Let’s Talk About the State of Health Insurance

A message from Denise V. Gonick
CEO & Director, MVP Health Care

Over the last year, health care reform has been front and center in national politics. All of the attention and debate has triggered new uncertainty about health insurance—for state governments, health care providers, insurance companies, and of course, for all of us as health care consumers. Health care reform is hard, the issues are complex, and the current system has many flaws. Despite the challenges, we’re focused and committed. We believe strongly in our mission to serve your health care needs.

MVP has, and will continue to be part of ongoing discussions that shape health care policy.

As a community-based, not-for-profit health plan, we want to find solutions that can lower the cost of care for all, without reducing the quality of care. We will continue to press for those solutions, and we’ll be here to help guide you and answer any questions you have along the way. Thank you for the trust you place in us.

Become an Active Participant in Your Health Plan—Join the MVP Member Advisory Council

MVP is dedicated to serving the needs of our members and our community. Our Member Advisory Council was created so that members can express their opinions. Becoming a volunteer member gives you the opportunity to tell us what you think about our services and how we can improve.

Interested in joining?

For more information, call the MVP Member Services/Customer Care Center at 1-800-852-7826, Monday–Friday, 8:30 am–5:00 pm. TTY users can call 1-800-662-1220. You can also send an email to members@mvphealthcare.com.

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

Contact Us
MVP Member Services/Customer Care Center
1-800-852-7826
TTY: 1-800-662-1220
Monday–Friday, 8:30 am–5:00 pm

We Welcome Your Comments
LIVING WELL
MVP HEALTH CARE
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Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician.
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 are committed to providing top-quality, affordable health care. That’s why we’re tough on health care fraud. 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 takes place in different forms. These include medical identity theft, and billings for services or supplies that were not actually provided. You can protect yourself and be the front line of defense against health care fraud, waste, and abuse!

**Be suspicious of providers or anyone else who:**
- Offers free medical services or equipment in exchange for your MVP Member ID number.
- Calls your home saying they represent MVP and ask for your MVP Member ID number.
- Uses phone or door-to-door sales techniques.
- Uses pressure or “scare tactics” to sell expensive equipment or medical services.

**Check your claims statements from MVP for the following:**
- Were there any services billed to MVP that you did not receive?
- Do dates or services billed to MVP match your records?
- Was MVP billed for the same services twice?
- Are there names of providers you do not recognize?

Please help us fight health care fraud by reporting any suspicious activities. Contact the MVP Special Investigations Unit by completing a referral form by visiting [mvphealthcare.com](http://mvphealthcare.com) and selecting **Contact Us**, then **Report Insurance Fraud**, or by calling **1-877-835-5687**.

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Case and Health Management Programs

Living well sometimes takes an extra helping hand. That’s why MVP has a team of professionals to help our members.

**Health Management**

An MVP clinician can assist you with physical or mental health issues. They can also help you and your doctor with a treatment plan. Information is available about healthy eating, medications, symptom management, weight loss, and fitness. Personalized mailings and newsletters are also provided.

**Our specialized programs include:**
- Asthma
- Chronic Obstructive Pulmonary Disorder (COPD)
- Depression (managed by Beacon Health Options)
- Diabetes
- Heart Conditions
- Heart Failure

**Care Management**

The MVP Care Management Program can help if you have a high-risk medical condition or life-threatening illness. These include cancer, end stage renal disease, transplants, HIV, and AIDS.

A Case Manager works with you, your family, doctors, and others to create a plan for your care. They answer medical questions, help you get the most out of your health care benefits, and communicate with your health care team. Most importantly, Case Managers are there to give you and your family support when it’s needed the most.

**More Information**

These programs are voluntary and available at no cost. MVP may call you if you qualify. Your doctor may also refer you. Call **1-866-942-7966** for more information.
Support and Tips for a Healthy Pregnancy and Baby

Little Footprints℠ Case Management Program
This program helps make sure that you have a healthy pregnancy and baby. Nurses are available to support you and make sure you are getting the care you need. You will also receive educational materials in the mail.

For more information, email littlefootprints@mvphealthcare.com or call 1-866-942-7966.

Breastfeeding Support
MVP offers a lactation support program through Corporate Lactation Services. Nursing mothers will receive support and answers to their questions and concerns until weaning. Members may receive free breastfeeding equipment. Lactation consultants are available 365-days-a-year.

Call the MVP Member Services/Customer Care Center at 1-800-852-7826, Monday–Friday, 8:30 am–5:00 pm or email members@mvphealthcare.com if you have questions or wish to enroll. Benefit limitations may apply. TTY users can call 1-800-662-1220.

Stay Hydrated in the Summer Heat
It’s very important for pregnant women to stay hydrated during the hot summer months. The current recommendation from the National Institutes of Health (NIH) is for pregnant women to drink 8–10 glasses of water each day. Pregnant women should increase their fluid intake by at least one cup of water each day. Sports drinks are also important because they replace electrolytes and help retain fluids. Make sure to check with your OB provider for additional guidance.

Test Babies and Children for Lead Poisoning
Lead is found in many places—old paint, dust, soil, some toys, jewelry, spices from other countries, water, etc. Our bodies have no good use for lead. It is a poison. Small amounts of lead can do lasting damage to babies and young children. A blood test is the only way to find out if someone has high lead levels. Ask your pediatrician if your child is at risk for lead poisoning, and if they are due for a lead test.

Recommended Prenatal and Postpartum Office Visits

Prenatal Visits
The first prenatal visit should be as early in the pregnancy as possible. Additional visits should be scheduled as follows:
• Every four weeks during the first 28 weeks
• Every two weeks until 36 weeks
• Each week from 36 weeks until delivery

Postpartum Visits
A postpartum visit should occur at four to six weeks after delivery and no later than eight weeks following delivery.

MVP’s recommended schedule of visits for prenatal and postpartum office visits is based upon the American Academy of Pediatrics and the American College of Obstetricians and Gynecologists (AAP/ACOG). Your provider may recommend additional visits based upon the health of you and your baby.
Health Clicks

MVP has online resources to help you take charge of your health, available 24 hours a day at mvphealthcare.com!

**Make informed decisions about your health by using the Healthwise® Knowledgebase—our online Health Encyclopedia.**

Want to know more about a medical procedure? Need more information to make an educated health decision? Curious about the medications you take every day? Visit mvphealthcare.com and select Members, then Health & Wellness, and then Healthwise® Knowledgebase. This is your one-stop resource for the latest health information. You will find guides to help you make simple decisions about whether to call a doctor and what self-care is best, as well as bigger decisions about medications, tests, and surgeries. You can research health questions that are important to you and your family. There are more than 6,000 health topics with reliable and objective answers in our Health Encyclopedia.

Keep Us Informed

Contact the MVP Member Services/Customer Care Center at 1-800-852-7826 or by email at members@mvphealthcare.com whenever these changes happen in your life:

- You have a change in Medicaid eligibility.
- You become pregnant or give birth.
- There is a change in insurance for you or your children.

We Value Your Opinion

Please fill out a brief, anonymous survey at mvplistens.com. We will use this information to create a better experience for all of our members. All responses are 100% confidential. The survey takes a few minutes to complete.