



Going Beyond the Benefits

A message from Denise V. Gonick
CEO, MVP Health Care[®]

Behavioral health is about the full range of our mental and emotional well-being. For a long time, it was treated as separate from, or as less important than, physical health. That is changing drastically.

MVP Health Care takes a holistic approach to health care by supporting the physical, mental, and social needs of those we serve—because we see that all of these factors are connected.

We help make those connections, so that our members can live their happiest, healthiest lives.

We Welcome Your Comments

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

The Difference Between Psychiatry and Behavioral Health

Psychiatrists are medical doctors that can evaluate mental health concerns, recommend ongoing therapy or counseling, and prescribe medications.

Behavioral Health Specialists, with advanced education in the field of mental health, are here to listen, offer coaching, and help direct you to the care you need.

MVP can help you find the kind of care you need in the way that is most convenient for you. See the enclosed insert to find out more about scheduling a psychiatry or behavioral health visit using **myVisitNow[®]**.

myVisitNow from MVP Health Care is powered by American Well. Regulatory restrictions may apply.

Is there such a thing as prediabetes?

Yes! When your blood sugar levels are always higher than normal, but not quite high enough to be called diabetes, you have “prediabetes.”

According to the Centers for Disease Control and Prevention (CDC), while more than 30% of adults in the U.S. have prediabetes, nearly 90% of them don't know it, yet.

The term prediabetes may fool you into thinking that it's not really a problem now, but it puts you at higher risk for heart disease, stroke, and type 2 diabetes. Talk to your doctor if you think you might be at risk. Or for more information, visit **cdc.gov** and select *Diseases & Conditions*, then *Diabetes*, then *National Diabetes Prevention Program*, then *More* under *About Prediabetes and Type 2 Diabetes*. Select *Take the Quiz* to find your risk score.





You Can Help Stop Health Care Fraud

Every year, billions of dollars are spent on fraudulent health care claims. When this happens, health care costs and expenses go up. Who pays for this costly crime? **We all do.**

At MVP, we work closely with our providers and hospitals, other insurance companies, and law enforcement agencies to identify potential health care fraud, waste, and abuse. But the best way to fight fraud is with your help.

Fraud is any unlawful action that a person takes for personal gain. In health care, this often includes medical identity theft, and charges for services or supplies that were not provided. Here are some ways you can protect yourself.

Be suspicious of providers or anyone else who:

- Offers free medical services or equipment in exchange for your MVP Member ID number.

- Calls or comes to your home saying they represent MVP and asking for your MVP Member ID number.
- Uses pressure or scare tactics.

You should always check your claim statements from MVP to make sure there are no services billed that you did not receive. Make sure the dates of service match your records, you haven't been billed twice for the same service, and you are not being billed by a provider you do not recognize.

Report suspicious activity by calling the MVP Special Investigations Unit at **1-877-835-5687**. You can also complete a referral form online by visiting **mvphealthcare.com** and selecting *Contact Us*, then *Report Insurance Fraud*.

Your Teen May Be Ready for a New Doctor

If you have a teenager age 18 or older, consider whether it is time to help them make the switch from a pediatrician to a Primary Care Physician (PCP) that will see them into adulthood. You can use the MVP online directory of health care providers to search for, compare, and choose an adult provider by location, board certification, gender, language(s) spoken, and more.

Visit **mvphealthcare.com** and select *Find a Doctor* or call the MVP Customer Care Center at the phone number on the back of your MVP Member ID card.

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** and select *Find a Doctor* to start a search.

For a hard copy of a participating health care 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 Customer Care Center at the phone number on the back of your MVP Member ID card to request a provider directory.

Physician and Hospital Quality Information— at Your Fingertips

At mvphealthcare.com, you can view information about our participating providers' performance that can assist you in making personal health care decisions. MVP produces reports that measure and compare physicians using standards set by the National Committee for Quality Assurance (NCQA) for quality of care and patient satisfaction. A panel of physicians reviews MVP network physicians regularly to ensure that they continue to meet MVP's standards.

Our website provides members and health care providers with specific performance information about practitioners located anywhere in the MVP service area. Visit mvphealthcare.com and select *Find a Doctor*, then *NY physician profiles* or *VT physician profiles*.

The measures used are endorsed by national sources such as the National Quality Forum (NQF) and the American Medical Association (AMA). For more information about the measures and the methodologies used, please call **1-800-777-4793, ext. 12247**.

When You Require Specialty Care

If you have a life-threatening, degenerative, or disabling illness or disease that requires specialized medical care over a long period of time (for example, cancer or AIDS), you may ask for a specialist to be responsible for providing and managing all of your care. The specialist will act as your primary care physician (PCP). You may ask for access to a specialty care center for the same reason.

Requests for this type of specialty care may be made by you, your PCP, or a participating specialist. MVP will work with your current PCP and/or specialist regarding this request. You will be informed of the decision after all of the information is reviewed.

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.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-946-8010** (TTY: **1-800-662-1220**).

Primary and Preventive OB/GYN Care

Health Maintenance Organizations (HMO) in New York State must provide female enrollees with direct access to primary and preventive obstetric and gynecologic services, including annual examinations and the treatment of acute gynecologic conditions. For more information on how MVP ensures female HMO enrollees receive the care they deserve, please call **1-888-MVP-MBRS** (687-6277). To read the law in full, visit health.ny.gov and search "4406-b."

Women's Health and Cancer Rights

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 on the back of your MVP Member ID card.

Communication Counts

Communication among your doctor, specialists, and other practitioners helps them provide more effective follow-up care for you and your family. Medical errors are less likely when your doctors share information about your medications, treatment plans, laboratory tests, and results from x-rays and scans. If you're currently seeing multiple practitioners, be sure to speak with your Primary Care Physician about shared communication and what's best for you.

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: **1-800-662-1220**)。

When Prior Authorization is Required

“**Prior authorization**” refers to the approval that must be in place from MVP before you receive certain behavioral health, medical or surgical services (inpatient or outpatient), including but not limited to home care, durable medical equipment, advanced radiology (like MRI’s or CT Scans for example), professional services, and certain prescription drugs.

MVP reviews information about your medical condition to determine whether such services are medically necessary and should be covered services. If you do not have out-of-network benefits, it is also the approval that your doctor must get from MVP before you receive any services from a non-participating provider.

To get prior authorization: Your provider will contact MVP on your behalf with the necessary medical information if the service or supply requires prior authorization. If you are utilizing an out-of-network provider, it is your responsibility to confirm there is prior authorization on file when needed.

For more information, please refer to Services that Require Prior Authorization: A Guide for Members that can be found by visiting mvphealthcare.com and selecting *Members*, then *Forms*, then *Prior Authorization* under *Disclosure/ Payment Forms*, and *Services Requiring Prior Authorization*.

To receive this newsletter and other general communications from MVP by email instead of postal mail, *Sign In or Register* for an MVP online account at mvphealthcare.com and select *Communication Preferences* to opt in. You can update your preferences at any time via your online account. MVP will continue to send documents about your health plan contract and benefits by mail.

Para leer este boletín informativo en español, visite mvphealthcare.com y seleccione *Members*, luego *Health & Wellness*, y luego *MVP’s Living Well Center*. Verá los boletines informativos en español.



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