

Living Well

For MVP Medicare Advantage Members

winter/spring 2012



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Testing for osteoporosis



Experiencing a fracture of the spine, hip or leg can be disabling, but can often be prevented.

As you age your bones get thinner naturally, but sometimes a condition called osteoporosis may set in. Osteoporosis causes severe bone thinning that can lead to fractures, pain and, as a result, difficulty in caring for oneself.

A special test can tell whether you have osteoporosis and can help you and your doctor decide whether treatment is right for you. Bone Mineral Density (BMD) testing using a Central DXA (Dual Energy X-ray Absorptiometry) scan can help measure bone density (thickness) in several different sites in the body. The U.S. Preventive

Services Task Force recommends women age 65 and older be tested for osteoporosis routinely and those who are at high risk begin testing at age 60.

There are things you can do to reduce the risk of osteoporosis and fractures, including:

- **Exercising regularly**
- **Not smoking, and**
- **Eating a healthy diet rich in calcium and Vitamin D.**

Talk to your doctor about whether testing for osteoporosis, or prescribing medications and/or supplements to prevent or treat the disease, may be right for you.

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 MVP Medicare 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.

Visit www.mvphealthcare.com
on the Web.

Comments:

Write to us at:
**MVP Health Care
Communications Dept.
220 Alexander Street
Rochester, NY 14607**

You can also email us at:
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*.

How to get claims paid from providers who are not in MVP's network

If you receive care from a doctor or other health care provider who is not part of MVP's network of providers, be sure to show your MVP member ID card. The back of your card includes the address where the doctor can send the claim. The doctor should bill MVP directly.

If you have already paid for covered services from an out of network provider, please send MVP your bill along with proof of payment (a copy of your receipt), and MVP will reimburse you for its share of the cost. Follow the instructions below to submit your medical claim to MVP for payment.

If you received a bill for services from an out of network provider and you have not paid the claim, please send the bill to MVP for payment. MVP will pay the doctor or other provider for its share of the bill and will let you know what, if anything, you must pay. You will not have to pay a non-plan provider any more than what is specified in your Evidence of Coverage (your contract).

All requests for reimbursement **MUST include** original itemized bills, preferably on a Medicare-approved billing form. MVP **will not** process items such as balance due, balance forward or explanations of benefits without the original bill. The original itemized bill must include the following:

- A listing of each service rendered
- The diagnosis(s) for each service
- The date of service for each service
- The charge for each service
- The provider name/address/phone number (for servicing and billing)
- The provider's National Provider Identifier (NPI)

All bills from you or the provider should be sent directly to MVP at this address:

Claims Submission
MVP Health Care
P.O. Box 2207
Schenectady, NY 12301

If you have questions, call MVP's Medicare Customer Care Center at the numbers on the back of your member ID card.

MVP covers emergency and post-stabilization services and renal dialysis worldwide. Urgently needed care is covered throughout the United States. In all of these situations, you pay only your in-network copay.

For all other medical services, if you use out of network providers to get covered services, your out-of-pocket costs will be higher than if you use in-network providers.

Health reminder phone calls



You may receive a phone call from MVP to remind you about important preventive care screenings and tips for managing chronic conditions.

MVP has partnered with the Eliza Corporation to help us reach out to our membership using automated calls. This is part of our effort to help you live well.

We hope that, if you receive a phone call, it will prompt you to have a discussion with your doctor about important health issues and determine which screenings and tests may be right for you.

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 or your Healthways SilverSneakers 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

Bergen

Gillam-Grant Community Center
585-494-1621

Batavia

Genesee Area Family YMCA
585-344-1664

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

Geneva

Geneva Family YMCA
315-789-1616

Greece

Northwest Family YMCA
585-227-3900

Bally Total Fitness
585-720-5410

Hilton

Fitness Warehouse
585-392-6277

Henrietta

Bally Total Fitness
585-427-7890

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

Macedon

Village Fitness - Macedon
315-986-1528

Medina

Orleans County YMCA
585-798-2040

Newark

Spunk Fitness & Tanning
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 Branch YMCA
585-341-4000

Penfield Racquet
and Fitness Club
585-586-7777

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

Planet Fitness
585-924-1540

IronWorx Gym
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.



Time for flu shots

The flu is a contagious respiratory illness caused by influenza viruses.

It can cause mild to severe illness and can even lead to death. According to the Centers for Disease Control and Prevention (CDC), the best way to prevent the flu is by getting a flu vaccination each year.

The CDC website states that flu seasons are unpredictable and can be severe. It is estimated that, on average, approximately 5 to 20% of U.S. residents get the flu, and more than 200,000 people are hospitalized for flu-related complications each year. Over a period of 30 years, between 1976 and 2006, estimates of flu-associated deaths in the United States range from a low of about 3,000 to a high of about 49,000 people.

Getting a flu shot can prevent hospitalization and even save your life. *The New England Journal of Medicine* reports on the effectiveness of flu shots in older adults. Getting a flu shot resulted in:

- A 27% drop in the risk of hospitalization for pneumonia or the flu
- A 48% drop in the risk of death

Flu vaccinations are safe, and they work. Many people mistakenly believe that getting a flu shot can give them the flu. Not true! The vaccine is made from a killed virus. Getting a flu shot allows your body's immune system to practice fighting a real flu intruder by beating up on a weaker version (killed virus). If the real virus invades your body, your system is ready to attack the virus before it can do much damage. This does not apply to FluMist (Live Attenuated Influenza Vaccine or LAIV), a weakened live virus that is inhaled through the nose.

FluMist is NOT recommended for people over age 65.

If you are allergic to eggs, you should not get a flu shot.

The flu shot is free to you as a Preferred Gold HMO, GoldValue HMO or GoldAnywhere PPO member. If you get the shot during an office visit, you will pay a copay for the office visit. Your community pharmacist may be able to administer the shot to you.

Consider getting a shot for pneumonia, too

Pneumococcal disease is a serious infection of the lungs, blood or outer lining of the brain, most often taking the form of pneumonia in adults. The vaccine is recommended for everyone age 65 and older. A pneumococcal shot also is free to you as a Preferred Gold HMO, GoldValue HMO or GoldAnywhere PPO member (if you get the shot during an office visit, you will pay a copay for the office visit).

Don't be left out!

The CDC reports that people of African American race and people of Latino/Hispanic background have lower immunization rates than the rest of the population. MVP Health Care and the Department of Health and Human Services want to eliminate racial and ethnic gaps in flu and pneumococcal vaccination coverage for older adults and for people at highest risk for flu-related illness and pneumonia.

Please call your doctor, local county health department, or your pharmacist for information about the vaccine supply and how to get your shot.

Protect yourself from the flu

In addition to getting the flu vaccine each year, protect yourself from getting sick by following the precautions listed below.

1. Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

2. If possible, stay home when you are sick. You will help prevent others from catching your illness.

3. Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

4. Wash your hands often to help protect you from germs.

5. Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

6. Practice other good health habits — get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

MVP Health Care Wellness Center 2012 Winter/Spring Class Schedule

Classes are free or discounted to 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.

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.

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! Nutrition to Protect Your Eyes

Presented by Katherine White, O.D. from ABVI.

Wednesday, March 14, 10 - 11 am

Program code: 1276

COPD: Overview and Treatment

Presented by Dr. Gary Wahl, Chief of Pulmonary at Rochester General Hospital.

Tuesday, May 22, 6 - 7 pm

Program code: 1172

Hearing and Balance 101

Presented by Sarah Klimasewski, M.S./CCC-A, Community Outreach Coordinator at Hart Hearing Centers.

Tuesday, March 20, 10 - 11 am

Program code: 1447

new! Substance Abuse Prevention for Older Adults

Learn about the warning signs of alcohol and/or prescription medication abuse, the impact of abuse, and community resources. Presented by Tamara Leach, B.S. CASAC from LifeSpan.

Tuesday, March 13, 1:30 - 3 pm

Program code: 1208

new! Home Safety and Modifications

This program from LifeSpan will discuss ways to stay safe in your home. Presented by Mike Gow, coordinator of the Senior Safety program for LifeSpan.

Wednesday, February 8, 10 - 11 am

Program code: 1206

NEW! Mindfully Managing Series

Whether your goal is to better self-manage a chronic condition, decrease stress, lower your blood pressure, or create more peace and tranquility in your life, there's a program for you.

Beginning a Guided Meditation Practice

We'll explore guided meditations. Wear loose and comfortable clothing. You may also wish to bring a mat or cushion.

Wednesday, January 18, 2 - 4 pm

Program code: 1228

Seeking Serenity

This class will teach you how to quiet your mind and clear your thoughts so that you can experience more peace and calm in your daily life.

Monday, May 14, 2 - 3:30 pm

Program code: 1263

Mindful Meditation

Learn the basics of mindful meditation. This class is most suitable for those with little or no prior experience in meditating.

Wednesday, May 16, 10 - 11:30 am

Program code: 1267

Mindfully Managing Menopause Four Part Series

Through the practice of mindfulness techniques, we'll learn how to mindfully manage and integrate this transition into our lives as a way of deepening our personal awareness. You will be registered for the entire series.

Session One - Menopause: Tips for the Transition

Understand the process from perimenopause to menopause and learn to identify the obvious and not so obvious symptoms. Long term health risks associated with menopause will also be discussed.

Session Two - Relaxation Breathing Techniques

Explore and learn how the breath can heal, re-energize, relax, refresh and bring a sense of calm and balance to your life.

Session Three - Mindful Meditation

Learn the basics of mindful meditation for a greater sense of calm and relaxation for your body and mind.

Session Four - Creating Balance in Mind and Body through Yoga

Explore and learn yoga poses specifically addressing specific menopause related issues and symptoms. Wear loose and comfortable clothing. Please bring a yoga mat and a firm pillow or cushion.

Fridays, April 13 - May 4, 1 - 3 pm

Program code: 1227

Living Well with Diabetes Series Spring 2012

Spring into Health!

Held at The Cooking School at Tops: 3506 Mt. Read Boulevard. Join us as we prepare an easy, well-balanced menu! A diabetes expert will discuss healthy eating tips and exercise. Presented by Celia Topping, RD, CDE and Personal Chef Brenda Monahan.

Fee: \$10 for MVP members, \$20 for non-members

Friday, March 16, 11 am - 1 pm

Program code: 1472

Prediabetes

Learn about this condition and lifestyle changes which can prevent or delay type 2 diabetes. Presented by Certified Nutritionist and Certified Diabetes Educator Celia Topping.

Friday, April 20, 9 am - 12 pm

Program code: 1438

What Should I Know About Carb Counting

An understanding of carbohydrates and their important role in good blood sugar control is key to successful diabetes management.

Presented by Certified Nutritionist and Certified Diabetes Educator Celia Topping.

Monday, April 23, 9 am - 12 pm

Program code: 1439

Three Steps for Improving Blood Sugar Control

The three steps for improving blood sugar control are: good weight management, staying active and counting carbohydrates. Presented by Certified Nutritionist and Certified Diabetes Educator Celia Topping.

Wednesday, April 25, 9 am - 12 pm

Program code: 1440

The "Eat Smart" Series

Choices for a Healthier You: Our Spring Duet in the Hands-On Kitchen

Save the dates for this exciting educational series that includes both hands-on cooking and cooking demonstrations classes to be held at the New York Wine & Culinary Center in Canandaigua. Pre-registration is required and class size is limited. MVP members may be able to use their HealthDollarssm for reimbursement of 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.

The Wonderful World of Beans and Rice (Hands-On Kitchen)

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

Friday, April 27, 1 - 3 pm

Program code: 1417

Cooking for One or Two (Hands-On Kitchen)

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

Friday, May 4, 1 - 3 pm

Program code: 1418

Gardening Series

NEW! Planning a Vegetable Garden

Master Gardener Linda Groves will discuss small vegetable gardens; from how to start plants from seed, to the weekly care and harvesting of different crops. She will also discuss how to turn kitchen and garden wastes into organic soil.

Monday, March 12, 1:30 - 3 pm

Program code: 1253

Getting Ready for Gardening

Learn stretching and flexibility exercises to reduce the risk of aches, pains and injury by warming up prior to gardening. Wear comfortable clothing that you can move in easily. Sneakers are required.

Monday, March 26, 1:30 - 3 pm

Program code: 1252

new! Creating Healthy Habits

Learn ways to choose a goal and make it easy to incorporate into your life.

Wednesday, February 29, 10 - 11:30 am

Program code: 1224

Shave Calories without Really Trying

Learn how making a few little changes in your eating habits could equal painless weight loss, how losing just a few pounds can add up to big health benefits, and how everyday activities can be "pumped up" to help you lose calories.

Wednesday, February 22, 10:30 am - 12 pm

Program code: 1226

Fall Prevention

A simple fall can change your life forever. The good news is that most falls can be prevented. Join us for four sessions of information and exercise that can arm you with the tools to reduce YOUR risk for falls. Wear comfortable clothing and sneakers. There is an optional pre and post test for balance. This is a four-class series so please plan to attend ALL sessions.

Wednesdays, April 4 through 25, 1:30 - 3 pm

Program code: 1395

Journaling: Where Do I Begin?

This workshop will provide the "tools" to inspire and motivate you to embark on your journaling journey. Writing exercises will be provided to get you started! Bring your favorite writing instrument and a journal.

Friday, March 16, 1 - 4 pm

Program code: 1094

MVP Health Care Wellness Center 2012 Winter/Spring Class Schedule, cont.

Beginning Your Memoir

Writing your memoir is a gift to yourself and others. Writing exercises and “prompts” will be provided to get you started and keep you motivated to write about your life. Bring your favorite writing instrument and a journal or notebook.

Friday, March 30, 1 – 3 pm

Program code: 1095

Know Your Numbers for Good Health

This class will help you to understand which numbers add up to good health and how to understand what your numbers mean.

Thursday, April 19, 1:30 – 3 pm

Program code: 1338

Dreamweavers

This program will discuss dreams and how we can become more aware of hidden meanings. You will receive a Dream Diary that will help you to record your dreams and look for themes and patterns.

Monday, April 30, 1:30 – 3 pm

Program code: 1337

Safe Driver NY

Peg Barto, owner of Safe Driver NY, will review accident prevention, traffic laws and regulations and discuss how to handle unusual situations such as aggressive drivers or road rage. 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.

Saturday, January 21, 9 am – 3:15 pm

Program code: 1448

Saturday, March 17, 9 am – 3:15 pm

Program code: 1449

Saturday, May 19, 9 am – 3:15 pm

Program code: 1450

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 \$17 (check, cash or money order) for AARP members and \$19 for non-AARP members. Contact your insurance agent to see if you are eligible for an insurance discount. MVP Health Care members may be eligible to use HealthDollarsSM toward this program.

Tuesday AND Thursday, February 15 AND 17, 12:30 – 3:30 pm

Program code: 1475

Tuesday AND Thursday, April 24 AND 26, 12:30 – 3:30 pm

Program code: 1476

Tuesday AND Thursday, June 12 AND 14, 12:30 – 3:30 pm

Program code: 1477

Physical Activity Classes

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

new! Yogalates

Yogalates is a combination of yoga and Pilates. Yogalates focuses on exercises and sequences that enhance the structural integrity of the body and create greater awareness of ideal alignment. This class requires that you are able to move up and down from the floor without assistance. Bring your own mat and wear loose, comfortable clothing.

Mondays and Wednesdays through August 8, 11 am – 12 pm

Program code: 1453

new! Argentine Tango

Learn the basic dance vocabulary while practicing walking, balance, posture and proper technique. A simple repertoire will get you dancing right away. Come with or without a partner. Taught by Agustin “Gus” Ramos of Flower City Tango.

Thursdays, January 12 – March 8, 1:15 – 2:15 pm

Program code: 1451

Thursdays, March 15 – May 3, 1:15 – 2:15 pm

Program code: 1452

Thursdays, May 10 – June 21, 1:15 – 2:15 pm

Program code: 1478



OsteoMoves Four Part Series

If you have osteoporosis and your fear of a fracture keeps you from exercising, have joint pain from osteoarthritis that makes it difficult to exercise, think most exercise programs are too strenuous for you, or want to exercise but lack the knowledge or equipment, then the OsteoMoves series designed for people with osteoporosis and/or osteoarthritis is for you! Wear comfortable clothing and sneakers with non-slip soles.

Mondays, June 4 through June 25, 2 – 3 pm

Program code: 1396

Social Dancing

Try fun, easy to learn dances to your favorite music! No experience or partner needed; smooth-soled shoes helpful. Taught by dance instructor Esther Brill.

Thursdays, January 19 through March 29, 2:30 - 3:30 pm

Program code: 1454

Thursdays, April 19 through July 12, 2:30 - 3:30 pm

Program code: 1455

Line Dancing

Learn the basic steps and 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, January 13 through April 27, 9:30 - 10:30 am

Program code: 1456

*No class on 3/9

Fridays, May 4 through August 10, 9:30 - 10:30 am

Program code: 1457

Contra Dancing

Contra dancing has been called an American folk dance, and includes such favorites as the "Virginia Reel." The dances are done in facing lines, and no partner is needed. Led by dance instructor Will Herzog.

Fridays, January 13 through April 27, 10:45 - 11:45 am

Program code: 1458

*No class on 3/9

Fridays, May 4 through August 10, 10:45 - 11:45 am

Program code: 1459

Zumba® Gold

Zumba is a Latin-inspired dance fitness class. The class format combines a combination of fast and slow rhythms to get your heart pumping and tones and sculpts the body with core exercises.

Mondays and Wednesdays through August 8, 3 - 3:45 pm

Program code: 1460

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.

Mondays and Wednesdays through August 8, 9:30 - 10:30 am

Program code: 1461



SilverSneakers® Muscular Strength & Range of Movement (Level 1)

Have fun and move to the music through a variety of exercises designed to increase muscular strength, range of movement, and activity for daily living skills. A chair is used for seated and/or standing support.

Tuesdays and Thursdays through August 9, 9:30 - 10:30 am

Program code: 1463

SilverSneakers® Cardio Circuit (Level 2)

Upper body strength work using hand-held weights, elastic tubing with handles, and a ball is alternated with low-impact aerobic choreography. A chair is offered for support.

Mondays and Wednesdays through August 8, 1:45 - 2:45 pm

Program code: 1462

SilverSneakers® YogaStretch

YogaStretch will move your whole body through a complete series of seated and standing yoga poses. Chair support is offered. Restorative breathing exercises and a final relaxation will promote stress reduction and mental clarity.

Tuesdays and Thursdays through August 9, 10:45 - 11:45 am

Program code: 1464

Qi Gong

Qi Gong is a series of gentle exercises to promote qi (energy) flow in the body.

Tuesdays through April 24, 1:45 - 2:45 pm

Program code: 1465

Tuesdays, May 1 through July 31, 1:45 - 2:45 pm

Program code: 1466

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 through April 24, 2:45 - 3:45 pm

Program code: 1467

Tuesdays, May 1 through July 31, 2:45 - 3:45 pm

Program code: 1468

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 1: Wednesdays through February 29

5:30 - 6:30 pm Program code: 1429

6:45 - 7:45 pm Program code: 1430

Session 2: Wednesdays, March 7 through April 18

5:30 - 6:30 pm Program code: 1431

6:45 - 7:45 pm Program code: 1432

Session 3: Wednesdays, April 25 through June 13

5:30 - 6:30 pm Program code: 1433

6:45 - 7:45 pm Program code: 1434

Session 4: Wednesdays, June 20 through August 8

5:30 - 6:30 pm Program code: 1435

6:45 - 7:45 pm Program code: 1436



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

Eating Smart



Participants at one of the Eat Smart classes

Cooking and sampling health-smart recipes were main activities at the series of Eat Smart classes held this fall at the New York Wine and Culinary Center. MVP developed the classes in partnership with the New York Wine and Culinary Center.

Members who took part in the Better Choices for Nutrition class first heard tips on making healthy substitutions in recipes and using healthier cooking methods. Then, Chef Eric shared his techniques for filleting a pepper and keeping mushrooms from getting soggy. With this new information, participants went to cooking stations well prepared to make lunch and sample the results.

Here is one of the recipes the participants made.

Mini Veggie Frittatas

This is a festive-looking appetizer because it uses green and red vegetables. It works well as a finger food, too.

Ingredients:

- 12 slices zucchini, 1/8-inch thick
- 1/2 whole red bell pepper (core and seeds removed), finely chopped
- 1 large green onion (or 2 small) white and part green, finely chopped
- 2 large eggs
- 1/2 cup egg substitute
- 1/4 teaspoon salt
- 1/4 teaspoon freshly ground black pepper
- 1/4 teaspoon oregano leaves
- 1/2 cup shredded reduced-fat sharp cheddar or Jarlsberg® light (Gruyere can also be used)
- Canola oil cooking spray

Directions:

1. Spray 12 muffin cups with canola cooking spray (or use foil cupcake liners). Preheat oven to 400°F.

2. Add a zucchini slice to the bottom of each prepared muffin cup. Top zucchini slices with the bell pepper and green onion (distribute evenly between the 12 muffin cups).

3. In mixing bowl, beat eggs, egg substitute, salt, pepper, and oregano on medium-low speed until completely blended (a couple of minutes). Spoon about 1 1/2 tablespoons of the egg mixture into each of the muffin cups. Sprinkle the cheese evenly over the top of the cups.

4. Bake until frittatas are set, about 10-12 minutes. Serve warm and use a small rubber scraper to remove the frittatas from the pan (unless you used foil cupcake liners).

Yield:

12 mini frittatas (about 6 appetizer servings)

Nutritional Information

per 1 mini frittata: 33 calories, 3.5 g protein, 0.9 g carbohydrate, 1.7 g fat (0.8 g saturated fat, 0.7 g monounsaturated fat, 0.2 g polyunsaturated fat), 38 mg cholesterol, 0.2 g fiber, 85 mg sodium.



Mark your 2012 calendars!

MVP's Health Promotion Department invites you to:

Spring Ahead to Living Well!

At our 2012 MVP Wellness Center Open House.

Open yourself to new possibilities in the six dimensions of wellness at this week long celebration.

**March 19 - March 23, 2012
12 - 3 pm daily**

- Dance, movement and fitness demonstrations
- Computer demos
- Healthy smoothies
- Healthy cooking demos and tastings
- MVP Health Promotion presenters' expo
- Complementary treatment therapies expo

For a detailed schedule of events visit our website at www.mvphealthcare.com or call Cheryl Minchella at 585-327-5752.

Are you taking more than four prescriptions?

MVP Health Care offers the Medicine Bag Review, an opportunity for you to review your medications with a pharmacist. The Medicine Bag Review is a free program for all Preferred Gold HMO, GoldValue HMO and GoldAnywhere PPO members. It is especially designed for anyone taking four or more prescription medications. Take time now to learn about potential dangers you might experience when mixing different drugs.

You will receive a Vial for Life refrigerator kit for emergencies and educational materials for taking part.

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 is 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



Monday, March 12

MVP Health Care's Wellness Center
9 am to 4 pm

Wednesday, April 18

MVP Health Care's Wellness Center
9 am to 4 pm

More information on our Web site

MVP Health Care's Web site, www.mvphealthcare.com, provides a wealth of information for you!

You can find information about our programs, your Part D prescription drug coverage and forms, such as the Vaccine Reimbursement Form and Direct Payment Plan Form.

We're adding a new brochure this year, the Member Information brochure.

This brochure provides information such as:

- Your member rights and responsibilities
- The process for obtaining care and coverage when you are out of MVP's service area
- How to obtain care after your doctor's normal office hours
- How to submit a claim

- MVP's policies and procedures on the collection, use and disclosure of our members' Personal Health Information

To access the Member Information brochure:

- From the home page of MVP's Web site, www.mvphealthcare.com, click *Medicare Members*.
- Select your county, if prompted.
- On the **Medicare Home** page, select *Publications* under **Forms and Publications**.
- On the **Forms and Publications** page, select *Member Information* under **Publications**.

You can also request that a copy of this brochure be mailed to you by calling MVP's Medicare Customer Care Center at the numbers on page 2.



Please note these changes effective January 1

MVP is making changes to better serve you by updating our computer systems. These changes will be effective **January 1, 2012**.

As a result of this update, the following changes are effective for you on January 1, 2012:

- Your member identification (ID) number begins with an "8." It has begun with an "A."
- You have received a new member ID card, showing your new identification number. This card automatically activates on January 1.
- If you have Part D prescription coverage through MVP, **all you will need is this one card for both medical and pharmacy services!** Your pharmacy information is on the same card as your medical information.
- If you pay MVP directly for your coverage, your invoice will look different but contain the same information.
- Also, if you pay MVP directly, you will have a new address to which you will send payments.

Member ID card changes

You'll notice that your member ID card has a new design. We have standardized our ID cards so all doctors have your appropriate insurance information.

The phone number shown on the card to check dental eligibility is for your doctor's use. If you want to confirm your dental eligibility, please call the Medicare Customer Care Center at the numbers shown on page 2 of this newsletter.

The following information has been removed from the card:

- Group Number
- Effective Date - the effective date for this card is January 1, 2012
- Hospital Inpatient copay amount
- Name and phone number of your doctor

You can tear off the bar code from the ID card. The bar code is used for production of the card only. It does not contain information needed by your doctors or MVP.

Take special note of these Part D changes for 2012!



On January 1, 2012 all MVP members who have Medicare Part D drug coverage can begin taking advantage of these new pharmacy benefit enhancements:

- Your 2012 Part D formulary (list of covered drugs) includes a new fifth tier, which includes commonly used Part D prescription drugs that are available to you at NO COST. You pay nothing - \$0 - for certain generic drugs used for diabetes, blood pressure control, bone health, heartburn and ulcers.

- The new Tier 5 also covers these common Part D vaccines: the **shingles** vaccine (such as Zostavax), **tetanus** vaccines, and combination **tetanus / diphtheria / pertussis** vaccines (such as Decavac, Adacel and Boostrix). **Be sure to ask your doctor about online vaccine billing to ensure you pay \$0 for your vaccination.**

- You were recently mailed the Medicare-required **2012 MVP pharmacy addendum**. This document lists only pharmacies that have joined MVP's network in the past year. The pharmacies you are used to using are still part of MVP's robust network. Now you have even more choices!

- **Generic versions of Lipitor® and Caduet®** are now on the market. As of January 1, 2012, Lipitor and Caduet will no longer be found on the MVP Medicare formulary. The generics for Lipitor and Caduet will be covered as Tier 1 drugs.

- You can always find the most current listing of MVP's Medicare Part D covered drugs online at **www.mvphealthcare.com/medicare/2012PartD/partd_drug_lists.html**.

If you have questions about your Part D drug coverage, call our Medicare Customer Care Center using the phone numbers on the back of your member ID card.

START TODAY

to reduce your risk of falling

Exercise regularly.

Exercise is one of the most important ways to lower your chances of falling. It makes you stronger. Consider exercises that improve balance and coordination, like Tai Chi.

Eat a well-balanced, nutritious diet.

Picture a healthy plate as a guide for each meal: $\frac{1}{2}$ of the plate filled with vegetables and fruit, $\frac{1}{4}$ with grains, $\frac{1}{4}$ with protein, and an 8 oz. side of dairy.

Fall-proof your home.

About half of all falls happen at home. To make your home safer:

- Keep stairs and where you walk through your home clear of papers, books, shoes, or anything you can trip on.
- To make your bathroom safer, have grab bars put next to the toilet and in the tub or shower and use non-slip mats in the tub and shower.
- Remove small throw rugs.
- Keep items you use often in cabinets you can reach easily to avoid unnecessary extreme stretching, bending over or using a step stool.
- Improve the lighting in your home. As you get older, you need more light to see well. Hang light-weight curtains or shades to reduce glare.
- Keep your pet away from your feet and don't get tangled in its leash.
- Install handrails and lights on any staircases that don't have them.
- Wear good fitting shoes both inside and outside the house.
- If possible, paint the bottom step of staircases your favorite neon color.



Wellness resources for older adults



Introduction

MVP Health Care is here to help you live well.

MVP believes it's worth taking time with your personal health now to prevent health problems later. We offer ways to help you make preventive care part of your daily life.

As you choose a healthy lifestyle and work with your doctor to develop a plan, MVP supports you every step of the way.

Consider this as a guide to the preventive care support MVP provides. For more information about these offerings, please refer to your member contract (called your Evidence of Coverage).



What is preventive care?

Think of preventive care as an umbrella — as an umbrella helps to protect you from the rain, preventive care helps to protect you from health problems you can choose to avoid and to live well.

Preventive care focuses on preventing disease and maintaining your health. It includes early detection of disease, help for people at risk of developing specific health problems, and other necessary interventions to avoid health problems. Screening tests, health education, and immunization programs are common examples of preventive care.

Work with your doctor

To take the best care of yourself, you'll need to work with your doctor. Your doctor understands your medical history and what is "normal" for you. Talk with your doctor about your health goals. Your doctor should keep track of your progress in your medical records and should also work with you to meet the annual preventive care guidelines for adults in your age range.

Make sure your doctor is someone in whom you have confidence and with whom you can talk easily. MVP's network of more than 16,000 doctors and health care professionals means that you will be able to find a doctor you like, near where you live. The health care professionals in our network have agreed to provide your care and follow specific quality-of-care practices.

As an MVP Medicare Advantage plan member, much of your preventive care is covered in full (see the Annual Preventive Care Guidelines on the back page).

To encourage you to have a continuing relationship with your doctor, your preventive care includes these doctor visits:

- The "Welcome to Medicare" preventive visit helps you and your doctor develop a personalized plan to prevent disease, improve your health, and help you stay well. You're eligible for this visit during your first 12 months under Medicare.
- After the first year, you can get a yearly "Wellness" visit for free.

Make the most of every visit to the doctor!

Prepare before the visit:

- Keep a list of problems you are having.
- Include what the main symptoms are, when they started, and what you have done to treat them.
- Decide what is most important to discuss with your doctor so you bring it up first.
- Check the Annual Preventive Care Guidelines chart and write down anything you think is due.

Be an active participant in the visit. Bring:

- A list of any health problems you want to discuss
- A list of your medications, including vitamin and mineral supplements and over-the-counter drugs
- Results of tests done by other health care professionals
- The Annual Preventive Care Guidelines chart

Ask questions if you don't understand something.

Write down the diagnosis, treatment plan, and follow-up actions.

Information at your fingertips: MVP Health Care website

You can use MVP Health Care's website to help manage your health care coverage and take charge of your health. These resources and information are available 24 hours a day at www.mvphealthcare.com:

Find a doctor

On the MVP home page, select "Find a Doctor." You will be able to choose from several options to search for doctors and facilities and that allow you to specify an area for your search.

ChooseHealthy™

From our home page, click "Medicare Members" and select your county. On the Medicare Members page, click the ChooseHealthy icon to get to the ChooseHealthy main page which includes:

- A search tool to find chiropractors, massage therapists
- Health information on complementary and alternative therapies
- A store where you can buy vitamins, supplements, personal body care products, and exercise books, DVDs, and equipment at a discount

Living well information

From our home page, www.mvphealthcare.com, click "Medicare Members," select your county and click Live Well on the bar at the top of the page. The page you will see next provides a wealth of information.

Click on the following under the Live Well column:	To find this information:
Health Tools and Calculators	Calculators for Body Mass Index and Weight; interactive tools for specific health conditions
HealthDollars	What this program covers and how to take advantage of it
Healthwise® Knowledgebase	Health information by topic, symptom checker, decision tools to help you with surgery, medical tests, and medications
Population Health Management	An overview of MVP's Condition Health Management and Case Management programs, as well as access to information on specific conditions (diabetes, COPD, etc) and a listing of support groups
Quality Improvement Manual	Educational guidelines MVP provides to doctors and other health professionals to help with good medical care
Sign up for Classes	Class listing and ability to sign up for classes (if available in your area)
SilverSneakers	A description of the program and listing of SilverSneakers® locations in eligible counties

Help with your Part D (drug) coverage

You also have access to Part D (drug coverage) information on our website. Under Part D Prescription Drugs on the Medicare Member home page, you can find options such as:

- A listing of covered drugs
- Guidelines on requesting pharmacy exceptions
- Medco and mail order help
- Vaccine coverage

Do you want to find out the price of a drug? Click on "more" under Part D Prescription Drugs and select the "Price your drugs" option for your product.

Access to forms and publications

If you need a form, such as the HealthDollars Reimbursement Form, you can print it from your computer by selecting it on our Web site. If you want to read the most recent Living Well newsletter, you can find that too. On the Member Home page, select an option under Forms and Publications.

More help from MVP



Living well sometimes takes an extra helping hand. That's why MVP has a team of nurses, respiratory therapists, social workers, and other health care professionals to help our members. Our health programs are available at no cost to MVP Health Care members.

Condition health management

Condition health management programs offer help to members who need guidance and support to improve their chronic health conditions. These programs offer innovative solutions to help get chronic health conditions on track and stay there. Our programs include:

Education and support

Program participants can talk with an MVP clinician who can answer your questions and help you find community-based resources and health care solutions. Our clinicians can offer information about healthy eating habits, medication management, symptom monitoring and management, weight monitoring and fitness activities. We will also supply you with personalized mailings and newsletters with the latest health information.

Health coaching

If you need extra help to work through a health concern or mental health issue, you may be matched with a personal health coach. Your health coach will work with you and your doctor to help you set and reach

goals that are important to your treatment plan. Our specialized coaching programs include:

- Asthma
- Cancer (Oncology)
- Chronic Obstructive Pulmonary Disorder (COPD)
- Depression
- Diabetes
- Dialysis Support
- Heart Conditions (heart attack or blockages)
- Heart Failure
- Low Back Pain

Case management

Our case management programs focus on support and coordination.

MVP offers case management if you have multiple health complications or other serious health concerns that require resources other than those offered through our condition-specific programs.

MVP's nurses and social workers will work with you and your doctor as a team to create a plan to simplify your care.

Take advantage of our condition and case management programs

Our condition and case management programs are available at no cost and you are under no obligation to participate.

There are three ways you can get our support through these programs:

1. MVP may call you.
2. Your doctor may call MVP to refer you.
3. You may call MVP any time!

Call **1-866-942-7966** to talk with MVP about your health concerns. We will connect you with the resources that can best help you.

In-home health assessment

You may qualify to receive a free health assessment from MVP. A nurse practitioner will make a house call to conduct a one-on-one health evaluation of your current health. The results will be shared with you and your doctor to help you:

- Better understand your medical conditions
- Connect you to the right medical services, if needed
- Identify any symptoms or risk factors that may need further medical attention

Helping you stay active



Fitness center memberships

MVP makes it easier to stay healthy by offering fitness center membership benefits.

If you are in an area where MVP offers the SilverSneakers® Fitness Program, you can take advantage of SilverSneakers physical activity, health education and social events that are offered. This program also provides access to a variety of participating locations throughout the country. In other areas, MVP provides a gym membership to get you started.

MVP's Health Promotion team also provides classes and programs in some locations designed to help members stay active, follow healthy nutritional guidelines, and learn techniques so that life-long wellness is within their reach.

You can find class and program information, and sign up, too, on our website.

From www.mvphealthcare.com, click "Medicare Members", select your county, and then click Sign Up for Classes. You can also find information on classes in MVP's *Living Well* newsletter, published three times a year.

HealthDollarssm

As a Preferred Gold, GoldValue or GoldAnywhere member, you are eligible for \$100 in HealthDollars each year. You may use your \$100 in HealthDollars for health, wellness, or fitness classes or programs. The choice is yours, in these four areas of wellness:

- Fitness / exercise
- Safety
- Health education
- Well-being

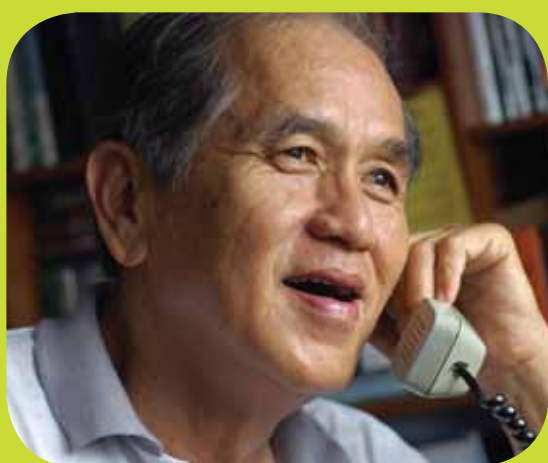
MVP's Medicare Customer Care Center

Our courteous and knowledgeable representatives are ready to answer your questions, provide forms and publications, explain your benefits and resolve issues.

If you are most comfortable speaking a language other than English, we can arrange to have an interpreter available at no cost to you. For help, please call the phone number on the back of your member ID card. If you are hearing impaired, you can use our TTY number (1-800-662-1220) to contact us.

You can call Monday - Friday, 8 am - 8 pm; Saturday, 8 am - 4 pm. From October 15 - February 14, you can call seven days a week from 8 am - 8 pm.

24/7 Nurse Advice Line



Get answers to your health questions any time. We provide a nurse you can talk to, especially when your doctor's office is closed. We're just a phone call away, seven days a week — for:

- Help with a health problem in the middle of the night
- Answers to "what do I do if" health questions
- Finding information and resources about prevention and wellness, treatments, chronic conditions, and other health topics and concerns

The Nurse Advice Line also features an audio library of more than 400 pre-recorded messages on general health topics.

Call the MVP Health Care Nurse Advice Line at 1-800-204-4712.

Annual Preventive Care Guidelines

Women and men ages 65 and older	
Health History and Lifestyle Assessment	Complete or update a health assessment with your doctor, including family history, activity, tobacco, alcohol, drug use and sexual practices
Physical Exam	<ul style="list-style-type: none"> • Height and weight (Body Mass Index) • Blood pressure • Hearing and vision* screening
Tests**	<ul style="list-style-type: none"> • Screen for lipid disorders (for example, cholesterol) • Screen for colorectal cancer using fecal occult blood testing, sigmoidoscopy or colonoscopy until age 75. Talk with your doctor about the frequency of screening needed. • Tuberculosis screen by PPD test as indicated • Screen for Type 2 diabetes if blood pressure is higher than 135/80 <p>Also for women:</p> <ul style="list-style-type: none"> • Pap test is optional after age 65; discuss with your doctor whether you should have this test • Mammogram every 1-2 years until age 74; then as indicated after age 74 • Osteoporosis screening for women ages 65 and up
Immunizations	<ul style="list-style-type: none"> • One-time dose Tetanus/Diphtheria/Pertussis; Tetanus/Diphtheria booster every 10 years • Flu vaccine annually • Pneumococcal vaccine once in a lifetime from age 65; booster as recommended • Zoster vaccine unless contraindicated
Counseling/Screening	<ul style="list-style-type: none"> • Diet (for women, discuss calcium and vitamin D) • Exercise • Smoking cessation • Alcohol/substance abuse prevention • Sexually transmitted diseases/HIV/sexual behavior • Dental health • Sun exposure • Bladder control problems • Injury prevention (including seat belt, helmet use and ways to prevent falls) • Life stage issues (bereavement) • Depression • Health Care Proxy/Advance Directives <p>Also for women:</p> <ul style="list-style-type: none"> • Menopause management
High Risk Individuals	<ul style="list-style-type: none"> • Aspirin therapy should be considered for adults ages 45-79 when benefits outweigh risks • Meningococcal, Varicella, Hep B, Measles/Mumps/Rubella and Hep A immunizations for those at risk • Screen for Abdominal Aortic Aneurysm (AAA) x 1 in men ages 65 to 75 who are smokers or who smoked at any time

*If you have a family history of glaucoma talk to your doctor about whether screening may be right for you

**Prostate Cancer Screening: The United States Preventive Services Task Force (USPSTF) has determined that for men younger than age 75 years, evidence is inadequate to determine whether prostate cancer screening improves health outcomes. The balance of harms and benefits cannot be determined. If you are a man younger than 75 years, talk with your doctor to determine if you are at risk for prostate cancer and if prostate cancer screening is right for you.

Guidelines adapted from the U.S. Preventive Services Task Force. Talk with your doctor about what preventive services are right for you. Your benefits may allow for services more frequently than what is listed here.



220 Alexander St.
Rochester, NY 14607

Health or wellness or prevention information

PRSR STD
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More preventive services available

Use of preventive services gives our members a better chance of early identification of disease and greater opportunity for treatment and recovery. These preventive services are free to you as a Medicare Advantage health plan member. Talk with your doctor about which of these services can help you live better and work with him or her to take advantage of them.

Screening and counseling for obesity

Covered under this preventive service are:

- Screening and counseling by primary care providers
- The body mass index (measurement of weight to height) is the screening tool; you are eligible for the counseling if your body mass index (BMI) is 30 or more.
- Counseling includes one face-to-face counseling visit each week for one month and one face-to-face counseling visit every other week for an additional five months.
- Additional counseling may be available if weight loss goals are met.

More cardiovascular disease prevention services

Covered under this benefit is one face-to-face visit each year with a primary care provider to determine the best way to help prevent cardiovascular disease. The visit may include screening for hypertension and discussion of a healthy diet.

Screening and counseling for alcohol misuse and screening for depression

This benefit covers annual alcohol misuse screening by primary care providers and four behavioral counseling sessions per year with the primary care provider for members identified as misusing alcohol.

Annual screening for depression is also covered.

Screening for sexually transmitted infections and behavioral counseling to prevent them

Covered under this benefit is testing for chlamydia, gonorrhea, and syphilis and two counseling sessions annually aimed at preventing sexually transmitted infections.

For more information about any of these benefits, talk with your doctor or call MVP's Medicare Customer Care Center at the numbers listed on page 2.