

## Complete Your Annual Wellness Visit This Year and Get Rewarded

An Annual Wellness Visit is a check-up that is fully covered by your MVP health plan. You must complete this visit by November 30 to redeem your **Be Well Rewards** \$100 reward card by December 31. If you are not able to schedule an in-person visit by November 30, you can complete your visit with virtual care through the *Gia*<sup>®</sup> by MVP mobile app. Download or open the app and tap *Virtual Care*, then *Everyday Health Care* to get started.

### To redeem your \$100 reward card:

1. Sign in to Gia at [my.mvphealthcare.com](https://my.mvphealthcare.com).
2. Select *Well-Being* under Important Links, then *Be Well Rewards*.
3. Select *Get Started* and select the blue REDEEM button on the Healthyroads homepage.
4. Follow the instructions to choose your preferred reward card.

⚠️ If you cannot redeem your reward card online, please call Healthyroads at **1-877-748-2746** (TTY 711), Monday-Friday, 8 am-9 pm Eastern Time.

### Fight the Flu This Year!

It is important to protect against the flu each year, especially in the Fall. You can get a flu shot at your doctor's office, at many pharmacies, or at community flu shot clinics. To learn more, visit [mvphealthcare.com/flu](https://mvphealthcare.com/flu).

Talk to your doctor about pneumonia risk. Pneumonia is a lung infection that can make people of all ages sick. Several vaccines prevent infections that can cause pneumonia, including pneumococcal, pertussis (whooping cough), and seasonal flu vaccines. Talk to your doctor to see if these additional vaccines are right for you.



## Contact MVP

MVP Member Services/  
Customer Care Center

**1-866-954-1872**

TTY 711

April 1–September 30,  
Monday–Friday, 8 am–8 pm

October 1–March 31,  
seven days a week, 8 am–8 pm

**careteam@  
mvphealthcare.com**

## We Welcome Your Comments

Attn: Member Communications  
MVP Health Care  
625 State St  
Schenectady NY 12305-2111

**memberservices@  
mvphealthcare.com**

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

MVP Health Plan, Inc. is an HMO-POS/  
PPO/HMO D-SNP organization with  
a Medicare contract and a contract  
with the New York State Medicaid  
program. Enrollment in MVP Health  
Plan depends on contract renewal.

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)。

If any information in this Living Well  
Newsletter conflicts with provisions  
of your Evidence of Coverage (your  
Contract), the provisions of your  
Contract take precedence over  
Living Well articles and information.



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.

# 2025 DualAccess Plan Benefit Updates

Your MVP DualAccess plan helps your  
Medicare and Medicaid benefits work  
better together—and so much more.

## In 2025, your plan will still have:

- ✓ \$0 doctor and specialist visits
- ✓ \$0 mental health services
- ✓ \$0 Part D prescription drugs
- ✓ \$0 monthly premium

In 2025 you will be able to use your monthly allowance  
benefit to pay for even more of the things you need every  
day. **Your DualAccess plan will have one monthly  
allowance of up to \$175.** Use your allowance however  
you need it each month to pay for over-the-counter (OTC)  
health items, groceries, and—**New for 2025—utility  
bills like electricity, water, heat, internet, or phone.**

**Keep the Benefits Mastercard Prepaid Card<sup>®</sup>  
from NationsBenefits<sup>®</sup> that you currently  
use for your OTC benefit.** If you renew your  
DualAccess plan for 2025, it will have your new  
monthly allowance ready to use on January 1.

## Don't forget!

Use your current OTC and grocery allowances  
before the end of this year. If you need a new  
prepaid benefits card, please contact a member  
of your Care Team for help.

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The Benefits Mastercard<sup>®</sup> Prepaid Card is issued by The Bancorp Bank N.A., Member FDIC,  
pursuant to license by Mastercard International Incorporated and card can be used for eligible  
expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of  
Mastercard International Incorporated. Valid only in the U.S. No cash access. This is not a gift card  
or gift certificate. You have received this card as a gratuity without the payment of any monetary  
value or consideration.



# Helping You Manage HIV

Living with HIV can come with challenges. You may have questions about your treatment plan, where to get medications, and how to stay healthy. If you are living with HIV and think you need an extra hand in managing your health, MVP is here to help.

## Connect with a Case Manager

MVP has a team of health care professionals and nurses who can help you find resources and take care of yourself. Working with a Case Manager is free under your MVP health plan. You can get help with:

- Understanding HIV, your treatment plan, and medications
- Getting care or testing
- Finding community resources that may help you
- Eating right, staying active, and managing your mental health

Call **1-866-942-7966** (TTY 711), Monday–Friday, 8:30 am–5 pm to speak with a Case Manager. Your call is confidential.

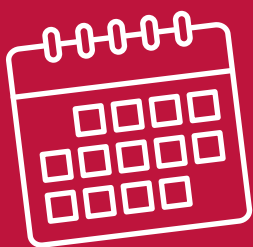


## HIV Resources

HIV prevention medications PrEP and PEP are covered under your MVP plan. They help prevent HIV when taken as prescribed. Learn more about these medications and get more information about HIV at [mvphealthcare.com/HIVsupport](https://mvphealthcare.com/HIVsupport).

# Join The MVP Member Advisory Council!

The MVP Member Advisory Council gives you a chance to tell us what you think of our services and how we can do better! You will receive a \$15 gift card and MVP giveaways for attending. Light snacks will be provided. Call your Care Team if you need help with \$0 transportation to the meeting.



## Save the date for 2025 meetings!

- ✓ Tuesday, April 1, 2025, Schenectady
- ✓ Thursday, April 3, 2025, Rochester

Interested in joining? Please email us at [GPAdvisory\\_product@mvphealthcare.com](mailto:GPAdvisory_product@mvphealthcare.com), or call **1-866-954-1872** (TTY 711) Monday–Friday, 8:30 am–5 pm Eastern Time. If you're not ready to commit to a council, consider joining the MVP Customer Research Group. To learn more, visit [mvphealthcare.com/shareyourexperience](https://mvphealthcare.com/shareyourexperience).

# A Message from MVP President & CEO

As the seasons change, bringing the hustle of fall and winter, your well-being remains our top priority at MVP. We're here to make health care simpler for you—whether that's finding the perfect provider, understanding how to use your benefits, or just being a friendly ear for your concerns.

Let's take this journey to better health together.

Be well,



Chris Del Vecchio  
President & Chief Executive Officer  
MVP Health Care



## MVP Notice of Privacy Practices

MVP is committed to safeguarding your information. We want you to understand what information we may gather and how we may share it. The MVP Notice of Privacy Practices, in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), describes how your medical information may be used and disclosed. It also explains your rights regarding your health information. To review a copy of our Notice of Privacy Practices, visit [mvphealthcare.com/notices](https://mvphealthcare.com/notices). To request a printed copy of this notice, or to request a copy in an alternate language or format, call your MVP Care Team.

# Living Well

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

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MVP Health Care



Health and Wellness or Prevention Information

## Take Your Medications to Stay Healthy

It's important to take your medications as prescribed if you have a chronic condition such as diabetes, asthma, or heart disease. Your MVP Care Team Pharmacist can help you review and manage your medications, make any needed changes, and answer your questions. Your Care Team can also help set up a prescription mail order program to order and deliver refills.

**Your Annual Wellness Visit is a good time to review your medications with your doctor.**

