

The Spine Column



Issue 1 | 2020

Contact Us

1-866-942-7966

Monday–Friday,

8:30 am–5:00 pm

TTY: 1-800-662-1220

We Value Your Opinion

Please fill out a brief, anonymous survey at **mvplistsens.com**.

All responses are 100% confidential and help create a better experience.

MVP Health Care offers a health management program for members living with chronic back pain. For more information or to see if you qualify, call **1-866-942-7966**. MVP's program is based on the Institute for Clinical Systems Improvement's (ICSI) health care guidelines for the treatment of adult low back pain. This program must be coordinated with your physician.

Information in this newsletter does not constitute medical advice. If you have questions about your health, talk to your doctor.

Health benefit plans are issued or administered by MVP Health Plan, Inc.; MVP Health Insurance Company; MVP Select Care, Inc.; and MVP Health Services Corp., operating subsidiaries of MVP Health Care, Inc. Not all plans available in all states and counties.

Coping with Chronic Back Pain

Low back pain can take a toll on your mental health. You may feel fear, frustration, and anger, or have depression and anxiety because of ongoing pain. Those common reactions can make your pain last even longer. If pain is starting to get you down:

- Let people know when you need a helping hand. Ask family members or friends to help out with physical tasks you can't do right now.
- Be honest with your doctor about your pain. Ask for a referral to a counselor or pain management specialist.
- Work with your health professionals and your work supervisor to make a return-to-work plan, if needed. Ask for an ergonomic consultation if you need to learn how to do some of your job duties differently to avoid hurting your back again.

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Emotional Support is Important

You may have to lean on friends and family when facing difficult situations caused by chronic pain or other problems. Your loved ones can play an important role in supporting your recovery. Your doctor and community also may give you extra support.

Asking for support from others is not always easy. It can be hard to tell someone about your problems. But don't be afraid to ask for help.

Where You Can Get Support

Community Support Groups

In a support group, you can talk to others who have dealt with the same problems or illness as you. You can encourage one another and learn ways of coping with tough emotions. Look for online support groups when you're unable to leave the house.

Counseling

Professional counseling can help you cope with situations that interfere with your life and cause stress. Counseling can help you understand and deal with your pain. You can learn ways to stop negative thoughts.

Family

Family members can help you cope by giving you comfort and encouragement.

Friends

Building strong relationships with others is important for your emotional well-being. Helping is a big part of friendship. At times you may be the one who encourages a friend.

Social Groups

When the time is right, social groups can help you meet new people and get involved in activities you enjoy.

Your Doctor

Find someone you trust and feel comfortable with. Be open and honest about your fears and concerns. Your doctor can help you get the right treatments, including treatment for depression or other problems.

Staying Active

Having chronic back pain can make exercising—even walking—difficult. Being active is often the last thing you want to think about. But the truth is that easing back into daily activity and physical therapy exercises can help relieve back pain and can lead to long-term improvement for low back pain. So be as active as you can. Take short walks as often as you can. Talk to a physical therapist, chiropractor, osteopathic doctor, or physiatrist about exercises you can do.

Self-Massage

Massage can help relax your tense muscles and relieve pain for a short time. There are a number of products on the market that can help you massage your own back muscles. Or you can give yourself a back massage using a tennis ball.

- Take a hot bath or shower to relax. Do a few easy stretching exercises.
- Lie on your back with your knees bent and your feet flat on the floor.
- Put the tennis ball under your lower back.
- Take a deep breath, and then relax into the ball as much as you can. Hold for a few seconds, and then lift yourself and move the ball to another area.

You can also do this massage with two tennis balls stuffed into a sock. Lie on the tennis balls with one ball on each side of your spine.



Feeling anxious or depressed?

Call **1-866-942-7966** to talk to your MVP Case Manager today.



Get the expert COVID-19 help you need. Now.

Avoid a trip to the emergency room! Stay home and get the care you need, with help from MVP.

As an MVP member, if you are experiencing symptoms of COVID-19 (coronavirus), or have concerns about being exposed to someone with COVID-19, MVP's **myERnow**SM virtual emergency room is here for you.

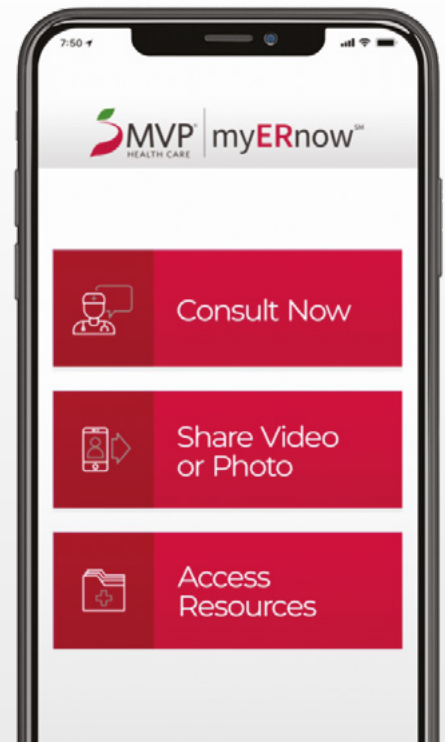
This is a free service for MVP members!*

Two Ways to Connect—24 Hours a Day / 7 Days a Week.

1. Call 1-833-myERnow (1-833-693-7669) (TTY: 711)

2. Virtual Doctor Visit

Download the MVP **myERnow** app today



Get expert guidance from ER professionals. myERnow can:



Assess if you may be at risk for having COVID-19 and provide proper next-step guidance.



If determined to be appropriate and available, prescribe and coordinate testing with local health departments and health care providers.



Prescribe medication and make referrals for in-person treatment as needed.

If you have a life-threatening medical emergency, call 9-1-1 immediately.

Learn more at mvphealthcare.com/myERnow

* Benefit not available on all self-funded plans.

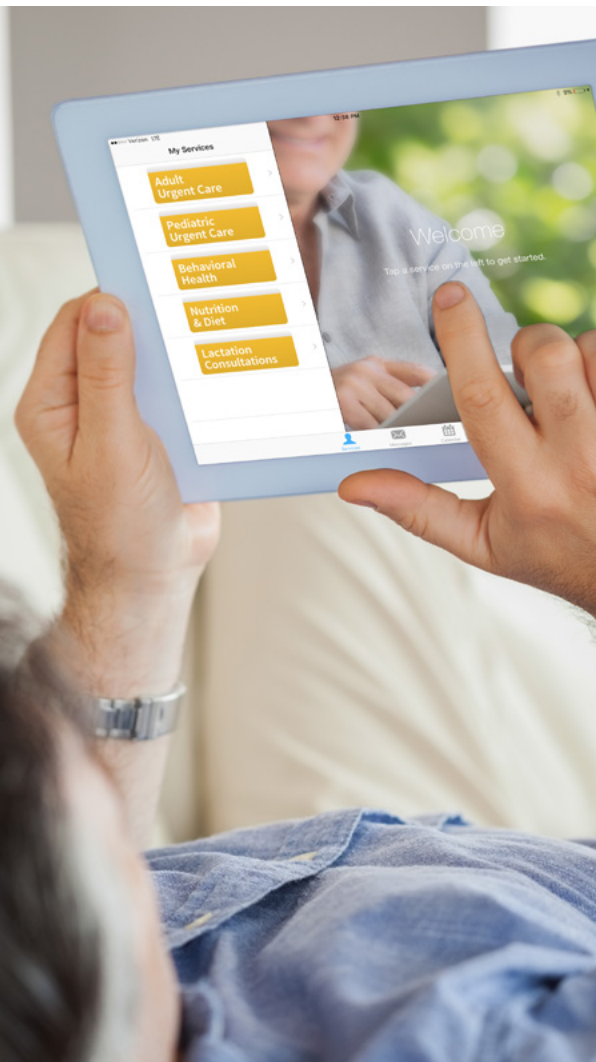
LivingWell

Go online and take charge of your health.

The MVP Healthwise® Knowledgebase is your one-stop resource for the latest health information. Visit **mvphealthcare.com** and select *Members*, then *Health & Wellness*.



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myVisitNow® 24/7 Online Doctor Visits

myVisitNow is a good option for MVP members who are at low-risk for COVID-19 but need care. With myVisitNow, members have access to urgent care, psychiatry, qualified mental health professionals, nutrition counseling, and lactation services. Online visits are available, using a smartphone, tablet, or computer with a webcam.*

Costs associated with myVisitNow are currently waived for most members during the State of Emergency

Visit **mvphealthcare.com/myvisitnow** for more information or call MVP Customer Care at the phone number listed on the back of your MVP Member ID card.

* **myVisitNow** from MVP Health Care is powered by American Well and is not included in all plans. Regulatory restrictions may apply.