

Living Well

Issue 1 | 2022

 Exclusively for MVP Health Care[®]
Medicare Advantage Members

Your Easiest Lab Test Ever with Scarlet Health[®]

As a UVM Health Advantage member, you now have access to mobile lab test collection through Scarlet Health and BioReference Laboratories, so **you don't need to go to a lab anymore**. No need to worry about transportation or sit in a crowded waiting room. Instead, take the safer and easier route for routine blood work, urine tests, COVID-19 tests (PCR) tests, and many others—by scheduling lab tests around your calendar from the comfort of your home.

Two Ways to Use Mobile Lab Testing

If you need a doctor to order a lab test for you, the easiest thing to do is download the **Gia[®] by MVP** mobile app from the App Store[®] or Google Play[™]. Then, start a consultation and ask your Gia doctor to order your lab tests through Scarlet Health.

If you'll be seeing your doctor soon or already have a lab order, ask for a printed copy of the order, then visit mvphealthcare.com/labs and follow the instructions for uploading your order.



How Mobile Lab Testing Works

Scheduling a lab test is easy. You can start by picking two dates and times that work for you. Once Scarlet confirms your appointment, they will contact you to discuss. On the day of your appointment, Scarlet will let you know when the health professional is on their way to collect your specimen. Once your specimen is collected, Scarlet will deliver it to the lab. When your results are ready, you will receive an email with instructions for securely accessing them online. Testing results can vary from two to four days.

Scarlet offers over 1,500 lab tests. Some of the most common are:

- Comprehensive Metabolic Panel (CMP) (electrolyte levels, kidney and liver function testing)
- Complete Blood Count (CBC) with differential
- Screening and monitoring tests for diabetes/prediabetes (such as glucose, A1C, kidney function, urine protein)
- Lipid/Cholesterol Panel
- Thyroid function tests
- COVID-19 PCR

To learn more and get started, visit mvphealthcare.com/labs.

Want more news from the UVM Health Network?

Stay connected by subscribing to the UVM Health Advantage newsletter. Visit UVMhealth.org/healthsource to sign up today!

Contact MVP

MVP Medicare
Customer Care Center
1-800-665-7924

TTY 711

Call seven days a week,
8 am–8 pm Eastern Time
April 1–September 30,
call Monday–Friday, 8 am–8 pm

mvphealthcare.com

We welcome your comments.

Attn: Marketing & Communications
MVP Health Care
220 Alexander St
Rochester NY 14607-4002

**memberservices@
mvphealthcare.com**

How do you want to hear from MVP?

We've updated our online experience with an improved way for you to choose how you want to receive information from us. You can easily update your contact information online and choose to receive updates and communication from us via email—even this newsletter!

Visit **mvphealthcare.com** and *Sign In* or *Register Now* to access your online account, then select *Communication Preferences*. MVP will continue to send information about your health plan contract and benefits by mail.

We are committed to protecting your personal information. Your email address will not be shared with anyone else.

Other providers are available in our network.

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)。



Follow MVP Health Care to stay up to date on our health and well-being programs, community events, and news about how MVP is working to create the healthiest communities.

Don't Forget About Your Annual Wellness Exam

Take control of your health and prevent health issues down the road by completing your annual wellness exam.

During your annual wellness visit, you and your Primary Care Provider (PCP) can talk about:

- Physical health and/or lifestyle changes
- Mental health and/or substance use concerns
- Tests and screenings
- Current medications
- Health goals for the year
- Other concerns or questions you may have

If an in-person doctor's visit is not possible, telehealth may be an option. Your annual wellness exam, whether completed in person or with a telehealth visit, is covered at no cost under your UVM Health Advantage plan. Completing your wellness visit also earns you 40 points toward your MVP WellBeing Rewards!

One of the best tools you have for managing your health is your **MVP Personal Health Tracker**. Keep an eye out for yours arriving in the mail in the coming weeks!

Your annual wellness exam is a perfect time to review your current medications with your PCP. It is important that you take medications exactly as they have been prescribed for them to best help you. Use your health tracker to write down both the prescribed and over-the-counter medications you are taking, and make sure you understand:

- When to take the medication
- How much to take



Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician. If any information in Living Well conflicts with provisions of your Evidence of Coverage (your Contract), the provisions of your Contract take precedence over Living Well articles and information.



Take your health information with you, **wherever you go.**

Your Health Records at Your Fingertips

Taking an active role in your health care journey has never been easier with the introduction of tools like patient portals. By creating your patient portal, you enable your providers to seamlessly and safely access your health records all in one place. Whether you're seeing multiple providers to manage a specific health concern, switching to a new provider, or if you ever need medical attention while away from home, there are many benefits to ensuring you have your patient portal set up.

Benefits of a Patient Portal

- Receive and read test results, including lab and radiology results
- Review your medication list, including names (brand and generic), doses, and directions on when to take them
- Request medication refills from your provider when needed
- Schedule appointments and message your provider directly, as needed

Ask your health care providers how you can get access to your health care data using a patient portal!

If you access providers and services within the UVM Health Network, visit mychart.uvmhealth.org/MyChart/signup to create your MyChart patient portal.

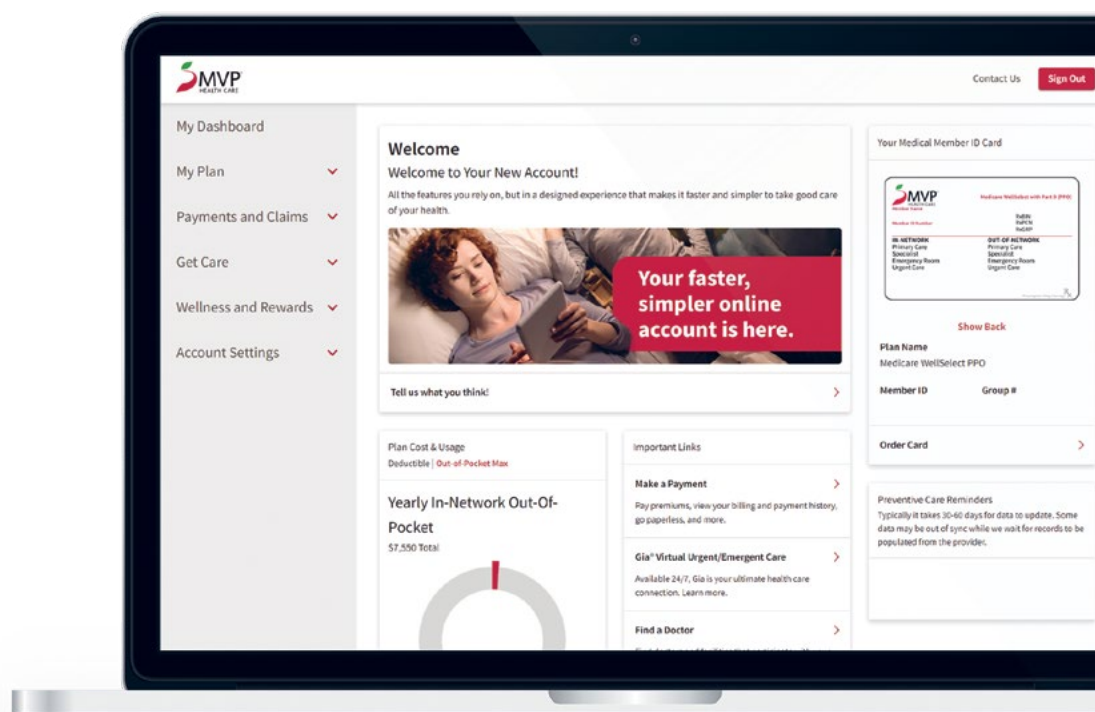
Manage your UVM Health Advantage plan with an **MVP online account.**

Create your MVP online account for quick, convenient access to the information and resources you rely on.

From your account, you can quickly:

- View, order, or print MVP Member ID cards from any device
- See up-to-date information on your progress toward deductibles and/or out-of-pocket maximums
- Find a doctor near you
- Make or schedule payments
- Access virtual care through Gia®
- Access your MVP WellBeing Rewards
- And more!

Visit my.mvphealthcare.com to sign in or create an account. You'll need your MVP Member ID card and a valid email address.



Living Well Programs Schedule

The MVP Health Promotions team, in collaboration with our community partners, is pleased to provide you with innovative health and well-being programs. Virtual Living Well programs are offered to all members in all regions. Select in-person programs will resume in specific regions in adherence with CDC guidelines.

Registration will open at 8 am on Tuesday, June 28.

Visit mvphealthcare.com/calendar to register for all classes.

Space is limited and registration is required.

Our virtual programs are best viewed using a laptop or tablet device with Internet access. Once registered, you will receive a link to the virtual class via email in advance of the class. Make sure your email address is entered correctly and you check your email spam folder.

Ongoing Virtual Fitness Programs

Visit mvphealthcare.com/calendar for full class details.

Registration will open at 8 am on Tuesday, June 28.

Mind Body Yoga

Tuesdays, July 12–August 16 12–1 pm

A gentle yoga class open to all levels of practice which focuses on breathing, stretching, and balancing.

MVP Tai Chi Moves

Wednesdays, July 13–August 17 9:30–10:30 am

The benefits of Tai Chi can include improved balance, flexibility, and muscle strength.

MVP Bokwa® Dance Moves

Wednesdays, July 13–August 10 11 am–12 pm

This energizing cardio routine uses the shape of letters and numbers for dance steps set to African, Caribbean, Latin, and American music.

MVP Chair Moves

Thursdays, July 14–August 18 10–11 am

This chair-based class emphasizes strengthening and stretching exercises for upper and lower limbs.

Stretch and Strengthen

Thursdays, July 14–August 18 11:30 am–12:15 pm

Move through timed exercises at your own pace to stretch and strengthen for a complete workout. Weights will be used, but are optional.

Featured Virtual Programs

Visit mvphealthcare.com/calendar for full class details.

Registration will open at 8 am on Tuesday, June 28.

Hydration Challenge

Daily, July 11–August 5

Improve your hydration this summer with tips and tracking tools to help ensure you're getting the water your body needs to stay healthy.

Thai Cooking Class

Friday, July 22 12–1 pm

Join us for a virtual cooking demonstration highlighting Thai cuisine.

Healthy Golf Guidance

Tuesday, August 2 12–1 pm

In partnership with Genesee Valley Physical Therapy. Learn about the importance of having proper mobility and strength to remain healthy throughout the golf swing, along with common golf related injuries and prevention strategies.

Understanding Blood Pressure

Wednesday, August 3 12–12:45 pm

This program will help you better understand blood pressure, why the numbers matter, and what lifestyle habits are important for managing healthy levels.

Positively Managing a Chronic Condition

Wednesday, August 10 12–12:30 pm

Learn about living your fullest while managing a chronic condition. We will review simple self-management techniques that can be applied to your daily life.

Mental Health Awareness

Wednesday, August 17 12–1 pm

Debunk mental health myths while discussing ways to care for our emotional well-being.



Healthy blood pressure.

Happy heart.

Did you know undetected or uncontrolled high blood pressure can put your health and quality of life in danger?

The American Heart Association reports that normal blood pressure for an adult is below 120 systolic blood pressure (the top number) and below 80 diastolic blood pressure (the bottom number)*. If your blood pressure remains too high over a long period of time, it damages the blood vessels. In addition, “bad” cholesterol can build up, causing blockages. The heart may become enlarged from the strain.

Make Changes that Matter

- Take medications exactly as prescribed
- Reduce your sodium, and increase the fruits, vegetables, and whole grains in your diet
- Be physically active
- Maintain a healthy weight
- Limit alcohol consumption
- Don't smoke
- Manage stress

Visit mvphealthcare.com/hhes to watch MVP's *The Heart of the Matter* webinar series and learn more about heart health.

Controlling High Blood Pressure

Most adults should have their blood pressure checked at least once a year. If you have high blood pressure you will likely need to be checked more often. If an in-person doctor's visit is not an option for you, your doctor's office can accept self-reported blood pressure readings from a digital blood pressure cuff.

UVM Health Advantage members diagnosed with high blood pressure have a \$0 co-pay for one blood pressure cuff per year purchased from DME Supply USA, a division of Lincare. Eligible devices must be on the MVP approved list, available at dmesupplyusa.com/mvp.

Heart Disease Support

UVM Health Advantage members diagnosed with heart disease receive:

- \$0 co-pays for cardiology specialty care visits
- \$0 for all phases of cardiac rehab
- A free care kit including a digital blood pressure cuff, digital pulse oximeter, and digital scale
- 12 weeks of home-delivered meals following congestive heart failure diagnosis

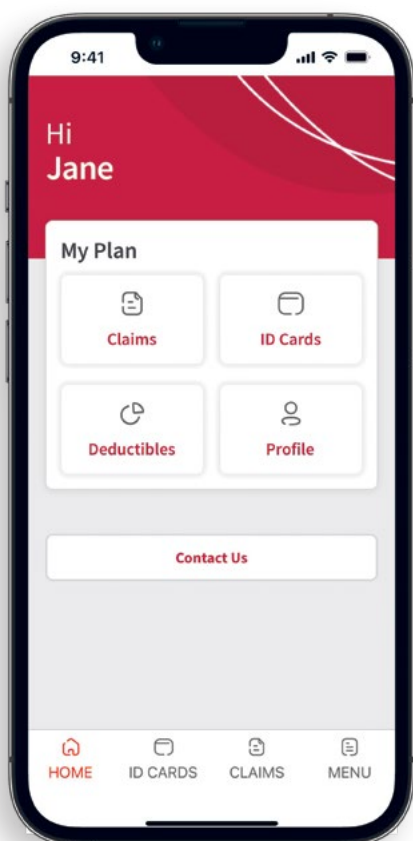
Medication Treatment

When healthy lifestyle changes alone cannot control your high blood pressure, your doctor may prescribe medication treatment. It is very important for you to take medications exactly as they have been prescribed by your doctor for them to best help you. If you have problems taking your medications or if you experience any side effects, talk to your doctor before you stop taking your medications.

If you are living with Heart Disease, the MVP team of health care professionals can help. Connect with an MVP Case Manager by calling **1-866-942-7966**, Monday-Friday 8:30 am–5 pm.

*A person's age and certain medical conditions can influence normal readings. Talk to your doctor about your target blood pressure.

The New **myMVP** Mobile App



A faster, easier way to manage your plan.

The new **myMVP** mobile app has been completely redesigned based on feedback from members like you, so all the important plan information you rely on is easier to find.

Take control of your health plan with improved features like ID cards, claims, member profiles, deductibles, and limits.

Plus, you can access your plan your way. Sign in using the same email address and password you use for your MVP online account, try social sign-in through Google, Facebook, or Apple, or use biometrics like fingerprint and facial recognition.

Visit mvphealthcare.com/mobile to learn more about the new myMVP app, or download it today from the App Store® or Google Play™.

Message and data rates may apply.



You asked, **we listened.**

A Message from MVP President & CEO

On behalf of all of us at MVP Health Care, we'd like to welcome and thank you for choosing UVM Health Advantage. We asked people across Vermont and Northern New York exactly what they want in a Medicare plan. Very clearly, we heard the need for a simpler, more personal approach to Medicare. Using that as our foundation, we collaborated with doctors from the University of Vermont Health Network to bring you UVM Health Advantage—the first and only Medicare Advantage plan of its kind in the region.

Created with you in mind, and guided by doctors, our UVM Health Advantage plans will be there to support you throughout your personal health journey. Thank you again for trusting us with your care and well-being. We look forward to serving you in the years to come.

Be well,

Christopher Del Vecchio
President & Chief Executive Officer, MVP Health Care

NEW! Get important plan documents delivered electronically.

MVP will begin providing some documents electronically, rather than sending them through the mail. You will still receive some plan documents in the mail as required by law or regulation.

If you prefer to receive documents by mail, you can set your communication preferences at any time. Simply sign in to your online account at my.mvphealthcare.com and select *Account Settings*, then *Communication Preferences*. If you have already set your communication preferences, you do not need to do it again—we will leave them as is.

Living Well

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Rochester, NY 14607-4002
mvphealthcare.com

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Health and Wellness or Prevention Information

Colon cancer is...

Preventable. Treatable. Beatable.

Colorectal cancer screenings can detect early signs of colorectal cancer. When you find issues early on, treatment is more effective.

If you've put off this screening, you're not alone, but now is the time to get it done. You have options! Visit mvphealthcare.com/screeningoptions to learn more about colorectal cancer screenings and then talk to your doctor about which screening is right for you.

UVM HEALTH

