letters and numbers for dance steps while adding kickboxing moves.

Stretch and Strengthen

Thursdays, April 11–June 6 10–11 am
Move through timed exercises at your own pace to stretch and strengthen.

Hip Health

Thursdays, April 11–June 6 12–12:30 pm
Strengthen muscles in the pelvic floor for increased abdominal strength and pelvic control.

Featured Virtual Programs

20-Minute Guided Meditation Break

Mondays, April 8–June 10 10–10:20 am
Set aside some time in your day to be guided to the peaceful place in your mind and experience a higher level of presence.

Embracing Life's Balancing Act

Tuesdays, April 16 and 23 2–3 pm
This workshop is for individuals and caregivers to learn how to reduce the risk of injury from falls and maximize quality of life in elderhood.

Eating to Stay Strong

Friday, April 19 1–2 pm
This cooking class will teach you to cook with foods that are high in antioxidants, to both improve your health and create a delicious meal!

Knowledge is Power:

Breast Care and Imaging Technology

Thursday, May 2 1–2 pm
Learn how the latest advancements are helping doctors find breast cancer early and save lives.

Mindfulness-Based Stress Reduction

Daily, May 6–June 10
Learn more about reducing stress through the practice of mindfulness—what it is, how it works, and how to best incorporate it into your lifestyle.

Meditation for Anxiety

Wednesday, May 8 12:15–1 pm
Learn and practice meditation techniques to manage or reduce anxiety.

Mental Health Awareness

Thursday, May 9 12–1 pm
Join us for this presentation on the basics of mental health, from the spectrum of mental wellness to the steps you can take to improve your resilience.

The Power of Journaling

Wednesday, May 15 12–1 pm
Learn more about journaling and how it can benefit your health, as well as the first steps to establishing a journaling routine!

Healthy Sleep Habits

Wednesday, May 15 4:30–5:15 pm
Learn yoga-inspired techniques to calm your brain and ease into a restful night's sleep.

Building a Balanced Plate

Thursday, June 6 12–1 pm
Take the first steps toward healthier eating by learning the best ways to build a balanced diet.

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

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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 9 am on Tuesday, March 26.

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.

Vermont In-Person Programs

Always check with your doctor before beginning an exercise program.

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

Strength and Striders

Wednesdays, April 10–May 15 9:30–10:30 am
St. Albans City Hall
100 North Main Street, St. Albans

Thursdays, April 11–May 16 9:30–10:30 am
University Mall
155 Dorset Street, South Burlington

In partnership with Age Well Vermont. Moving through a total body circuit workout, we will incorporate weights, balance exercises, and low impact cardio—walking at your own pace.

Yoga for Well-Being

Thursdays, April 11–May 16 4–5 pm
***No class April 25**
120 Summit Circle, Brattleboro

Join us for an accessible and invigorating yoga class including movement, breathwork, and meditation.

Visit mvphealthcare.com/calendar to see more program opportunities in these regions and to register online for all classes!