

# Living Well

For MVP Medicare Advantage Members

fall 2011



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## Let MVP help guide you through important EPIC changes for 2012

**Please read this article if you pay MVP directly for your health coverage. If your health coverage is through a former employer, the following EPIC information does not affect your coverage.**

**For example, if you are a Kodak retiree with EPIC coverage, it will remain unchanged in 2012.**

If you are currently enrolled in New York state's Elderly Pharmaceutical Insurance Coverage program (EPIC) — and even if you aren't — MVP wants you to be aware of upcoming changes to the program that will take effect on January 1, 2012.

If you're an EPIC member right now, you've already received or will soon receive a letter from EPIC alerting you to these changes. Here's a list of the changes, and how MVP can help you along the way:

- On January 1, 2012, EPIC will become a free program, with no fees or deductibles. To qualify for EPIC next year, everyone will first need to be enrolled in Medicare Part D coverage.
- If you are currently enrolled in EPIC but did not select Part D coverage with your Preferred Gold HMO plan, **you will need to sign up for Medicare Part D prescription drug coverage before January 1, 2012.**

(All GoldValue HMO and GoldAnywhere PPO members already have Part D coverage included in their plans.) MVP can help you enroll in Medicare Part D right now. It's easy — having EPIC coverage allows you to enroll in an MVP Part D plan for the first of any month. No need to wait until the fall Open Enrollment period.

- If you don't have EPIC at this time, but still wish to enroll in one of our part D plans, beginning October 15 you can simply call MVP's Medicare Customer Care Center to enroll right over the phone for January 1, 2012. (Our phone numbers appear at the end of this story.)
- Please be aware that if you enroll in any Part D drug plan other than MVP's Part D drug plan, you will automatically be disenrolled from your current MVP health plan. Medicare does not allow you to be enrolled in two different Medicare plans — whether from the same company or two different companies — at the same time.
- If you are single and your annual income level is up to \$23,000, or if you are married and your annual income level is up to \$29,000, EPIC will pay your Part D monthly premium for you, up to \$38.69 per month in 2011. (These raised income levels went into effect July 1, 2011.)
- As an EPIC member you will be completely responsible for your Part D copayments until you reach the Medicare coverage gap (also called the "donut hole").

# take on life & live well



At MVP Health Care, we strive to have a positive impact on the health and wellness of our members.

In this issue of *Living Well*, you'll find lots of important information about ways we help support, guide, encourage and empower you to take on life and live well.

You'll also find information and tips on how to get the most out of your Medicare Advantage membership.

We think health care should be all about you. That's why we work toward simplifying access to care, making the health care process more human, and building and strengthening our relationship with you.

Thank you for being part of the MVP Health Care community.

A handwritten signature in black ink that reads "David W. Olikier". The signature is fluid and cursive.

David W. Olikier  
CEO, MVP Health Care



## Contact:

Call the Customer Care Center at:  
**1-800-665-7924**

**TTY: 1-800-662-1220**

Representatives are available:

Monday through Friday

from 8 am to 8 pm Eastern Time

Saturday from 8 am to 4 pm Eastern Time

From October 15 - February 14,

representatives are available seven days a

week from 8 am to 8 pm Eastern Time.

Email us at:

Visit [www.mvphealthcare.com](http://www.mvphealthcare.com)  
on the Web.

## Comments:

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Write to us at:

**MVP Health Care  
Communications Dept.  
220 Alexander Street  
Rochester, NY 14607**

You can also email us at:

**[livingwell@mvphealthcare.com](mailto:livingwell@mvphealthcare.com)**

Material presented in this newsletter 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 Evidence of Coverage (your contract), the provisions of your contract take precedence over *Living Well*.



# Eat Right, Stay Fit

## The challenge is on!

Whether you want to eat well, be fit or lose weight, the 10-week *Eat Right, Stay Fit Challenge* can help you reach your goal.

Call to reserve your space today at the location nearest to you listed here.

Attend the Challenge kick-off event. Throughout the program, we'll have information for you on how nutrition and physical activity are an integral part of maintaining a healthy body weight. The Challenge is also an opportunity to join a SilverSneakers class offered at your participating location.

If you haven't taken advantage of the SilverSneakers program, the *Challenge* is a great way to start!

## Take the Challenge! Get Fit!

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**September 7, 2011**

**11:30 am to 12:30 pm**

Rochester  
Gold's Gym  
726 East Ridge Road  
RSVP to 585-467-4653

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**September 9, 2011**

**11:45 am to 12:45 pm**

Rochester  
Maplewood YMCA  
25 Driving Park Avenue  
RSVP to 585-647-3600

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**September 12, 2011**

**10 to 11 am**

Palmyra  
Palmyra Community Center  
424 Stafford St.  
RSVP to 315-597-5501

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**September 13, 2011**

**10:30 to 11:30 am**

Webster  
Bay View YMCA  
1209 Bay Road  
RSVP to 585-671-8414

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**September 13, 2011**

**11:30 am to 12:30 pm**

Victor  
Strength  
100 Rawson Rd., Ste. 240  
RSVP to 585-924-1540

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**September 16, 2011**

**12 to 1 pm**

Pittsford  
Southeast YMCA  
111 E Jefferson Road  
RSVP to 585-385-4665

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**September 16, 2011**

**1 to 2 pm**

Victor  
Victor YMCA  
200 High Street  
RSVP to 585-742-4940

Join MVP and the SilverSneakers® Fitness Program in the *Challenge!* We look forward to seeing you at the kickoff.

For more information, please contact Cheryl Minchella at 585-327-5752 or 1-800-933-3920, ext. 45752. The TTY number is 1-800-662-1220.

# Participating SilverSneakers® Fitness Centers



Enjoy the SilverSneakers Fitness Program as a Preferred Gold HMO, GoldValue HMO or GoldAnywhere PPO member. With the SilverSneakers program, you have access to amenities such as treadmills, weights, and fitness classes that are included with a basic fitness center membership. You can also take SilverSneakers classes.

Check the list for a location near you and enjoy your program benefits today!

**Remember to enroll by showing your MVP member ID card when you first visit one of these locations.** You can use participating Curves® locations, too.

## Albion

Phoenix Fitness  
(585) 589-1825

## Avon

Avon Fitness and Tanning  
(585) 226-9240

## Batavia

Genesee Area Family YMCA  
(585) 344-1664

## Bergen

Gillam-Grant Community Center  
(585) 494-1621

## Brockport

Sweden-Clarkson  
Community Center  
(585) 431-0090

## Caledonia

New York Fitness  
(585) 538-6990

## Canandaigua

Greater Canandaigua  
Family YMCA  
(585) 394-6866

## Corning

Corning Family YMCA  
(607) 936-4638

## Dansville

Dansville Presbyterian Church  
(585) 335-5363

Logan's Inn  
(585) 335-5840

## Gates

Westside Family YMCA  
(585) 247-3501

## Geneseo

United Methodist Church  
(585) 243-3160

**new!**

Fit Club 24/7  
(585) 880-2533

## Geneva

Geneva Family YMCA  
(315) 789-1616

## Greece

Northwest Family YMCA  
(585) 227-3900

**new!**

Bally Total Fitness  
(585) 720-5410

## Henrietta

Bally Total Fitness  
(585) 427-7890

## Hilton

Fitness Warehouse  
(585) 392-6277

## Hornell

Hornell Area Family YMCA  
(607) 324-5520

## Irondequoit

Camp Eastman  
(585) 336-6070  
Irondequoit Senior Center  
(585) 336-6070

## Keuka Park

Keuka College  
Weed Physical Arts Center  
(315) 279-5249

## Lakeville

Physical Therapy Professionals  
of Lakeville  
(585) 346-0060

## LeRoy

LeRoy Physical Therapy &  
Village Fitness  
(585) 768-4550

## Lyons

**new!**  
Lyons Community Center  
(315) 946-6202

## Macedon

Village Fitness - Macedon  
(315) 986-1528

## Medina

Orleans County YMCA  
(585) 798-2040

## Newark

Alex Eligh  
Community Center  
(315) 331-2532

Spunk Fitness  
(315) 331-7500

## Ontario

Ontario  
Community Center  
(315) 524-7020

Strike It Up Artistic Center  
(315) 524-5330

## Palmyra

Palmyra Community Center  
(315) 597-5501

## Penfield

Eastside Family YMCA  
(585) 341-4000  
Lifetime Fitness  
(585) 377-2790

## Perinton

Perinton Community Center  
(585) 223-5050

## Pittsford

Southeast Family YMCA  
(585) 385-4665

## Rochester

Chester F. Carlson  
Metrocenter YMCA  
(585) 325-2880  
Gold's Gym - Rochester  
(585) 467-4653  
Jewish Community  
Center of Greater Rochester  
(585) 461-2000  
Maplewood Family - YMCA  
(585) 647-3600

Monroe Family YMCA  
(585) 271-5320

MVP Health Care  
Wellness Center  
(585) 327-2221

Rochester Fitness Center  
(585) 889-1034

Southwest Family YMCA  
(585) 328-9330

Unity Hospital  
(585) 368-4374

## Seneca Falls

New York Chiropractic College  
Athletic Center  
(315) 568-3256

## Spencerport

Atlas Fitness  
(585) 352-7363

## Victor

**new!**

Str3ngth  
(585) 924-1540

Victor Active Family  
Center YMCA  
(585) 742-4940

## Warsaw

Wyoming County YMCA  
(585) 786-2880

## Webster

Bay View Family YMCA  
(585) 671-8414

### Did you know?

SilverSneakers partners with more than 10,000 fitness locations, including women-only sites. That means you can continue your SilverSneakers exercise program without taking long breaks while on vacation or away from home. SilverSneakers allows all Preferred Gold, GoldValue, and GoldAnywhere members to join in the fun and stay in shape at any participating location across the United States and in Puerto Rico!

### Questions?

Call MVP's Customer Care Center at one of the phone numbers on the back of your member ID card.

# Visits from Matrix Medical



MVP has joined with **Matrix Medical Network** to provide an in-home health assessment for some MVP Medicare members. Matrix is a trusted partner of MVP, with the same focus on quality health care and great customer service. You may receive a phone call from a Matrix staff person to schedule your health assessment on a convenient day and time. **There is no cost to you for this visit.** This health assessment does not take the place of any of your existing doctor appointments or the care you receive through your regular doctors.

A health assessment is a one-on-one health evaluation done by a licensed health care

professional. The assessment can help you better understand your medical conditions and, if needed, connect you to the right medical services. It also can help identify any symptoms or risk factors that may need further medical attention.

The Matrix Medical representative will call you to schedule a visit. Participation is optional and again there is no charge for the visit. The representative will show you identification before entering your home.

You don't need to take action at this time, just be aware of the program and we hope you take advantage of the opportunity if you are called by Matrix.

## More Help from the Medicare Savings Program

You may be eligible for help from the federal Medicare Savings Program if:

- You and/or your spouse worked and paid taxes, and
- Your current monthly income is less than \$1,381 (single) or \$1,858 (couple).

Taking advantage of the program may lower your Medicare Part B premium every month and/or your Medicare Part D prescription costs. If you are already taking advantage of the Medicare Savings Program, you may have to reapply each year.

If you qualify, MVP Health Care can help you take advantage of this program, funded by both state and federal governments. MVP can work with you to complete the initial application or re-application process through a service called PremiumAssist. PremiumAssist can help you determine your potential eligibility and help you with the application process at no cost to you.

If you haven't received PremiumAssist information, it will arrive soon. We encourage you to **call the special toll-free number just for MVP Health Care members** Monday-Friday, 9 am - 7pm Eastern Time.

Please take advantage of this **FREE** assistance and find out if you qualify.

# MVP Health Care Wellness Center 2011 Fall/Winter Class Schedule

MVP Health Care wants you to take on life and live well! Our health education programs and support services can help you get started and keep you on the road to taking charge of your health.

Classes are **free or discounted** for all MVP Health Care members. Some programs are open to non-members for a fee. Seating is limited; register today to reserve your spot. **Unless otherwise noted, all classes are held at the MVP Health Care Wellness Center, 220 Alexander St. on the second floor.**

To register:

1. Complete and mail in the registration form in this section; OR
2. Register online at [www.mvphealthcare.com](http://www.mvphealthcare.com); OR
3. Call one of the following numbers:

Preferred Gold HMO, GoldValue HMO, and GoldAnywhere PPO members may call **1-800-665-7924**

All other MVP Health Care plan members, as well as non-members, may call **1-800-950-3224**

TTY users may call **1-800-662-1220**

Our Customer Care Center representatives are available:  
Monday - Friday, 8 am - 8 pm and Saturday, 8 am - 4pm  
(Eastern Time)

For information on class cancellations due to bad weather or other reasons, call the Class Cancellation Hotline at: **585-258-8057**.

## Sign up on the Web!

You can get current information about classes and sign up for classes, too, at [www.mvphealthcare.com](http://www.mvphealthcare.com).

On the home page, click Medicare Members, select your county if prompted, and on the Medicare Home page, click *Sign Up for Classes* under *Live Well*.

Check through the class listing and write down the name, date and code of the class(es) in which you are interested. Then, click *Sign up for classes!* and fill out the same form that we include in the newsletter. When you've completed the form, click the Submit button at the bottom. You'll get a confirmation message that your request has been sent successfully.

## Health and Wellness

### **new!** Joint Replacement

Learn more about joint replacement and what lies in store for you after the prognosis, surgery and rehabilitation. Presented by John Klibanoff, MD, an orthopedic surgeon with Orthopedics Associates of Rochester.

**Tuesday, October 11, 1:30 - 3 pm**

Program code: 1151

### **new!** Living Well with Diabetes Series

This series will provide you with the resources and tools to help you take control of this chronic condition so you can "take on life and live well." Pre-registration is required and class size is limited. MVP members may be able to use their HealthDollars<sup>sm</sup> for reimbursement of these class fees, if applicable to your health plan. Checks are payable to MVP Health Care and due at the time of registration in order to hold a seat. Please mail checks to:

**MVP Health Care**  
**Attn: Living Well with Diabetes Series**  
**220 Alexander Street**  
**Rochester, NY 14607**

### What is Diabetes? What You Should and Can Do About It!

This interactive presentation will provide you with the information needed to improve your ability to control your diabetes. Resources and current recommended evaluations will also be provided. Presented by Mervyn Weerasinghe, MD, Consultant, Rochester Clinical Research, Inc.

**Wednesday, September 21, 6- 7:30 pm**

Program code: 1090

### Management of Type 2 Diabetes: Common Misconceptions

This presentation will discuss: A1C and its correlation to developing complications, reasonable expectations of oral medications and the need for insulin therapy, misconceptions of insulin therapy, advantages and limitations of insulin pump therapy/continuous glucose monitoring. Presented by R. James Bingham, MD, Unity Diabetes Center.

**Tuesday, September 27, 6 - 7:30 pm**

Program code: 1074

### Healthy One-Dish "Diabetes-Friendly" Dinners

Held at The Cooking School at Tops: 3506 Mt. Read Boulevard. We will prepare easy, well-balanced dinners that may become part of your weekly menu rotation! Plus, we will share how to make a "freezer library" and provide you with a take-home diabetes-friendly shopping list. Presented by Celia Topping, RD, CDE and Personal Chef Brenda Monahan.

Fee: \$10 for MVP members, \$25 for non-members

**Wednesday, October 26, 7 - 9 pm**

Program code: 1063

### Smart Snacking for the Holidays

Held at The Cooking School at Tops: 3506 Mt. Read Boulevard. To make this time of the year more enjoyable, give yourself (and your family) some HEALTHY, diabetic-friendly options to snack on. We will demonstrate how to prepare some delicious appetizers and give you a list of savory and sweet snack ideas to take home, for anytime! Presented by Celia Topping, RD, CDE and Personal Chef Brenda Monahan.

Fee: \$10 for MVP members, \$25 for non-members

**Thursday, November 17, 7 - 9 pm**

Program code: 1064

## The "Eat Smart" Series

### Choices for a Healthier You

Save the dates for this exciting new educational series that includes both hands-on cooking and cooking demonstrations classes to be held at the New York Wine & Culinary Center in Canandaigua this fall. You may sign up for one class or more. **Pre-registration is required and class size is limited.** MVP members may be able to use their HealthDollars<sup>SM</sup> for reimbursement of these class fees, if applicable to your health plan.

Checks are payable to MVP Health Care and due at the time of registration. Please mail checks to:

**MVP Health Care**  
**Attn: Eat Smart Series**  
**220 Alexander Street**  
**Rochester, NY 14607**

\*Cancellations may be subject to partial refund.

A confirmation letter complete with directions will be sent to registrants prior to the classes.

### Better Choices in Nutrition (Hands-On Kitchen)

Fee: \$20 for MVP members, \$40 for non-members

**Friday, September 23, 1 - 3 pm**

Program code: 954

### Nutrition for 50+ (Demo Theatre)

Fee: \$20 for MVP members, \$40 for non-members

**Friday, October 14, 1 - 3 pm**

Program code: 955

### Cooking for One or Two (Hands-On Kitchen)

Fee: \$20 for MVP members, \$40 for non-members

**Friday, November 4, 1 - 3 pm**

Program code: 956

### Healthy Appetizers for the Holidays (Demo Theatre)

Fee: \$20 for MVP members, \$40 for non-members

**Friday, November 18, 1 - 3 pm**

Program code: 936

### **new!** Down with Cholesterol

Learn nine specific strategies for cholesterol reduction and how to implement them in your everyday health practices. In this interactive workshop participants will receive educational materials, work in small groups and leave with a wellness plan. Presented by Linda Louison-Krause, Wellness Works.

**Tuesdays, November 22 through 29, 10 am - noon**

Program code: 1243



### **new!** Improving Your Sleep Series

#### Diagnosing Sleep Disorders and Treatment Options

Learn about the many options available to treat sleep problems and resources to find out more information. Presented by Dr. Alice Hoagland, PhD.

**Tuesday, October 4, 1:30 - 3 pm**

Program code: 1078

#### The Mystery of Sleep and How to Make it Better

This program will detail the nature of healthy sleep, the things that can go wrong throughout our life cycle and some of the common sleep disorders. Presented by Robert Israel, MD

**Tuesday, October 18, 1:30 - 3 pm**

Program code: 1079

### **new!** Breathe Well, Live Well Self-Management Series

#### COPD: Overview and Treatment Options for Chronic Obstructive Pulmonary Disorder

This program will focus on why people need oxygen, why patients with COPD get short of breath, the treatment options and an overview of the most common medications used to treat COPD. Presented by Dr. Jason Lyons.

**Thursday, October 27, 6 - 7:30 pm**

Program code: 1171

#### Tips to Empower the Asthma Patient

This program will provide information regarding common causes and triggers of asthma as well as outline basic principles of asthma diagnosis and treatment. Presented by Dr. Anatole Kleiner.

**Tuesday, November 1, 2 - 3:30 pm**

Program code: 1075

### **new!** Consumer Protection Series

#### Scams and Older Adults

This class brings an awareness of scams of older adult consumers and how not to be targeted by scam artists. Presented by Pat Coakley from the Better Business Bureau.

**Wednesday, November 9, 10 am - 11:30 am**

Program code: 1077

#### Identity Theft

Learn ways to prevent identity theft and the steps to take if your ID is stolen. Presented by Pat Coakley from the Better Business Bureau.

**Wednesday, November 16, 10 - 11:30 am**

Program code: 1076

# MVP Health Care Wellness Center 2011 Fall/Winter Class Schedule, cont.

## **new!** Aging with Grace

This interactive workshop will help you feel more in control of the natural aging process. We will study and practice ways to feel energetic and vital. Classes include weekly activities and small and large group discussion. Presented by Linda Louison-Krause, Wellness Works.

**Thursdays, October 6 through 27, 10 am - noon**

Program code: 1244

## **What is Acupuncture & Oriental Medicine?**

This program will educate participants on the health benefits of acupuncture and oriental medicine. Presented by Laurie Mitchell, LAc.

**Monday, October 24, 6 - 7 pm**

Program code: 957

## **new!** Everything You Want to Know About Chocolate

Learn about the history of chocolate, its types, sources, what the latest research says about the pros and cons of consuming chocolate and the best cooking methods. Receive some free recipes. Presented by an MVP Health Care Community Health Educator.

**Friday, December 9, 10 - 11 am**

Program code: 1044

## **new!** Coping with Change

In this program, you will learn how your personality style affects the way you deal with change, the stages of change, the pros and cons of change, and how change can affect your stress level and what to do about it. Presented by an MVP Health Care Community Health Educator.

**Monday, November 14, 10 - 11 am**

Program code: 1121

## **Fall Prevention Four Part Series**

A simple fall can change your life forever. The good news is that most falls can be prevented. Join us for 4 sessions of information and exercise that can arm you with the tools to reduce YOUR risk for falls. Participants should wear comfortable clothing and sneakers. There is an optional pre and post test for balance. Please plan to attend ALL sessions. Presented by an MVP Health Care Community Health Educator.

**Wednesdays, October 12 through November 2, 1:30 - 2:30 pm**

Program code: 1111

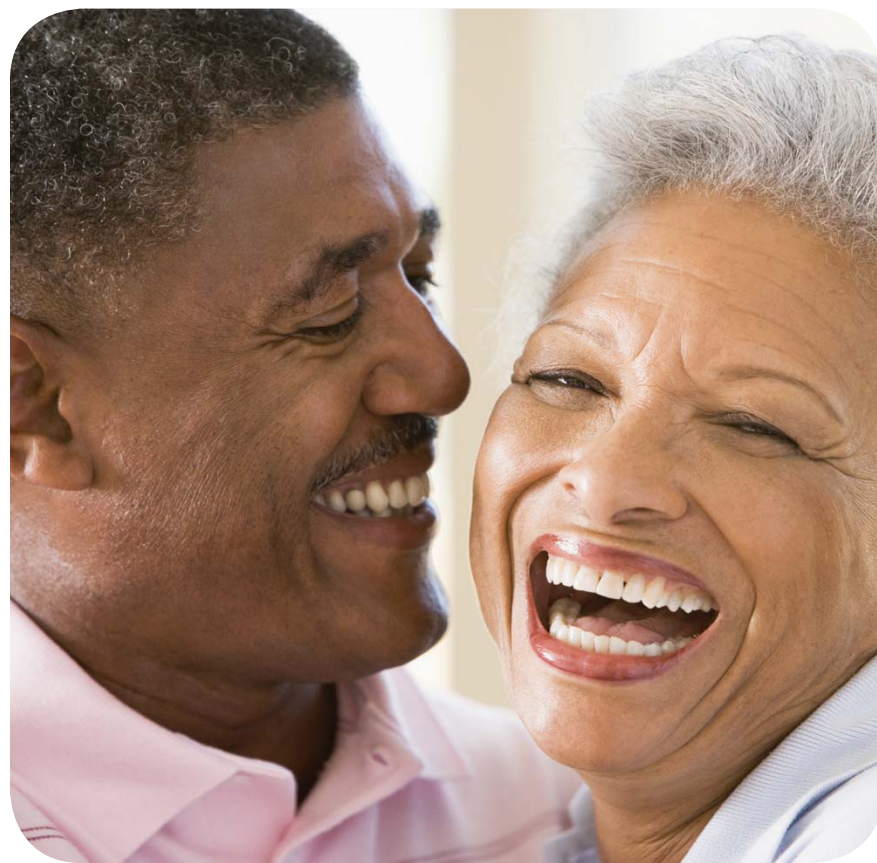
This program will be held at The Northfield, 4560 Nine Mile Pt. Road, Fairport, NY 14450

## **Let's Get Organized**

Learn how a little investment of time can improve your quality of life, decrease your stress, and give you more time to do the things that you really enjoy. Presented by an MVP Health Care Community Health Educator.

**Wednesday, September 21, 10 - 11:30 am**

Program code: 969



## **Life is a Ball: Humor and Health**

Learn how humor affects your health, stress level, creativity and productivity, what role attitude plays, and ways to inject some fun into your everyday life. Presented by an MVP Health Care Community Health Educator.

**Friday, October 21, 1:30 - 3 pm**

Program code: 1091

## **Mindful Meditation**

Learn the basics of mindful meditation for a greater sense of calm and relaxation for your body and mind. This class is most suitable for those with little or no prior experience in meditating. Presented by an MVP Health Care Community Health Educator.

**Tuesday, November 8, 2 - 3:30 pm**

Program code: 1092

## **Golden Sexuality**

Join us in a discussion of myths and realities surrounding intimacy, sex and aging. Please be advised this presentation contain mature content. Presented by an MVP Community Health Educator.

**Monday, November 28, 2 - 3 pm**

Program code: 1096

## **Relaxation Breathing Techniques**

Explore and learn how the breath can heal, re-energize, relax, refresh and bring a sense of calm to your life. Wear loose and comfortable clothing. Presented by an MVP Health Care Community Health Educator.

**Tuesday, November 29, 2 - 4 pm**

Program code: 1093

## Survival Tips for the Holidays

The holidays can prove to be challenging for us, especially when it comes to keeping off those extra pounds we tend to gain. Learn some simple “survival tips” to keep pounds off during the holidays as well as ways to make some favorite holiday recipes healthy.

Presented by an MVP Health Care Community Health Educator.

**Monday, November 14, 2 - 3 pm**

Program code: 1097

**Thursday, December 8, 2 - 3 pm**

Program code: 1098

## Safe Driver NY

Reduce your New York Auto insurance premiums by approximately 10% and take up to 4 points off your NY driving record after completion of this Safe Driver NY program. MVP Health Care members will pay \$22 with proof of membership. All others will be charged \$32 for the program. Checks are payable to Safe Driver NY the day of the program. Due to strict DMV regulations, no one will be admitted after the advertised start time. Please be prompt or you will be asked to reschedule your session. Allow yourself extra time if travelling a significant distance.

**Tuesday AND Thursday, October 18 AND 20, 6 - 9 pm**

Program code: 1209

**Saturday, November 12, 9 am - 3:15 pm**

Program code: 1210

**Monday AND Tuesday, December 5 AND 6, 6 - 9 pm**

Program code: 1211

## AARP Driver Safety Program

AARP has developed a six-hour classroom refresher to help drivers age 50+ improve their skills and prevent accidents. Fee for the course is \$12 (check, cash or money order) for AARP members and \$14 for non-AARP members. MVP Health Care members may be eligible to use HealthDollars<sup>sm</sup> toward this program. Presented by an AARP instructor.

**Tuesday AND Thursday, September 20 AND 22, 12 - 3 pm**

Program code: 979

**Tuesday AND Thursday, November 15 AND 17, 12 - 3 pm**

Program code: 1212



## Physical Activity

Always discuss any exercise class with your doctor before starting the class.

### OsteoMoves Four Part Series

This series is designed for people with osteoporosis and/or osteoarthritis. This self-management program is designed as a combination of information and exercises using a flexible ball and resistance band that you can use independently at home. The exercises are gentle (many can be done from a seated position). Wear comfortable clothing and sneakers with non-slip soles. The program will be taught by an MVP Health Care Community Health Educator who is also a certified fitness instructor.

**Mondays, October 10 through 31, 11 am - noon**

Program code: 1110

### Social Dancing

No experience or partner needed; smooth-soled shoes helpful. Taught by dance instructor Esther Brill.

**Thursdays, September 15 through December 8, 2:30 - 3:30 pm**

Program code: 1213

\*No class on 9/29 or 11/24

### Zumba® Gold

Zumba is a Latin-inspired dance fitness class. This workout is great for the beginner exerciser. Come join the party.

**Monday & Wednesday, September 7 through December 7, 3 - 3:45 pm**

Program code: 1216

### Line Dancing

You'll quickly be dancing the “Electric Slide” and other popular dances. No experience or partner required. Leather soled shoes are recommended. Led by dance instructor Will Herzog.

**Fridays, September 9 through November 18, 9:30 - 10:30 am**

Program code: 1214

\*No class on 10/7 or 10/14

### Contra Dancing

Also called an American folk, contra dancing is done in facing lines, and no partner is needed. Led by dance instructor Will Herzog.

**Fridays, September 9 through November 18, 10:45 - 11:45 am**

Program code: 1215

\*No class on 10/7 or 10/14

### Body in Motion

A fun and challenging physical activity program focusing on joint range of motion, muscle strength and endurance, flexibility, agility, balance and coordination.

**Monday & Wednesday, September 7 through December 7, 9:30 - 10:30 am**

Program code: 636



## SilverSneakers® Muscular Strength & Range of Movement

Hand-held weights, elastic tubing with handles, and a ball are offered for resistance. A chair is used for seated and/or standing support.

**Tuesday & Thursday, September 6 through December 6,  
9:30 - 10:30 am**  
Program code: 650

**Monday & Wednesday, September 7 through December 7,  
11 am - noon**  
Program code: 638

## SilverSneakers® Cardio Circuit

Combine fun with fitness to increase your cardiovascular and muscular endurance power with a standing circuit workout. A chair is offered for support, head to toe stretching, and complete relaxation in a comfortable position.

**Monday & Wednesday, September 7 through December 7,  
1:45 - 2:45 pm**  
Program code: 649

## SilverSneakers® YogaStretch

YogaStretch will move your whole body through a complete series of seated and standing yoga poses. Chair support is offered to safely perform a variety of postures designed to increase flexibility, balance and range of movement. Restorative breathing exercises and a final relaxation will promote stress reduction and mental clarity.

**Tuesday & Thursday, September 6 through December 6,  
10:45 - 11:45 am**  
Program code: 651

## Qi Gong

Qi Gong can improve posture, balance and flexibility as well as functions of the respiratory and digestive systems.

**Tuesdays, September 6 through December 6, 1:45 - 2:45 pm**  
Program code: 1217

## Tai Chi

Benefits of Tai Chi can include improving balance, flexibility and muscle strength, increasing energy, lowering blood pressure, and much more. This class will involve an introduction to Yang Style Short Form Tai Chi.

**Tuesdays, September 6 through December 6, 2:45 - 3:45 pm**  
Program code: 1218

## Yoga

Learn classic yoga postures, breath work and relaxation. No prior experience needed; people at all levels of fitness are welcome. Wear loose, comfortable clothes and bring a mat and pillow.

### Session 5

**Wednesdays, September 7 through October 19, 5:30 - 6:30 pm**  
Program code: 1219

**Wednesdays, September 7 through October 19, 6:45 - 7:45 pm**  
Program code: 1220

### Session 6

**Wednesdays, October 26 through December 7, 5:30 - 6:30 pm**  
Program code: 1221

**Wednesdays, October 26 through December 7, 6:45 - 7:45 pm**  
Program code: 1222

# MVP Health Care Program Registration Form

Please write the program name and code  
(or use the date if no program code is given).

Program Name \_\_\_\_\_ Program Code \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you a NEW participant in MVP Health Care programs?  
Yes  No

Thank you! **You will receive a reminder card in the mail  
3-4 days before the first day of class.**

NAME \_\_\_\_\_

MEMBER # \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY NY, ZIP \_\_\_\_\_

PHONE ( ) \_\_\_\_\_

Please return to:  
MVP Health Care  
220 Alexander St.  
Rochester, NY 14607  
Attn: MVP Health Care Wellness Center

# Come to an MVP Medicare Member Workshop



Welcome, MVP Medicare Advantage plan members to one of our interactive workshops designed to give you a more complete understanding of your plan benefits and how to best use them. We're excited to share the many special programs we offer to help you live the life you choose.

## Bring your questions, such as:

- How can the information on my MVP Health Care membership ID card help me?
- If I have an emergency while out of the area, what do I do?
- How does my Medicare prescription drug coverage (Part D) work?
- Are there any benefits and services available with no additional fee?

**Reservations:** Call MVP Medicare Products Advisors in advance to reserve a seat. They are available weekdays from 8 am to 5 pm Eastern Time at 1-888-280-6205. TTY users may call 1-800-662-1220. All locations are handicap accessible.

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### Friday, October 7, 2011

10 am  
YWCA  
301 North St., Batavia

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### Friday, October 7, 2011

2 pm  
Valley Oak Event Center, Quality Inn  
4242 Lakeville Road, Geneseo

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### Monday, October 10, 2011

2 pm  
First Congregational United Church of Christ  
26 East Church St., Fairport

## MVP moves forward with system changes

Over the next few months, MVP will be completing the work of merging two sets of computer systems into one. These systems support the work we do to maintain your records, pay claims and provide service to help you get the best out of your health care coverage.

The result of this effort will be more efficient ways of doing business that will help us respond quickly to industry and regulatory changes.

You will experience few changes as we work to merge the systems.

- **You will have a new member ID number which will activate automatically on January 1, 2012.**
- **You will receive a new ID card with your new number on it in November or December.**

This work will not affect our ability to respond to your requests and questions promptly. Our Medicare Customer Care Center representatives will be available as usual, you will experience no interruption in the claims or authorization processes, and our Web site will be available.

**We will be open for business as usual!**

## Read this if you have diabetes and high blood pressure

The American Diabetes Association recommends that, if you have diabetes and high blood pressure, one of the medications you should be given to treat your high blood pressure is:

- an angiotensin converting enzyme (ACE inhibitor), or if you cannot tolerate this type of medication
- an angiotensin II receptor blocker (ARB)

ACE inhibitors are medications that lower blood pressure by keeping your blood vessels relaxed. These medications also help protect your kidneys and reduce your risk of heart attack and stroke. Some examples of ACE inhibitors are benazepril, lisinopril, fosinopril, quinapril and ramipril.

ARBs are medications that also keep the blood vessels open and relaxed to help lower blood pressure. Like ACE inhibitors, ARBs protect your kidneys. Some examples of ARBs are losartan, Diovan and Avapro.

If you are not currently taking an ACE inhibitor or ARB please ask your doctor at your next appointment if one of these medications would be right for you.

*Source: Standards of Medical Care in Diabetes-2011, American Diabetes Association*

## Medicine Bag Review dates

Help for anyone taking four or more drugs



MVP Health Care, together with Wegmans Pharmacy, offers this free, vital program to all Preferred Gold HMO, GoldValue HMO and GoldAnywhere PPO members. It's especially designed for anyone taking four or more prescription medications. It's also your chance to meet with a Wegmans pharmacist to review all of your medications to check for potential dangers in mixing different drugs.

Each meeting takes about 15 minutes. You also will receive a Vial for Life refrigerator kit for emergencies and educational materials for taking part. (You don't need to be a Wegmans customer.)

**Pre-registration is required and space is limited, so call today.** For more information or to make an appointment for Medicine Bag Review, contact Cheryl Minchella at 585-327-5752 or 1-800-933-3920, ext. 45752. The TTY number is 1-800-662-1220.

**It's important to bring all of the following to your appointment:**

- All medications you are currently taking, including:
  - prescriptions
  - over-the-counter drugs
  - vitamins
  - herbal remedies and supplements
- Any prescriptions you have not filled

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### September 20 (Tuesday)

MVP Health Care Wellness Center  
9 am - 4 pm

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### October 5 (Wednesday)

Chili-Paul Wegmans, Chili  
9 am - 1 pm

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### November 7 (Monday)

MVP Health Care Wellness Center  
9 am - 4 pm

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### November 16 (Wednesday)

Titus Ave. Wegmans, Irondequoit  
9 am - 1 pm

**EPIC Changes, continued from page 1**

- As an EPIC member, if / when you reach the coverage gap, the situation changes. While you are in the coverage gap, you will only pay the EPIC copay — not what you would normally pay under your MVP drug plan — for purchased Part D drugs.
- EPIC will continue to help its members apply for Medicare’s Low Income Subsidy (LIS) Program and Medicare Savings Program to help them save more on drugs.

**Not currently enrolled in EPIC but interested?**

If you’re thinking about joining EPIC, remember:

1. You must be age 65 or older.
2. You must be a New York state resident.
3. Your income limit must be: up to \$35,000 if single, or up to \$50,000 if married.
4. Beginning January 1, 2012 it will be free to join EPIC!
5. Call EPIC at 1-800-332-3742 (TTY users may call 1-800-290-9138) Monday - Friday from 8:30 am to 5 pm for more information or an application.

If you have questions about how EPIC works with your MVP health plan, call our Medicare Customer Care Center Monday - Friday from 8 am to 8 pm and Saturday from 8 am to 4 pm Eastern Time at 1-800-665-7924. TTY users may call 1-800-662-1220. From October 15 - February 14, call us seven days a week from 8 am to 8 pm at these numbers.

# Vaccines: save time and \$\$\$

eDispense is a free service which allows your doctor to process vaccine claims electronically when you receive the vaccine. Using eDispense, your physician will know immediately how much to collect for your Part D copay and the fee for administering it. You will not need to fill out or send any paperwork to Medco.

If your physician is not enrolled in eDispense, you must pay for the vaccine and administration fee out of pocket at the time of your office visit. Then you will need to complete the Vaccine Reimbursement Form (available on our Web site at [mvphealthcare.com](http://mvphealthcare.com)) and mail the form directly to Medco for reimbursement. This form must be filled out completely and correctly or your claim will be denied. You will only be reimbursed at the rate that MVP Health Care has negotiated with Medco for your vaccine, minus your applicable copay. For the administration fee, you will be reimbursed up to \$20. This may be less than what you actually paid at your doctor’s office.

Ask your doctor to enroll in eDispense if he or she is not already enrolled. Your doctor can find information about how to enroll on the Provider section of our Web site. Doctors can also call eDispense or MVP for additional information.

## Prevent yourself from falling Come to a SOCK SWAP!



In recognition of National Fall Prevention Awareness Day on Friday, September 23, 2011, *Living Well* Programs from MVP Health Care will sponsor:

**Sock Swap week from September 19 - September 23**

- Bring a pair of “unsafe” socks to one of the *Living Well* programs (including any SilverSneakers® class) at MVP’s Wellness Center, 220 Alexander Street in Rochester.
- Receive a pair of beautiful non-slip socks.
- Learn simple actions you can take to keep yourself safe from falls every day.

# Preventive care highlights

## Preventing falls

### **Exercise to improve your balance**

When we are young, our eyes, ears, muscles, brain, and nerves work together to keep us upright and steady on our feet. As we age, however, our balance tends to be less dependable, especially if we don't use it regularly.

Do this exercise consistently for 10 minutes every day to improve your balance skills! Begin with Level 1 and move up through the levels as your balance improves.

#### **Level 1**

1. Stand behind a sturdy chair and rest both hands gently on the back for balance.
2. Shift your weight to your left leg, find a focal point (something on which to focus your gaze that is not moving).
3. Lift your right foot off the floor. Count to 6 slowly and lower your foot to the floor. Repeat 3 times.
4. Repeat the entire set on the opposite leg.

#### **Level 2**

1. Do steps 1 and 2 from Level 1.
2. Lift your right foot off the floor. Lift your hands off the back of the chair. Count slowly to 6. Lower your hands to the chair and then your foot to the floor.
3. Repeat the Level 2 steps on the opposite leg.

#### **Level 3**

Do Levels 1 and 2 standing to the side of the chair with only one hand gently on the back of the chair for balance (pictured).



## Facts about vitamin D testing

### **Should you get your vitamin D level tested?**

You might be thinking “yes” if you have read articles and listened to news stories about the latest research on vitamin D’s impact on your health. A lack of vitamin D has been linked to cancer, heart disease and other illnesses.

However, the Institute of Medicine (IOM) recently assessed more than 1,000 studies on calcium and vitamin D level and health outcomes such as cancer, diabetes, falls and hypertension. The IOM found that information about the health benefits tied to the levels of vitamin D and calcium other than bone health — benefits often reported in the media — were from studies that provided often mixed and inconclusive results and could not be considered reliable. Only bone health was tied to having sufficient levels of Vitamin D and calcium.

### **What might this mean for you?**

- There is no conclusive evidence supporting routine vitamin D testing for healthy adults.
- Nearly all Americans obtain sufficient vitamin D from their diet without supplementation for bone health.

Medicare guidelines state that vitamin D testing may not be used for routine screening. Testing of vitamin D levels is indicated for patients with diseases such as chronic kidney disease or osteoporosis.



# Bladder control problems

## ***Preparing for your appointment***

If you have urinary incontinence (bladder control problems), you're likely to start by seeing your family doctor or a general practitioner. Because appointments can be brief, and because there's often a lot of ground to cover, it's a good idea to be well-prepared for your appointment. Here's some information to help you get ready.

### **What you can do**

- Be aware of any pre-appointment restrictions. At the time you make the appointment, be sure to ask if there's anything you need to do in advance, such as restrict your diet.
- Write down any symptoms you're experiencing, including any that may seem unrelated to urinary incontinence.
- Write down key personal information, including any major stresses or recent life changes.
- Bring a list of all medications, vitamins or supplements that you're taking.
- Write down questions to ask your doctor. List your questions from most important to least important in case time runs out.

### **For urinary incontinence, some basic questions to ask your doctor are:**

- What's the most likely cause of my symptoms?
- Are there other possible causes for my symptoms?
- What kinds of tests do I need? Do these tests require any special preparation?
- Is my incontinence temporary or will I always have it?
- What treatments do you recommend?
- What are the alternatives to the primary approach that you're suggesting?
- I have these other health conditions. How can I best manage these conditions together?
- Are there any dietary restrictions that I need to follow?
- Are there any brochures or other printed material that I can take with me? What Web sites do you recommend?

Source: [www.mayoclinic.com](http://www.mayoclinic.com)

# Seniors Rock 2011

Enjoy this fun-filled event presented by Seniors Rock, an organization that promotes healthful entertainment for people over age 55, and sponsored by MVP Health Care.

You can buy tickets for the event exclusively at Wegmans a few weeks prior to the event date. For more information, call 585-723-5623. You can also visit the Seniors Rock Web site at [www.seniorsrock.info](http://www.seniorsrock.info).

## HOLIDAY SHOW!

**Geva Theater Center,  
75 Woodbury Blvd., Rochester  
Tuesday, December 20, 2011**

Celebrate the holidays with a special afternoon! Exhibitors will begin the program with helpful information and prize giveaways. Watch a terrific holiday show and then meet the actors after the performance! You'll leave with your own souvenir photo and a gift bag.

# Giving you a 5-star experience



MVP wants each experience you have with us to be top notch, **a 5-star experience.**

What do we consider as part of a 5-star experience? Since our goals are to provide you the best health care coverage, information about your benefits and tools to help you live well, we place the following at the top of what we want you to experience:

## Courteous and knowledgeable Medicare Customer Care Center representatives

Our Medicare representatives are dedicated to knowing about our Medicare products. They are ready to answer your questions, explain your benefits and resolve issues in a friendly and courteous manner. If you are most comfortable speaking a language other than English, we can arrange to have an interpreter available at no cost to you. If you are hearing impaired, we have a TTY number available for your use — 1-800-662-1220.

## Information that is clear and understandable

We strive to provide information that is easy to read and understand so that you can make the most of your health benefits. This includes writing so you can easily understand what we are saying, explaining new terms if we need to use them, and presenting information in easy-to-read formats. For quick access, you can find information and forms on our Web site, [www.mvphealthcare.com](http://www.mvphealthcare.com).

## Programs that help you get and stay well

We offer a variety of programs that meet all levels of support and guidance. These include:

- Fitness center membership since exercise is at the core of feeling and living well
- Health management when you need extra support during a serious or ongoing illness
- HealthDollars® that you can use toward a variety of health, wellness or fitness classes
- 24/7 Nurse Advice Line to get answers to your health questions any time

## Doctors and health professionals who provide quality care

The more than 15,000 providers in our network have agreed to provide your care following specific quality of care guidelines. You can feel confident in the health care professionals in our network. All network physicians are carefully evaluated — both when they become part of the MVP panel, and every three years thereafter. This is to ensure that they meet our standards for training and professional certification and that they demonstrate skill in treating patients. We have a group dedicated to helping providers understand our benefits and knowing about our resources.

At MVP, we value your feedback and appreciate your taking the time to complete any survey that asks you to rate how we or our providers are doing. The information that we receive as a result of the survey responses helps us to know how we can serve you better.

Health or wellness or prevention information



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