

You're our MVP. Right from the start!

Whether you're new to Medicare or new to UVM Health Advantage, we're working to ensure you have a smooth transition to your UVM Health Advantage plan.

What to Expect Once You Enroll

- ✓ **You'll receive a Simple Guide and MVP Health Care 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 combination vision/dental card from MVP.** Use this card whenever you see a dentist or use your eyewear benefit. This is separate from your MVP Member ID card and will arrive within 10 days of your effective enrollment date.

What You Can Do in the Meantime

- ✓ **Confirm your doctors are in the MVP provider network.** Visit UVMHealthAdvantage.com/find-a-doctor to begin your search.
- ✓ **Review any of your prescriptions** to make sure they are covered in the MVP Medicare Part D Formulary. Visit UVMHealthAdvantage.com/rx-information 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.

Questions?

We're here to help. Call **1-833-825-5886** (TTY 711) to speak with a UVM Plan Guide, 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. Other physicians/providers are available in the MVP Health Care network.

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)。

Out of network and non contracted providers are under no obligation to treat 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.