

## Be prepared for when you need care.

Burns, bites, tweaks, and annoying UTIs. Life is full of things that have you wondering whether you should call a doctor—and which doctor to call.

### Gia<sup>®</sup> has the answers.

Available 24/7 by mobile app, web, or phone, Gia will refer you to the right care in minutes—whether it's urgent and emergent care or everyday health needs such as prescription refills and blood tests.

Gia can connect you to MVP's FREE virtual care services, or when necessary, in-person care from nearby doctors, specialists, labs, pharmacies, and more.

### Access Gia your way 24/7:

Use your smartphone camera to scan the Gia QR code below and download the **Gia by MVP** app.

You can also visit **GoAskGia.com** or call **1-877-GoAskGia** (1-877-462-7544).

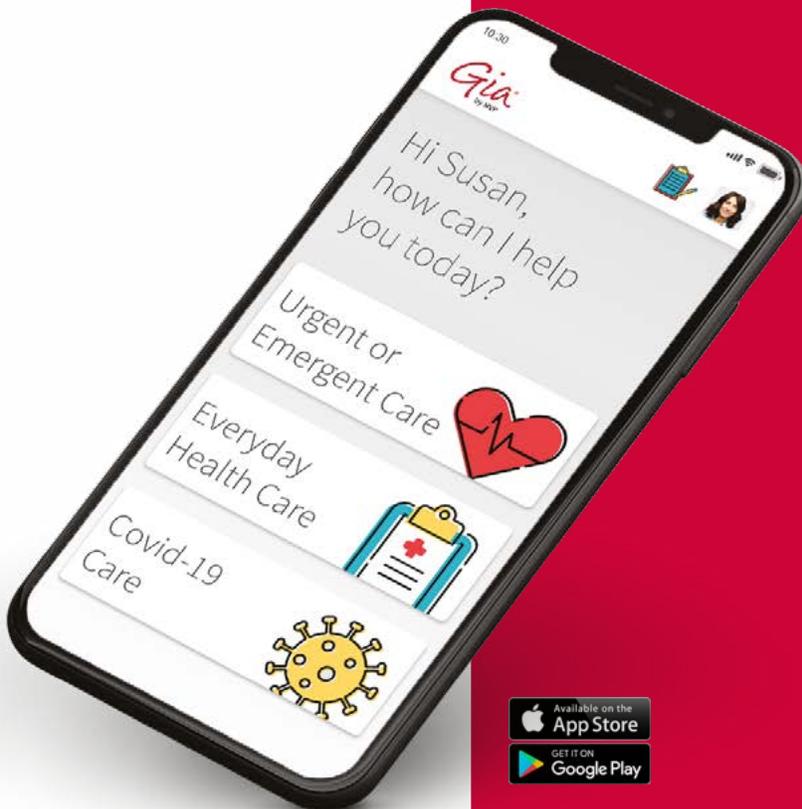


Virtual care services from MVP Health Care are provided by UCM Digital Health, Amwell, and Physera at no cost-share for members (plan exceptions may apply). Members' direct or digital provider visits may be subject to co-pay/cost-share per plan. App Store<sup>®</sup> is a registered trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

## Reminder

**Go directly to the emergency room** if you experience symptoms such as trouble breathing, chest pain, heavy bleeding, severe allergic reactions, or a sudden, severe headache.

**If you do not need care, but just need advice**, speak with a nurse, day or night, who can help you find information and resources about prevention, wellness, treatments, chronic conditions, and other health topics. Call **24/7 Nurse Advice Line** at **1-800-204-4712**.



# Health in Focus

## Communication Counts

Communication between all your doctors helps them provide more effective follow-up care. If you are seeing multiple providers, including specialists, behavioral health professionals, and other practitioners, talk with your Primary Care Provider (PCP) about shared communication and what is best for you.

## Breast Health and Preventive Care for Women

October is breast cancer awareness month. It's also a good time to talk with your doctor about the preventive screenings you may need. Routine mammograms are recommended every two years for women ages 50–74.

A Pap or high-risk HPV test can now be done for most women to screen for cervical cancer. Cervical cancer screenings should start at age 21 and are repeated every 3–5 years (depending on your age). Women between the ages of 16 and 24 who are sexually active should be screened for chlamydia once a year. Any of these screenings can be scheduled using Gia.



### Did you know?

MVP provides benefits for mastectomy-related services, including reconstruction and surgery, to achieve symmetry between the breasts, prostheses, and treatment of complications resulting from a mastectomy, including lymphedema. To obtain a detailed description of the mastectomy-related benefits, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.

### Breastfeeding Support

MVP offers a breastfeeding support program through our trusted partner, Corporate Lactation Services. Experts are available by phone or virtual counseling to answer your questions, coach you through any issues, and provide helpful information. MVP members also have access to nursing equipment—including breast pumps and pump accessories—through the breastfeeding support program.

To see if you qualify, call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.



## The *Heart* of the Matter

The online education series, The Heart of the Matter, will help you develop healthy habits for better heart health management. Visit [mvphealthcare.com/hhes](https://mvphealthcare.com/hhes) to learn more.



As we head into fall, I hope you will continue to prioritize your personal health and wellness. Being proactive about your health with preventive care services such as routine check-ups, screenings, and immunizations is more important now than ever, and can help you and your family enjoy this season to the fullest.

MVP is here to help you stay connected with us and your health care provider to ensure you receive the care you need all year round. By taking the time to work on your health now, you can prevent health problems from occurring in the future. And if you're eligible for the COVID-19 vaccine—*don't hesitate, vaccinate!*

**Christopher Del Vecchio**  
President and Chief Executive Officer

**Questions or comments?**  
[members@mvphealthcare.com](mailto:members@mvphealthcare.com)

**Living Well MVP Health Care**  
**625 State Street**  
**Schenectady, NY 12305**

Material presented in this magazine is informational only and 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 subscriber, group, or individual MVP Health Care contract, the provisions of your contract take precedence over Living Well.

# Preventive Care for Children and Teens

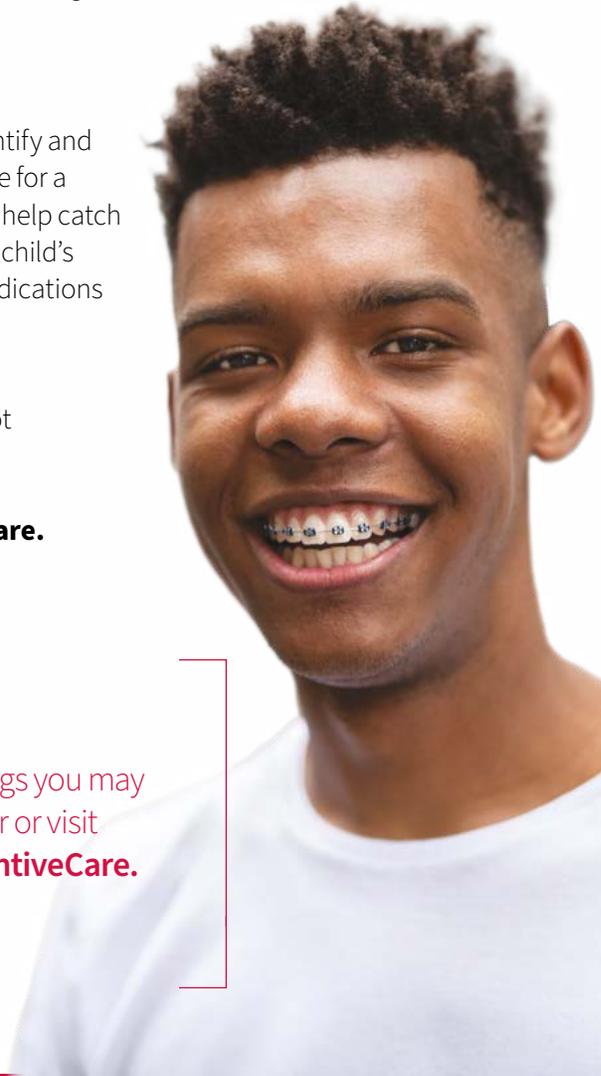
Preventive care helps to keep everyone in your family healthy and, for children and teens, that may include:

- Annual doctor visits (Well-Child or Well-Care visits)
- Scheduled vaccines
- Screenings for childhood or life-threatening diseases
- Weight and nutrition counseling
- Annual dental visit

Seeing a doctor regularly helps to identify and treat problems early. If your child is late for a vaccine or screening, their doctor can help catch them up. You can also talk about your child's physical and mental health or any medications they are taking.

If you've put off bringing your child to the doctor over the last year, you're not alone. Put their preventive care back on track. For more information, visit [mvphealthcare.com/PreventiveCare](http://mvphealthcare.com/PreventiveCare).

Find out what health screenings you may be missing. Talk to your doctor or visit [mvphealthcare.com/PreventiveCare](http://mvphealthcare.com/PreventiveCare).



## Don't Forget Your Flu Vaccine

A flu vaccine can help protect you from the flu and the potentially serious complications that can come with it. It can also protect those you love who may be more susceptible to becoming ill. Speak with your doctor about the best way to get your flu shot this year.

# Take Control of Your Diabetes

Managing your diabetes is important to your overall health and may help prevent future problems. Keep your condition under control with regular doctor visits and good daily routines.

## Get Regular Tests and Screenings

If you are living with diabetes, you should have the following tests and screenings done at least once a year:

- Dilated eye exam—with your eye doctor to check for diabetes-related eye disease (called diabetic retinopathy)
- Hemoglobin A1C (HbA1c)—to check your average blood sugar levels
- LDL level—to check your “bad” cholesterol level
- Urine protein test—to check your kidney function for diabetes-related kidney disease
- Complete foot exam—yearly exam by your doctor, and frequent foot checks at home by yourself or your caregiver for diabetes-related nerve damage (called diabetic neuropathy)

If you have questions about your diabetes screenings and tests, or need help getting them scheduled, Gia can help. Download the free **Gia by MVP** app available on the App Store® or on Google Play™. You can also visit **GoAskGia.com** to get started. Within Gia, you’ll click on *Everyday Health Care*, select *Set up a screening or test*, and then choose *Diabetes Screening*.

## Make Healthy Choices

There are things you can do to stay on track when living with diabetes, such as taking your medications as prescribed by your doctor, staying physically active, and choosing healthier foods like lean proteins, fruits, and vegetables.

## Educate Yourself

Talk with your doctor if you think you might be at risk for diabetes. MVP also has helpful videos online with information about managing diabetes, nutrition, and fitness. Visit **mvphealthcare.com/diabetes**. Get started with *Diabetes 101* covering the types of diabetes, what symptoms to look for, and possible treatments.

## We’re Here to Help

Whether you need assistance managing a medical, mental health, or substance use issue, or even if you just need help finding community resources, such as food pantries or transportation, our **Case Management Team** is here for you. To speak with a Case Manager, call **1-866-942-7966**, Monday through Friday, 8:30 am–5 pm.



# Coming Soon! New Online Account Experience

MVP has been working to improve your online account experience. You'll soon find a faster, simpler way to access the benefit information you need most, whenever and wherever it's most convenient for you! Watch for more information as we roll out changes in the coming months. Visit [mvphealthcare.com](http://mvphealthcare.com) and *Sign In/Register* for an MVP online account. If you already have an online account, but haven't signed in recently, you may need to complete a one-time update to your account sign-in information. It will take only a few moments and helps us enhance protections of your important health information.

## Find a Doctor or Facility Online

Whether you are traveling or just looking for a doctor closer to your home, MVP's online Find a Doctor tool makes it easy. Discover in-network providers and nearby labs or facilities based on your MVP plan. Click on *Find a Doctor* and *Sign In* or enter your MVP Member ID for the most personalized search.

Visit [mvphealthcare.com/findadoctor](http://mvphealthcare.com/findadoctor) to watch an online video with step-by-step instructions.

To receive a print version of the Participating Provider Directory, mail a request to:

**Attn: Provider Listing Request**  
**MVP Health Care**  
**PO Box 2207**  
**Schenectady, NY 12301-2207**

Please include the name of your health plan as it appears on your MVP Member ID card. You may also call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card.

## Don't Miss a Dose

For your medications to be most effective, you must take them exactly as they have been prescribed by your doctor. When receiving a new prescription, make sure you understand:

- When to take your medication
- How much to take
- Whether to take it with or without water or food
- When you'll take your last dose

Consider adding daily reminders on a calendar so you don't forget to take your medicine. Or ask if your pharmacy offers daily or weekly pill packages. Once you've started taking prescribed medication(s), if you have any concerns or experience any side effects, call the doctor who prescribed it right away.



# LivingWell



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when you need care.

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**READ MORE INSIDE** →

## Living Well Programs

MVP offers a variety of classes and workshops—both in-person and virtual—to help you live well. Find classes like tai chi, meditation, or even quitting tobacco. To find a class visit [mvphealthcare.com/LWCalendar](http://mvphealthcare.com/LWCalendar). Filter by county to find the programs nearest you.

**Important  
Member  
Notices**

See enclosed flyer.



# Important **Member Notices**

Annual Member Notices includes Rights and Responsibilities of MVP Members, Transition of Care, MVP Emergency Care Policy, and information on Member Complaints, Appeals, and Grievances. To view the most current version, visit **[mvphealthcare.com/notices](https://mvphealthcare.com/notices)** and select *Legal Notices/Reports*. Other important member notices can be found below.

## **Privacy Notice Update**

Our Privacy Notice has been updated to reflect the following:

**Disclosures to a third-party application.** You may direct MVP to provide specific information it maintains about you, including health information, through a third-party application chosen by you. If so, MVP may disclose your information to one or more third-party applications as directed by you.

To obtain a copy of our Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice, visit **[mvphealthcare.com](https://mvphealthcare.com)** and select *Notice of Privacy Practices & Compliance* at the bottom of the page, and then *Privacy Notices*. You can also call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID.

## **You Deserve Quality Care**

MVP regularly reviews in-network providers using standards set by the National Committee for Quality Assurance (NCQA) for quality of care and patient satisfaction. The measures used are endorsed by national sources such as the National Quality Forum (NQF) and the American Medical Association (AMA).

For more information, please call the MVP Customer Care Center at the phone number listed on the back of your MVP Member ID card. You can view information about participating providers in MVP's network at **[mvphealthcare.com](https://mvphealthcare.com)**, select *Find a Doctor*, then *NY Physician Profiles* or *VT Physician Profiles*.

## **Prior Authorization Requirements**

Your doctor must receive prior authorization from MVP before you receive certain outpatient medical or surgical procedures, durable medical equipment, home care, and professional services, as well as certain prescription drugs. Prior approval is also required before you receive any services from a non-participating (out-of-network) health care provider.

Your provider will contact MVP on your behalf with the necessary medical information if the service or supply requires prior authorization. If you are using an out-of-network provider, it is your responsibility to confirm there is prior authorization on file with MVP when needed. For more information, visit **[mvphealthcare.com/priorauth](https://mvphealthcare.com/priorauth)**.