

## Be Well Rewards

With MVP *Be Well Rewards*, you will earn a \$100 reward card after completing your Annual Wellness Visit. Yes, only one activity—it's that simple!

An Annual Wellness Visit is a yearly visit with your primary care provider (PCP). This visit is fully covered under your MVP health plan. An Annual Wellness Visit is designed to help prevent illness based on your current health and risk factors. During your visit, your PCP will review your medical, behavioral, and emotional health. Your visit may include education or counseling about the following:

- Preventive screenings
- Immunizations
- Current and previous medications
- Risk of falling (or previous falls)
- Height, weight, and blood pressure measurements
- Body mass index (BMI)
- Potential risk for dementia or depression and your level of safety
- Creating an advance directive
- Referrals for other care, if needed

It is important to follow your PCP's recommendations and schedule the follow-up care you may need. By the end of your visit, you and your PCP will have created (or updated) your personalized prevention plan. This written plan lets you know which screenings, shots, and other preventive services you need to complete in the next 12 months. These services may include:

- Blood pressure screening
- Bone density scan
- Cancer screenings (ex. breast, colorectal, lung, prostate)
- Cholesterol test
- Diabetes screening
- Vaccines (i.e., COVID-19, flu, pneumococcal, shingles)
- Vision and hearing tests



**An Annual Wellness Visit IS NOT a head-to-toe physical exam.** Instead, you will discuss the preventive care you need to keep you healthy and out of the hospital. This visit, unlike a physical exam or a sick visit, is structured to give you and your PCP more time to talk about any problems or concerns you have. Most Annual Wellness Visits last about 45 minutes.

**If you haven't already, talk with your PCP today about scheduling your Annual Wellness Visit.**

To learn more about *Be Well Rewards*, including how to redeem your \$100 reward card, sign in to Gia<sup>®</sup> at [my.mvphealthcare.com](https://my.mvphealthcare.com), select *Well-Being*, and then *Be Well Rewards*. Or call the Medicare Customer Care Center at the phone number on the back of your MVP Member ID card.

## Contact MVP

MVP Medicare  
Customer Care Center

**1-800-665-7924**

TTY 711

October 1–March 31,  
call seven days a week,  
8 am–8 pm Eastern Time.

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

**mvphealthcare.com**

## We Want Your Feedback!

Because you are our Most Valuable Person, we're committed to helping you get the right care all year long. We care about what you think so we can do our very best for you. If you receive a survey about MVP, we invite you to complete it!

Material presented in this newsletter is not intended to replace medical advice, which should be obtained from a qualified physician. If any information in Living Well conflicts with provisions of your Evidence of Coverage (your Contract), the provisions of your Contract take precedence over Living Well articles and information.

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)。



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.

# Welcome to MVP!

If you are a new MVP member, you will receive a Welcome Call from a Care Guide. During this call, we'll review your benefits and answer any questions you may have. We'll discuss important topics of your plan, including transition of care, Part D benefits (if applicable), and how to make the most out of your extra wellness benefits included in your plan!

By now, you may have already received your Welcome Call from a member of our Care Guide team. If you enrolled more than 90 days ago and you haven't received a Welcome Call, please call us at **1-844-232-9687** (TTY 711).

October 1–March 31, call seven days a week,  
8 am–8 pm Eastern Time.

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

Learn more at **mvphealthcare.com/Careguide**.

## Get Where You Need to Go With Your Transportation Benefit from MVP

MVP partners with American Logistics to provide rides to non-emergency medical appointments, the dentist, and the pharmacy at no cost to Medicare members who have the transportation benefit.\* Review your Evidence of Coverage (EOC) for more information about the number of rides your plan covers. Here are a few tips to help you use this important benefit.

- Schedule your trip up to one week in advance. At least 48 hours advance notice is required to guarantee a ride
- If needed, be sure to cancel appointments at least two hours prior to your scheduled pick-up time
- Request door-to-door service for help in and out of the vehicle
- Ask about special accommodations if you are in a wheelchair or unable to walk

To schedule a ride, call American Logistics at **1-855-923-4125** (TTY 711)  
Monday–Friday, 8 am–5 pm.

\*If you have Medicare from an employer, you may not have a transportation benefit. Be sure to review your EOC or speak with the person who administers your health benefits.





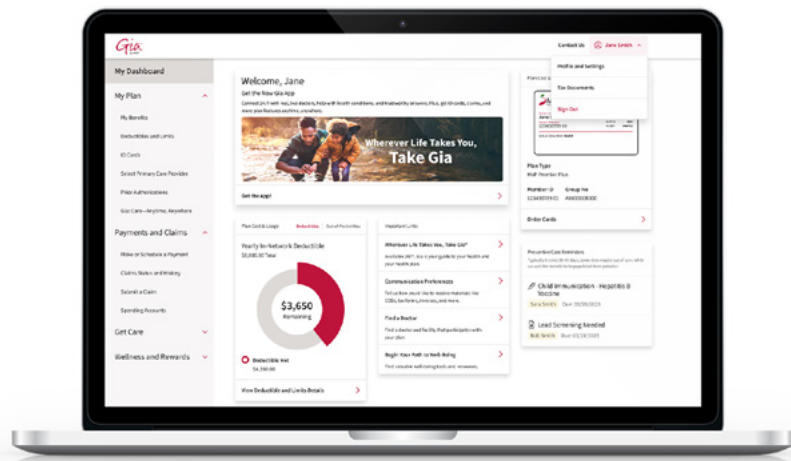
# Gia: Access You Plan, Your Way

## Good news for all MVP members!

Gia®, your guide to your health and health plan, is now available online at [my.mvphealthcare.com](http://my.mvphealthcare.com). Manage your health needs in the way that's most convenient for you!

Gia helps you understand your benefits and effortlessly navigate key health plan information on your computer, tablet, or smartphone—wherever it's most comfortable for you.

It's also the best way to set your communication preferences. You can choose which kinds of information you want delivered by mail, email, or phone.



## Ready to join the growing number of MVP members using Gia?



Whether online or on your mobile device, Gia makes managing your health and health plan simpler and more accessible.

Sign in or register for Gia at [my.mvphealthcare.com](http://my.mvphealthcare.com).

To download the *Gia by MVP* mobile app, visit [GoAskGia.com](http://GoAskGia.com), scan the QR code using the camera on your mobile device, or visit the App Store® or Google Play™.

## FOR YOUR INFORMATION

## How you hear from MVP is up to you!

We want to make sure you have the information you need to get the most out of your MVP plan. Let us know how you want to hear from us! Sign in to Gia to set your Communications Preferences:

- Sign in at [my.mvphealthcare.com](http://my.mvphealthcare.com), then under Important Links, select *Communication Preferences*, or
- Sign in to the *Gia by MVP* mobile app, then tap *Menu* in the lower right corner, then *Profile and Settings*

Select *Go Paperless!* to receive certain plan information via email instead of getting physical mail.

MVP may call you to talk about plan or product options. If you'd rather not receive these kinds of phone calls, call the MVP Medicare Customer Care Center at the phone number on the back of your MVP Member ID card to let us know you'd like to opt out of receiving some phone calls.

*Please note: You cannot opt out of all mailings and phone calls from MVP. There are still some things we are required to mail or call you about.*

## New Dental Network for Medicare Members

Medicare members with dental coverage now have access to a new, expanded network of dentists.\* LIBERTY Dental Plan provides dental benefits for most of our Medicare members. If you are not sure whether your plan has a dental benefit, review your Evidence of Coverage or call the MVP Medicare Customer Care Center at the phone number on the back of your MVP Member ID card.

You can choose to see any dentist that accepts Medicare, but if you see a dentist in the LIBERTY network, you will generally pay less. You can see a LIBERTY dentist anywhere

in the country. You also have access to the national Guardian PPO DentalGuard network. Just show your dentist the DentalGuard logo on the front of your Dental ID card.

If it has been more than six months since you have seen a dentist, schedule a visit today! For more information about your benefits or to find a dentist, visit [mvphealthcare.com/MedicareDentist](http://mvphealthcare.com/MedicareDentist).

\*If you have Medicare from an employer, you may not have a dental benefit. Be sure to review your EOC or speak with the person who administers your health benefits.

# A Message from MVP President & CEO

We can't express enough how grateful we are to be on your health journey with you. Whether you're a new addition to MVP or a returning member, we want you to know that we consider it a great honor to walk this path alongside you.

As we embark on another year, our commitment to humility, curiosity, and unwavering dedication to our members and the communities we serve remains steadfast. We believe in progress over perfection, and that's why we value your feedback and insights more than anything. You are at the very heart of everything we do, and your valuable input plays a vital role in shaping our innovative solutions.

Please take a moment to share your feedback and insights with us. Your participation in our surveys and communication channels is crucial to our continued growth and improvement. Your voice matters to us, because together, we can co-create an even better MVP experience.

Thank you once again for choosing MVP. Here's to a year filled with progress, and an unwavering commitment to your well-being.

Be well,



Christopher Del Vecchio  
President & Chief Executive Officer  
MVP Health Care



## Living Well

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

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



Health and Wellness or Prevention Information

## You're Our MVP—our Most Valuable Person

Nothing is more important than you and your health, and we're happy to be your partner on your personal health journey. That's why we're committed to helping you get the right care all year long. Visit [mvphealthcare.com/mvpresources](http://mvphealthcare.com/mvpresources) to watch a member orientation video and find resources about the care, support, and benefits\* available to you as part of your MVP plan.

\*If you have Medicare from an employer, you may not have some of the mentioned benefits. Be sure to review your EOC or speak with the person who administers your health benefits.

