

You're our MVP. Right from the start!

Whether you're new to Medicare or new to MVP Health Care[®], we're working to ensure you have a smooth transition to your MVP Medicare Advantage plan.

What to Expect Once You Enroll

- ✓ **You'll receive a Simple Guide and MVP Member ID card.** Your Simple Guide is a brief overview of how to utilize your plan benefits. Your MVP Member ID card is the key to your plan. You should bring it with you every time you see a provider, and use it to set up your MVP Member online account. You'll receive your Simple Guide and MVP Member ID card within 10 days of your enrollment.
- ✓ **A member of our Care Guide team will call you** to welcome you to MVP and answer questions about your plan or plan benefits. Care Guide calls will begin within 10 days of your plan effective date.
- ✓ **You'll receive your Benefits MasterCard[®] Prepaid Card** in the mail from NationsBenefits. This card will be used for your quarterly over-the-counter allowance and will come with activation instructions. Visit mvp.nationsbenefits.com for more information.
- ✓ **You'll receive your LIBERTY Dental Plan card.** Use this card whenever you see a dentist. Your LIBERTY Dental Plan card will arrive in the mail within 10 days of your effective enrollment date.

What You Can Do in the Meantime

- ✓ **Confirm your doctors are in the MVP network.** Visit mvphealthcare.com/find-care and select *Find a Doctor*. Enter your zip code and select *Medicare* from the list of plan names.
- ✓ **Review any of your prescriptions** to make sure they are covered in the MVP Medicare Part D Formulary. Visit mvphealthcare.com/PartDFormulary to begin your search.
- ✓ **Download the *Gia*[®] by MVP mobile app on your smartphone or tablet.** *Gia* offers 24/7 immediate or same-day virtual care and answers to medical questions, whenever and wherever you need it. You can complete the registration process once you receive your MVP Member ID card.
- ✓ Visit mvphealthcare.com/MedicareDentist to confirm your dentist is part of the LIBERTY dental network.

Questions?

We're here to help. Call **1-800-324-3899** (TTY 711) to speak with an MVP Medicare Advisor, seven days a week, 8 am–8 pm Eastern Time. April 1–September 30, call Monday–Friday, 8 am–8 pm.

MVP Health Plan, Inc. is an HMO-POS/PPO organization with a Medicare contract. Enrollment in MVP Health Plan depends on contract renewal.

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. Members enrolled in a Medicare prescription drug plan without additional MVP medical coverage do not have access to MVP virtual care services through Gia.

The Benefits Mastercard® Prepaid Card, is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. Card can be used for eligible expenses wherever Mastercard is accepted. Valid only in the U.S. No cash access.

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)。