

**2024 MVP DUALACCESS PLANS  
(HMO D-SNP)**

**Medicare  
plus Medicaid,  
and a whole  
lot more.**

**Experience what it's like to  
be a Most Valuable Person.**





**Let's talk!**

**MVP Medicare Advisors  
are a great resource.**

Call **1-800-324-3899**

(TTY 711)

Seven days a week, 8 am–8 pm

Eastern Time

April 1–September 30,

Monday–Friday, 8 am–8 pm

Or visit

**[mvphealthcare.com/dualaccess](https://mvphealthcare.com/dualaccess)**

# What makes MVP DualAccess plans different?

**MVP DualAccess (HMO D-SNP)** plans are Dual Special Needs Plans. This is a unique type of Medicare Advantage plan that works with Medicaid.

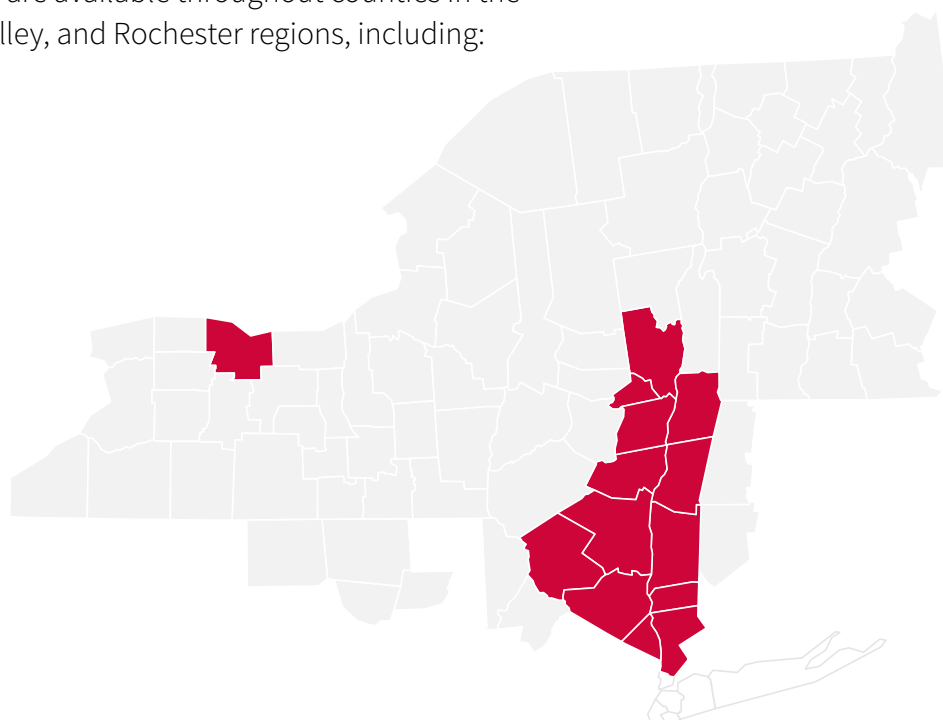
**For those who qualify, an MVP DualAccess (HMO D-SNP) plan offers the benefits of both Medicare and Medicaid, plus additional features and support—all for no monthly premium.**

## **Learn more about MVP Health Care (MVP):**

- We are a regional, not-for-profit health insurer.
- We are committed to having a positive impact on the health and wellness of the communities we serve.
- We've offered high-quality Medicare Advantage plans for more than 30 years.
- We are proud to be a partner on your health care team.
- We offer comprehensive coverage and an extensive network, supported by a local, knowledgeable service team.

**MVP DualAccess** plans are available throughout counties in the Capital, Mid-Hudson Valley, and Rochester regions, including:

- Albany
- Columbia
- Dutchess
- Greene
- Monroe
- Orange
- Putnam
- Rensselaer
- Rockland
- Saratoga
- Schenectady
- Sullivan
- Ulster
- Westchester



Plans provide access to more than **54,000 doctors and hospitals across New York, Vermont, and in additional areas.**





# More benefits. No additional cost.

**MVP DualAccess** plans offer extra benefits beyond what Original Medicare and Medicaid can offer on their own—**all for a \$0 monthly payment.**

## With MVP DualAccess plans, you'll have:

- ✓ **\$0 co-pay** for doctor and specialist visits
- ✓ **\$0 co-pay** for mental health services
- ✓ **\$0 cost share** for Part D prescription drugs
- ✓ **\$0 virtual care services** through our *Gia*® by MVP mobile app
- ✓ **\$200/year** for eyewear
- ✓ **\$2,000/year** preventive and comprehensive dental with no deductible
- ✓ **Up to \$2,000** for hearing aids (every three years)
- ✓ **\$75/month** to spend on healthy groceries
- ✓ **Up to \$100 every three months** to spend on over-the-counter medicine and health-related items (based on your specific plan)

# Part D Prescription Drug Coverage

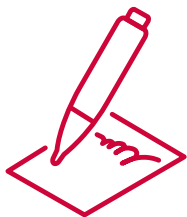
## \$0 Cost share

All **MVP DualAccess** plans include Part D prescription drug coverage with a \$0 cost share. The MVP Medicare Part D Formulary—the list of drugs our Medicare plans cover—includes hundreds of generic and brand-name medications.



### Check if your Medications are Covered

Scan the QR code with your smartphone or visit [mvphealthcare.com](http://mvphealthcare.com).



### Getting Your Prescriptions Filled

Your Part D prescription drug benefit includes access to thousands of participating pharmacies, including all major pharmacy chains. Prescriptions filled at non-contracted pharmacies are covered only in certain situations.

### Did you know?

You can save more on many prescriptions by mail order through the CVS Caremark Mail Service Pharmacy!

# Dental Care

## \$2,000/year—with no deductible!



**MVP DualAccess** plans also include \$2,000 a year for dental costs. You can use it to pay for everything, from preventive care like routine cleanings and x-rays to comprehensive care including fillings, crowns, and more.

# Support that's always on your side.

Take advantage of extra benefits, programs, and services to keep you healthy and help you live your best life.

- **Your own Personal MVP Care Team** to help manage transportation, appointments, medications, and more (see page 7).
- **FREE rides to or from medical appointments** via ride share, medical sedan, or wheelchair van (30 miles maximum per trip)
- **FREE meal delivery** in partnership with Mom's Meals to assist with nutritional support during at-home recovery. (Receive 14 refrigerated meals delivered directly to your home, at no cost!)
- **NEW! Be Well Rewards Program** to earn a \$100 gift card reward for completing your annual wellness visit
- **Health management services** for managing a new or ongoing medical, mental health, or substance use condition







- **FREE fitness membership** to 16,000 locations nationwide with SilverSneakers. Plus, access to a full library of on-demand videos, live online classes, and the GetSetUp learning community
- **Living Well Classes** featuring year-round, in-person and virtual health and well-being programs
- **Help with joint replacement recovery** including commonly needed personal assistance devices like long-handled shower sponges, shoehorns, grabbers, non-slip bathmats, and elastic shoelaces—available at no cost
- **Low or no co-pay diabetic supplies** from OneTouch, FreeStyle, Precision, and Prodigy for members living with diabetes

# Personal support every step of the way.

When you sign up for an **MVP DualAccess** plan, the MVP Care Team will welcome you with a phone call. During the welcome call, we will review your benefits and discuss the programs that will address your personal health needs and help you stay well. Your MVP Care Team includes a nurse, social worker, pharmacist, and more.

## Here are some of the things the MVP Care Team will cover in the welcome call:

- Walk you through how to use your plan benefits
- Confirm your primary care physician (PCP)
- Schedule upcoming appointments and help you prepare for them
- Complete a health screening to help understand and meet your health priorities
- Establish connections to community-based organizations and resources to help you meet non-health-related needs

We can get a member working with multiple people at the same time toward one or several goals to move the member toward reaching their goals.

We find that the members are really excited and proud of themselves when they're able to mark that down as something they've completed.

– Karen, LCSW, MVP Care Team





## MVP DUAL ACCESS PLANS (HMO D-SNP)

# Frequently Asked Questions

### How is an MVP DualAccess plan different from other Medicare plans?

**MVP DualAccess** is a Dual Special Needs Plan for those who qualify for both Medicare and Medicaid. It combines your doctor, hospital, and prescription drug coverage in one plan, plus it provides additional benefits and extras, all for a \$0 monthly premium.

### Are my doctor choices limited with MVP DualAccess?

**MVP DualAccess** plans provide access to the same network as MVP's other Medicare Advantage plans—more than 54,000 doctors and hospitals across New York and Vermont and in additional areas, including top specialists and physicians, leading urgent care centers, labs, and more.

**An MVP Medicare Advisor can help you check if your doctors are in network!**

### Does MVP DualAccess offer support to help me manage my health?

As an **MVP DualAccess** member, you'll have access to a Case Manager who will help you reach your health goals and connect you to doctors and community resources.

### How do I qualify for MVP DualAccess?

To enroll in an **MVP DualAccess** plan, you must be dual eligible, meaning you qualify for both Medicare and Medicaid. Medicare is for people who have reached age 65 or have a qualifying disability at age 18 or older. Medicaid is for people who need financial assistance. Eligibility is determined by many factors, including family size and income.

### Ready to enroll in an MVP DualAccess plan?



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Or visit

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### Your Medicare Member Rights

MVP Health Care encourages members to learn about and exercise their rights and responsibilities, including timely access to covered services, privacy protections, and the right to make decisions about health care. Visit **[mvphealthcare.com](https://mvphealthcare.com)** and select *Notice of Privacy Practices & Compliance*, then *Medicare Member Rights and Responsibilities* under Member Rights and Responsibilities, or refer to Chapter 8 of your plan's Evidence of Coverage.



MVP Health Plan, Inc. is an HMO-POS/PPO/HMO D-SNP organization with a Medicare contract and a contract with the New York State Medicaid program. Enrollment in MVP Health Plan depends on contract renewal. This plan is a dual eligible special needs plan (D-SNP). Your ability to enroll will be based on verification that you are entitled to both Medicare and medical assistance from a state plan under Medicaid.

Out-of-network/non-contracted providers are under no obligation to treat MVP Health Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

For accommodations of persons with special needs at meetings, call 1-800-324-3899 (TTY 711).

MVP virtual care services through Gia are available at no cost-share for most members. In-person visits and referrals are subject to cost-share per plan.

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MVP Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sexual orientation and gender identity).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 844 946 8010 (TTY 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-946-8010 (TTY 711)。

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