

## Text a Doctor 24/7 with Virtual Primary Care

Through the *Gia*<sup>®</sup> by MVP app you can text a doctor 24/7 and get same-day responses. No appointments needed. Virtual primary and specialty care are free under your MVP health plan and available to MVP members ages 18+ through *Gia* and *Galileo*.

Turn to virtual primary care for:

- **Everyday care** like annual checkups, prescription refills, and help with lab tests and screenings
- **Health questions** anytime you're not sure what you need
- **Help managing conditions** like diabetes, asthma, high blood pressure, high cholesterol, and many more
- **Emotional wellness** support for anxiety, depression, and behavioral health needs you would talk to a primary care doctor about

### Get Started Today

To get started, download the *Gia* by MVP mobile app free on the App Store or Google Play. Or visit **GoAskGia.com**.

Once you have the app, create a *Gia* account. If you have an MVP online account, you can sign into *Gia* using the same username and password.

Sign in, then tap *Virtual Care*, then *Everyday Care*. Then follow the instructions to download the *Galileo* App and set up an account. If you already have a *Galileo* account, you can login using your existing username and password.





As 2022 comes to a close, we would like to thank you for being a valued MVP member. Helping you achieve your health goals is our priority. Thank you for trusting us to provide you the support, resources, and services you need to navigate your health journey. At MVP Health Care, we are committed to raising the bar when it comes to the experiences we deliver to you—our members—to go beyond your expectations and earn your trust, every day. We look forward to creating a healthier New Year with you.

Wishing you Happy Holidays and a wonderful New Year.

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



## Polio is Still Around— Get Vaccinated!

On September 9, 2022, New York State declared a State of Emergency due to a polio outbreak. Vaccination is the best tool to keep New Yorkers and New York children polio-free. All New Yorkers who are unvaccinated, including children six weeks and older, individuals who are pregnant, and people who have not completed their polio vaccine series should get vaccinated right away.

### Recommended Polio Vaccine Schedule for Children

Dose No.	Age Group
One	Six weeks–two months old
Two	Four months old
Three	Six–18 months old
Four	Four–six years old

Adults who have only received one or two doses should get the remaining doses. Call your health care provider today to schedule a visit. Health officials state it does not matter how long ago the first doses were given. For more information, visit [health.ny.gov/polio](https://health.ny.gov/polio).

### Crisis Text Line:

New York State has partnered with Crisis Text Line, an anonymous texting service available 24/7. Starting a conversation is easy. **Text GOT5 to 741741.**

### Suicide & Crisis Lifeline:

If your life or someone else's is in imminent danger, please call 911. If you are in crisis and need immediate help, please **call, text, or chat: 988.**



# MVP Member Advisory Groups

Sign up today and help provide feedback on your experience with MVP!

**MVP Member Advisory Council** meets twice a year virtually. If you would like to join, please email [GPemails@mvphealthcare.com](mailto:GPemails@mvphealthcare.com) or call the MVP Member Services/Customer Care Center at **1-800-852-7826** (TTY 711).

**MVP Behavioral Health Advisory Committee** meets virtually. This committee is open to Medicaid, HARP, and CHP members. If you would like to join, please email [BehavioralHealthAdvisoryCommittee@mvphealthcare.com](mailto:BehavioralHealthAdvisoryCommittee@mvphealthcare.com) or call **1-800-532-3530** (TTY 711).

## Managing Seasonal Depression

Many people's moods will change during the winter season. Shorter days, less time outside, and colder weather may cause sadder moods, poor sleep, low energy, and other symptoms often called Seasonal Affective Disorder (SAD).

### People living with SAD might experience:

- Feeling tired or run down
- Feeling sluggish or lacking energy
- Oversleeping
- Craving carbohydrates (sugary foods, breads, chips, other munchies)

### Other common symptoms of depression might occur or become worse including:

- Feeling sad all day
- Trouble concentrating or getting tasks done
- Less interested in things you usually enjoy

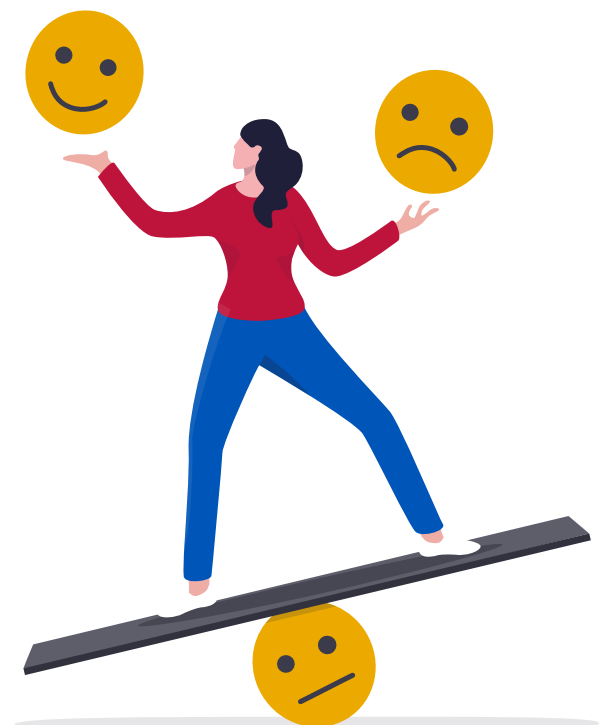
### There are steps you can take to help prevent winter depression:

- Track your mood swings, keep a journal, check in on someone you are worried about
- Maintain consistent exercise or physical activity
- Make healthy eating choices now so you are in the habit when the weather turns colder
- Watch or reduce your alcohol use

### If you do develop seasonal depression, there are lots of ways to get help:

- Exercise, meditation, and social groups
- Light therapy
- Certain medications may reduce the severity of symptoms

Talk to your primary care provider (PCP) if you are concerned with seasonal depression.





## Online Safety Tips for Parents

There are many good reasons for your child to be online, like learning new ideas, playing games, and connecting with friends. However, too much time spent online can impact your child's mental well-being. Children should have a balance with other activities, and monitoring their use can help with that.

Children who spend most of their "awake" time online are at higher risk for depression, anxiety, and/or chronic loneliness. Too much time online can also lead to low self-esteem, poor sleep quality, or attention disorders that can impact their learning and development in a negative way.

Here are some tips to help manage their online use:

- Set limitations for daily screen time allowance—discuss the pros and cons of limiting use, and allow them to be part of the discussion about how much is too much
- Check their social media sites, apps, and browsing history
- Provide guidance about proper online behavior
- Talk to them about what apps they like, how they use those apps (i.e., using Tik Tok to make or watch videos), and being careful about what they share online
- Follow them on social media sites (or have another trusted adult do so)
- Stay up to date on the latest apps, social media platforms, and digital slang used by children and teens

Parents can search online for reviews of apps, platforms, and games used by children to learn more about them. Please contact your child's doctor if you have concerns about your child's mental health or see changes in their behavior.

## Protection for Victims of Domestic Violence

MVP will not disclose the address, phone number, or health insurance information of a victim of domestic violence. If the victim is a child, the child's parent or guardian must provide MVP with a valid order of protection. If an order of protection is issued against an individual, MVP will not disclose the address, phone number, or health insurance information of the victim and the victim's dependents for the duration of the order. For more information, visit [mvphealthcare.com/notices](https://mvphealthcare.com/notices) and select *Legal Notices/Reports*.

# Don't Suffer Alone

Sometimes asking for help can be the hardest thing to do. If you feel you may have a mental health or substance use condition, do not be afraid to ask for help. You have options for getting the care and support you may need, such as:

- Self-help or peer-support groups, i.e., Alcoholics Anonymous or Narcotics Anonymous
- Outpatient visits at a mental health center or addiction treatment center
- Inpatient rehabilitation at a live-in treatment facility
- Medication-assisted therapy (MAT)

Talking to your primary care provider (PCP) can be a good starting point when looking for treatment. You do not need a referral from your PCP to see a behavioral health provider.

## MVP Behavioral Health Care Program

MVP connects customers to licensed behavioral health clinicians who are available for support calls, to help improve your daily quality of life, and to help you better understand your behavioral health condition. Work with an MVP Case Manager to help manage your condition or find a behavioral health provider. Call **1-866-942-7966** to reach a case manager.

MVP customers can also connect virtually with a behavioral health provider by using myVisitNow. Download the *myVisitNow* app on the App Store® or on Google Play™, visit **myVisitNow.com**, or call **1-855-666-9557**.



## Contact Us

MVP Member Services/  
Customer Care Center



**1-800-852-7826**

TTY 711

Monday–Friday, 8 am–6 pm

**GPemails@mvphealthcare.com**

Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician.

Para leer este boletín informativo en español, visite **mvphealthcare.com/newsletters**. Verá los boletines informativos en español.

# LivingWell



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MVP Health Care

625 State Street  
Schenectady, NY 12305-2111  
[mvphealthcare.com](http://mvphealthcare.com)

Keep your account information such as address, email, and phone number updated so you never miss an important message from NYSOH and MVP!

For help updating your NYSOH or MVP account information call the MVP Member Services/Customer Care Center.



## Stay Healthy This Winter with Our Living Well Programs

MVP offers a variety of programs—both in-person and virtual—to help you live well.

Choose from a selection of classes and activities near you, such as physical fitness classes, wellness webinars, discount opportunities, and more! Visit [mvphealthcare.com/calendar](http://mvphealthcare.com/calendar) for more information.

## How to Obtain a Participating Health Care Provider Listing

The most up-to-date information about our participating providers is available online. Visit [mvphealthcare.com/FindaDoctor](http://mvphealthcare.com/FindaDoctor) to start a search. For a hard copy of a provider listing, please 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 Members Services/Customer Care Center to request a provider directory.