Denise V. Gonick  
President & CEO, MVP Health Care®

Health care is all about you. Here at MVP, we are always working on new ways to keep you and your family healthy by providing the best care for the best value. Thank you for giving us the opportunity to help you take on life and live well!

To receive future issues of this newsletter at your email address instead of via postal mail, please contact us at ecommunications@mvphealthcare.com with the words Subscribe-Living Well for MVP Option in the subject line.


HOW MUCH DO YOU KNOW ABOUT FLU VACCINES?

Did you know that if you have the flu, you also can get ear infections, pneumonia, and other serious health problems?

One of the best ways to protect yourself is to get a flu shot each year.

It’s especially important for parents to take their children ages six months to two years old for a flu shot. The shot can make it 60 percent less likely that you will get the flu. And if you had the shot and do get the flu, you may be sick for a shorter time.

Test Your Knowledge about Flu Vaccines

1. If you don’t get a flu vaccine by Thanksgiving, it’s best not to get one.
   - True  - False

2. A shot isn’t the only type of flu vaccine.
   - True  - False

3. It is important for a woman who is pregnant to get a flu vaccine.
   - True  - False

(Continued on page 2)

CVS/CAREMARK TO MANAGE MEMBER PHARMACY BENEFITS

MVP Health Care has chosen CVS/caremark as its Pharmacy Benefits Manager as of January 1, 2015.

In 2015, you can fill prescriptions at CVS/pharmacies and many others!

The list of pharmacies you can use in 2015 gives you many choices. You do not have to use a CVS/pharmacy.

We have already sent letters to members who have recently used a pharmacy that will not be part of our 2015 network to help them choose a new one.

We have sent you a new Member ID card that shows CVS/caremark information that your pharmacist will need.

You can see the 2015 list of pharmacies at www.mvphealthcare.com. Under the Members tab, select Manage Prescriptions, then Filling Your Prescription, and then Find a Pharmacy.

We are excited about this change because we want you to have the best quality and value when you need a prescription medication.

Contact Us
MVP’s Customer Care Center
1-800-852-7826
TTY: 1-800-662-1220
Monday–Friday
8:00 am–6:00 pm
You can also contact us by email at MVPOptionNewsletter@mvphealthcare.com

We Welcome Your Comments
Write to us at:
MVP Health Care
Corporate Affairs Department
220 Alexander Street
Rochester, NY 14607
IS YOUR CHILD ON MEDICATION TO TREAT ADHD?
If your child is on medication to treat Attention Deficit Hyperactivity Disorder (ADHD), it is important to follow-up with the child’s Primary Care Professional (PCP).

- Once a child has started on a medication for ADHD, it is recommended that the child sees his/her PCP within 30 days. Your child’s PCP can discuss any possible side-effects and can adjust the medications if necessary.
- If your child remains on this medication, your child should visit his/her PCP two more times in the remaining nine months to discuss the current treatment for ADHD and whether any adjustments need to be made.

Your child should not stop taking any medication without first discussing it with your child’s PCP.

How Much Do You Know About Flu Vaccines?
(continued from page 1)

The Answers
1. **False.** It’s best to get a flu vaccine in October or November. But a shot in December—or even later—still can help.

2. **True.** Healthy people ages two to 49 and women who aren’t pregnant may be able to get a nasal spray flu vaccine.

3. **True.** A pregnant woman who gets a flu vaccine can reduce her newborn’s chances of getting the flu. This is especially important because flu vaccines are recommended only for infants older than six months. And babies younger than six months who catch the flu are more likely than older babies to have complications from the flu.

Remember, you need a flu shot every year. If you are sick and have a fever, wait until you feel better before you get your flu vaccine.

TRANSPORTATION REMINDER
If you need non-emergency transportation, including rides to your doctor appointments, you or your doctor must call Medical Answering Services (MAS) at the number listed below for the county you live in. If possible, you or your doctor should call MAS at least three days before your medical appointment. You will have to provide your Medicaid ID number (for example: AB12345C), appointment date and time, address where you are going, and the doctor you are seeing.

<table>
<thead>
<tr>
<th>County</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Genesee</td>
<td>1-855-733-9404</td>
</tr>
<tr>
<td>Monroe</td>
<td>1-866-932-7740</td>
</tr>
<tr>
<td>Livingston</td>
<td>1-888-226-2219</td>
</tr>
<tr>
<td>Ontario</td>
<td>1-855-733-9402</td>
</tr>
</tbody>
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Non-emergency medical transportation includes personal vehicle, bus, taxi, ambulette, and public transportation.

If you have an emergency and need an ambulance, you must call 911.

NEW for Genesee County Members
Starting January 1, 2015, emergency and non-emergency medical transportation is covered by regular Medicaid for members who live in Genesee county. This means that MVP no longer covers medical transportation as part of your plan benefits. This will not change any of your other medical benefits.

Please follow the directions above about calling MAS to schedule non-emergency medical transportation.

24/7 NURSE ADVICE LINE
Call the 24/7 Nurse Advice Line anytime, day or night, for answers to your health questions. Speak with a nurse who can help you (especially when your doctor’s office is closed) with issues such as:

- “What do I do if” health questions, even if it’s in the middle of the night.
- Finding information and resources about prevention and wellness, treatments, chronic conditions, and other health topics or concerns.

You can also listen to selections from an audio library of more than 400 pre-recorded messages on general health topics, designed to help you make informed health decisions. Call 24/7 Nurse Advice Line at 1-800-204-4712. Have your note pad and pen ready!
MVP QUALITY IMPROVEMENT PROGRAM

MVP is dedicated to providing quality health care and services to our members. Our Quality Improvement (QI) program sets standards for the care and services that are provided to our members by MVP and by participating providers. MVP reports on its progress toward achieving the QI program goals in an annual Quality Improvement Evaluation report. You are welcome to take part in the development, implementation, or evaluation of the quality improvement system, and/or you may comment on the MVP Quality Improvement process.

If you are interested in taking part, commenting, or receiving a summary of the program description document and the Executive Summary of the Annual Evaluation, call the MVP Quality Improvement Department at 1-800-777-4793, ext. 12247.

UTILIZATION MANAGEMENT

Utilization management is a process that MVP uses to review the health care services you receive. The process makes sure you get the right care for your health needs—effective care that you are able to get in a timely manner and at a place that best meets your specific health care needs.

MVP asks certain questions when reviewing a service or making coverage decisions, such as:

• What is the quality of the care like?
• Do the benefits of getting this care outweigh its risks?
• Is this care appropriate for your specific medical condition?
• Is this the only service that is available or are there other more cost-effective treatments?
• Does your health plan cover this type of care?

Not all the care you get will be reviewed by MVP. Types of care that may be reviewed include services that are high cost (such as gastric bypass surgery) or if the service is often considered not medically necessary (such as cosmetic surgery). MVP wants to make sure you know that individuals make decisions based only on appropriateness of care and services as well as the benefit coverage available to you.

Doctors, specialists, and other health care professionals are not encouraged to deny care or coverage for care to our members. MVP does not reward or offer incentives to employees or health care professionals to deny health care services to you. MVP will generally speak to your provider if there are questions about your care. Your doctor has the right to ask MVP to reconsider its coverage decision if he or she does not agree with that decision. MVP will reconsider the request and provide a response within one business day after the request is received. This time line does not apply if you already received the care.

You and your doctor will make all final decisions on your health care. MVP cannot stop you from getting medical care.

These utilization management policies are used to determine if, and to what degree, your care will be covered by your MVP health plan.

COOL IDEAS FOR FAMILY FITNESS THIS WINTER

Experts say that children need at least one hour of active play a day to be healthy and control weight gain. Don’t let cold weather and shorter days slow your kids down. Get creative with ideas to keep your family active this winter.

Here are a few to get you started:

• Sign them up. Local community centers and parks programs often offer classes in dance, gymnastics, or martial arts, as well as swimming lessons or organized sports, such as basketball or hockey.
• Use your library card. Check out children’s fitness videos for indoor workouts.
• Discover the thrill of the hill. Take a sled or tube ride down. Climbing back up for each run gets your heart pumping.

PRODUCT NAME CHANGE

Please note that your MVP product name has changed:

MVP Option is now called MVP Medicaid Managed Care (or MVP Medicaid).

MVP Option Child is now called MVP Child Health Plus.

Your benefits and the way you contact MVP are not changing. You can expect the same great service and benefits you’ve come to expect from MVP!
**VALUEOPTIONS® DEPRESSION IDENTIFICATION AND MANAGEMENT PROGRAM**

Depression is a common and serious medical condition that affects nearly 10 percent of adults in the United States.

**Symptoms of depression include:**
- loss of interest in activities
- sleeping too little or too much
- trouble remembering
- unexplained physical symptoms that do not go away

Depression can impact a person’s family, friends, health, and job. Depression is very treatable. ValueOptions®, the company that manages mental health and substance abuse services for MVP Health Care, is offering a program that can help.

The Depression Identification and Management Program includes a free, confidential screening that you can take online, by telephone, or by mail. You can obtain information about depression, its symptoms and treatment, and assistance with treatment options. If you suspect you may be depressed, discuss your symptoms with your physician and contact ValueOptions®.

If you would like to learn more about this program please visit [www.mvphealthcare.com](http://www.mvphealthcare.com). Select *Live Healthy* under Members, then *Population Health Management Programs*, then *Condition Management*, and look for *Depression*. You can also call ValueOptions® toll free at 1-855-300-7959.

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**KEEP US INFORMED**

Call MVP’s Customer Care Center at 1-800-852-7826 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.

If you change your name, address, or telephone number, call your local Department of Social Services right away. You may have to give a copy of a utility bill or current driver’s license as proof of your new address.

If you no longer qualify for Medicaid, you or your children may be eligible for one of the other programs available under the Affordable Care Act. For more information about these programs, call 1-800-TalkMVP (1-800-825-5687).

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