

## Personalized Health Care Starts with Your Email

Connect your email address to your MVP account. It gives you two personalized tools that help you get care and manage your plan from anywhere.

### The *Gia* by MVP<sup>®</sup> Mobile App

Wherever life takes you, take *Gia*. It's a guide to your health (and your health plan). *Gia* gives you 24/7 access to virtual urgent and primary care. You can also view and share your ID cards, track your claims, and stay up to date on your deductibles and limits. It even has preventive care reminders. If you pay your premium to MVP directly, you can now make and schedule premium payments in the *Gia* by MVP mobile app. Download the free app at **GoAskGia.com**.

### Member Online Accounts

Your MVP Member online account is secure and convenient. It has detailed information about your health plan. In your account, you can view and print MVP Member ID cards, review detailed claims history, and see your Explanations of Benefits. You can even track progress toward your deductibles and limits and make payments. It's also the best way to update your communication preferences. Create your account at **my.mvphealthcare.com**.

### Connect Your Email Today

With *Gia* and your member online account, you can get care and manage your plan from anywhere. So, what are you waiting for? Connect your email to your MVP account today!



## Attention Parents!

Do you have a child covered under your MVP plan and are they at least 12 years old? If so, it's a good idea for them to complete an Authorization to Disclose Information (ADI) form, and send it back to MVP. Having an ADI on file means that you, as their parent or guardian, have access to certain health information that otherwise is unavailable to you once the child turns 12. To download the ADI form, visit **mvphealthcare.com/ADI**.



## A Message from MVP Health Care President & CEO

Taking care of ourselves is always important, and this fall season is no exception. That's why I encourage you to prioritize your personal health with preventive care services like routine check-ups, screenings, and immunizations.

Also, take some time to visit our new MVP website. We've worked hard to make it more user-friendly and tailored to your needs as a member.

As always, we're here to support you every step of the way.

Be well,

**Christopher Del Vecchio**  
President and Chief  
Executive Officer



MEDICAID, HARP, CHILD HEALTH PLUS (CHP), AND ESSENTIAL PLAN

## Renewals are Back

MVP will send you reminders when it is time to renew your coverage. Make sure your account information, like mailing address, phone number, and email, is up to date so we can reach you. To update your account information, visit [my.mvphealthcare.com](https://my.mvphealthcare.com) and sign in to your MVP Member online account.

### Renewing Your Coverage

For the best experience, you may need the following items to complete your renewal:

- Proof of income for the last 30 days, such as a pay stub or unemployment document, or a three-month financial statement
- Social Security Number or Document Numbers to verify your immigration status if applicable
- Information about any additional health insurance you have

To learn more about renewals, call Monday–Friday, 8 am–6 pm:

Medicaid and CHP members—call the MVP Member Services/  
Customer Care Center at **1-800-852-7826** (TTY 711)

HARP Members—call **1-844-946-8002** (TTY 711)

or visit [mvphealthcare.com/renew](https://mvphealthcare.com/renew).



# Back-to-School Checklist

## Annual Well-Care Visit

**During these visits, your child's doctor will complete the following:**

- Measure weight, height, and body mass index (BMI) to make sure they are growing normally
- Check blood pressure, heart rate, and breathing
- Provide necessary vaccinations or screenings for childhood diseases
- Evaluate their emotional well-being and mental growth and development
- Other evaluations based on age, gender, and lifestyle

## **Plan Ahead**

- Write down any concerns you have before your visit
- Make a list of medications, vitamins, and supplements that your child is currently taking for the doctor to review
- Ask questions during the exam—this is a great opportunity to talk with the doctor about your child's health and behavior
- Schedule your child's visit for the following year before leaving the doctor's office



**Don't wait until your child is sick to see their doctor.**

Annual well-care visits for children are covered by MVP. MVP health plans feature \$0 preventive care services\*. For more information about preventive care services, visit [mvphealthcare.com/PreventiveCare](https://mvphealthcare.com/PreventiveCare).

\*Check your Certificate of Coverage for benefit plan details.

## □ ADHD Treatment Plan

The beginning of the school year is a great time to re-visit your child's ADHD treatment plan with both their doctor and school. These important conversations can help set the tone for a successful school year for your student.

### Plan Ahead

- Talk with your child's doctor about goals for the upcoming school year
- Develop a plan with the doctor for how to achieve these goals
- Talk with your child's school about the details of your child's plan so that the staff understands what is required
- Schedule another follow-up with your child's doctor a few weeks into the school year to:
  - Talk about how things are going at home and in school
  - Make sure the current ADHD treatment is working for your child

### Additional Tips

- Before school starts, talk to your child often about their back-to-school routines
- Create a family calendar showing daily routines and extracurricular activities
- Schedule and complete follow-up visits with your child's doctor!

MVP can help you schedule a doctor's visit or find a new doctor. For these services or if you have any questions, please call us at the phone number on the back of your MVP Member ID card.

## Share Your Experience With MVP!

MVP would love you to share with us your thoughts and experiences. We have a few different types of member advisory councils that meet throughout the year. If you have interest in joining one of them, please email [gpadvisorycouncil\\_product@mvphealthcare.com](mailto:gpadvisorycouncil_product@mvphealthcare.com) or call the number on the back of your Member ID card. We hope to hear from you!

## Contact Us

Comments about this newsletter? Send an email to [members@mvphealthcare.com](mailto:members@mvphealthcare.com) or write to us at:

**Living Well MVP Health Care**  
**625 State Street**  
**Schenectady, NY 12305-2111**

If you have questions about your benefits, please call the MVP Member Services/Customer Care Center at the phone number listed on the back of your MVP Member ID card.



# Calling all 18–21-year-olds... This message is for you!

Growing up, your parents or caregivers may have managed your health care needs—scheduling visits, talking to your doctor, filling out forms, and keeping track of medications. Now that you are older, it may be time for you to manage your own health care.

## Making the Switch to Adult Health Care

Once you turn 18, it is up to you to make decisions for your own health care. Parents/caregivers cannot access your medical information or be in the exam room unless you give permission. If you need help making decisions, talk to your family and your doctor about who needs to be involved and what you need to do to make sure they can be a part of the conversations.

If you still see a pediatrician (a doctor who treats children and young teens) you may want to switch to a doctor who can care for you throughout adulthood. An adult-care doctor, often called a primary care provider (PCP), is a doctor who helps you maintain your overall health, including physical, behavioral, and emotional health. Their primary role is to provide preventive care and teach you about healthy choices, as well as identify common medical conditions and direct you to the best option for care.

Learn more and access additional tools and resources to help you make the switch—visit [mvphealthcare.com/switch-to-adult-care](https://mvphealthcare.com/switch-to-adult-care).



Material presented in this magazine is informational only and is not intended to replace medical advice, which should be obtained from a qualified physician. In the event that any information in Living Well conflicts with provisions of your subscriber, group, or individual MVP Health Care contract, the provisions of your contract take precedence over Living Well.

Para leer este boletín informativo en español, visite [mvphealthcare.com/newsletters](https://mvphealthcare.com/newsletters). Verá los boletines informativos en español.

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)。

# LivingWell



PRSR STD US  
Postage  
**PAID**  
MVP Health Care

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

## Get your flu shot, not the flu!

Getting a flu shot in early fall can help protect you from the flu and its complications. Everyone six months of age or older should get a flu shot. 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](http://mvphealthcare.com/flu).

READ MORE INSIDE →

## MVP Living Well programs offer free health and well-being classes.

The MVP Health Promotions team is proud to offer a variety of classes, discount programs, and vouchers throughout our service area. To learn more, find classes by you, or to register for any of our programs, check out [mvphealthcare.com/calendar](http://mvphealthcare.com/calendar).

