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Health care is all about you. That's why we are always working on new ways to keep you and your family healthy and fit 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 this newsletter and other general communications

from MVP by email instead of postal mail, *Log In or Register* for an MVP online account at [www.mvphealthcare.com](http://www.mvphealthcare.com) and select *Communication Preferences* to opt in. You can update your preferences at any time via your online account. MVP will continue to send documents about your health plan contract and benefits by mail.

**Comments:** Send an email to [livingwell@mvphealthcare.com](mailto:livingwell@mvphealthcare.com) or write to us at *Living Well*: MVP Health Care, PO Box 2207, Schenectady, NY 12301-2207.

Material presented in this magazine 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*.



[www.mvphealthcare.com](http://www.mvphealthcare.com)



## DO YOU SMOKE? WANT TO QUIT?

Quitting smoking may be the best thing you do for your health. No matter your age, you can reduce your cancer risk if you quit smoking. Ten years after quitting, for example, the risk for lung cancer may be cut in half. In 10 to 15 years, your overall risk for cancer will be nearly as low as that of a nonsmoker.

Many smokers want to quit but need help. Using quit-smoking medications can double your chances of quitting smoking for good. Quit-smoking medications reduce cravings for nicotine and lower withdrawal symptoms. Your doctor can also provide counseling to help you quit.

### Talk to Your Doctor About a Quit Plan That is Right for You!

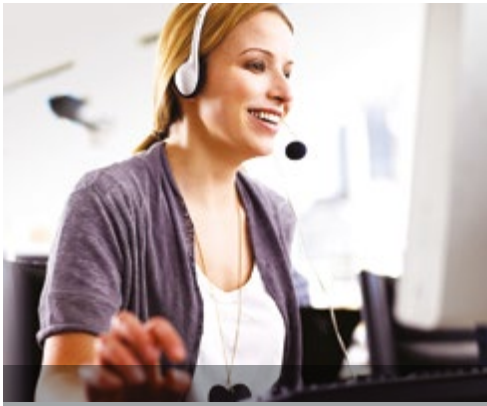
You can find more information, and an interactive tool to help you determine if you are ready to quit smoking, at [www.mvphealthcare.com](http://www.mvphealthcare.com). Select *Living Healthy* under *Members*, and then *Health Tools & Calculators*.

## EVERYTHING STARTS WITH YOUR PRIMARY CARE PHYSICIAN

A Primary Care Physician (PCP) is a physician who specializes in Family Practice, Internal Medicine, General Practice, or Pediatrics. Your PCP is the doctor you'll typically see for routine checkups and other appointments.

If your health care need is not urgent, it's usually best to go to your PCP. He or she already knows you and your health history. Your doctor can access your medical records, recommend specialists, and provide follow-up care to help you manage your overall health and wellness.

To select or change your PCP, call the number on the back of your MVP Member ID card. To search for available providers online, visit [www.mvphealthcare.com](http://www.mvphealthcare.com) and select *Find a Doctor*.



## WHAT THE 24/7 NURSE ADVICE LINE CAN DO FOR YOU

Expert advice on non-emergency health conditions is just a phone call away—even on weekends. The 24/7 Nurse Advice Line is not meant to replace a trip to the doctor's office. Instead, it is designed to:

- **Get the information** you need about an illness, medical condition, or injury when your doctor is not available.
- **Help you understand** your treatment options.
- **Provide guidance** in preparing for doctor visits.
- **Answer** your “what to do if” health questions.
- **Help you find information and resources** about prevention and wellness, treatments, chronic conditions, and other health topics and concerns.

To access the 24/7 Nurse Advice Line, call the phone number on the back of your MVP Member ID card, 24 hours a day, 7 days a week.



## YOUR MVP ONLINE ACCOUNT OFFERS MORE

Your MVP online account makes it easier than ever to connect with your health plan. *Log In* any time at [www.mvphealthcare.com](http://www.mvphealthcare.com) to see all of your important health plan information:

- View and print your Member ID card (or request a replacement card)
- Check the status of your claims
- Manage your prescriptions
- And more!



## GO PAPERLESS WITH EXPLANATION OF BENEFITS STATEMENTS ONLINE

Sign up to get your Explanation of Benefits (EOB) statements electronically! An EOB is a document to keep you informed of the health care claims that have been submitted by providers on your behalf. It shows any financial responsibility you may have for services provided and if services were not paid for by the plan. If you sign up for electronic EOBs, you will receive an email notification when your EOB is available in your MVP online account. Then, simply log in to your account any time to review it. To sign up, *Log In* or *Register* for an MVP online account at [www.mvphealthcare.com](http://www.mvphealthcare.com) and select *Claims Status & History*.



## MVP'S 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 evaluations of the quality improvement system, and/or you may comment on the MVP QI 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.

## WHY SHOULD YOU BE SCREENED FOR CANCER?

Breast, cervical, and colorectal cancers may not always cause symptoms. Screening tests can find these cancers early, when treatment works best.

**Breast cancer risk increases with age.** Screening by mammography is usually recommended starting between ages 40 and 50. Talk to your doctor about when and how often you should be screened.

**Men and women ages 50 or older should be screened for colorectal cancer.** If you have a family history of colorectal cancer, your doctor may recommend starting screening earlier.

**Women are at risk for cervical cancer.** Screening is usually recommended starting around age 21. Cervical cancer is one of the easiest cancers to prevent

with regular screenings and follow-up. If found and treated early, cervical cancer is highly curable.

Talk with your doctor about which preventive care tests you need and how often you may need them.

*Source: New York State Department of Health Public Fact Sheet 11/11*



## HEALTH CARE FRAUD

Every year, billions of dollars are spent on fraudulent health care claims. When this happens, health care costs and expenses go up. Who pays for this costly crime?

**We all do.**

At MVP, we are committed to providing top-quality, affordable health care. That's why we're tough on health care fraud. We work closely with our doctors and hospitals, other insurance companies, and law enforcement agencies to identify potential health care fraud, waste, and abuse. But the best way to fight fraud is with your help.

Fraud is any action that a person takes knowing that the action could result in unlawful personal gain. In health care, this often takes place in the form of medical identity theft and billing for services or supplies that were not actually given or delivered. You can protect yourself and be the front line of defense against health care fraud, waste, and abuse!

**Be suspicious of medical providers who:**

- Offer free medical services or equipment in exchange for your MVP Member ID number.
- Call your home saying they represent MVP, yet still need your MVP Member ID number.
- Use phone or door-to-door sales techniques.
- Use pressure or "scare tactics" to sell expensive equipment or medical services.

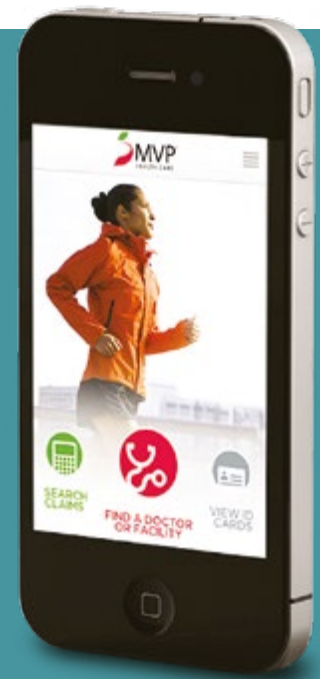
**Check your medical bills, explanation of benefit statements, and/or service verification letters for the following:**

- Were there any services billed that you did not receive?
- Do dates or services billed not match your records?
- Were you billed for the same services twice?
- Are there names of medical providers you do not recognize?

**Be on the lookout for:**

- Phone calls from someone claiming to be conducting a survey who asks for your MVP Member ID number.
- People approaching you in a public place looking to provide free services, then asking for your MVP Member ID number.
- Phone calls or emails from someone claiming to be from MVP asking for payments over the phone or online.

Please help us fight health care fraud by reporting any activities you suspect. Contact the MVP Special Investigations Unit by completing a referral form at [www.mvphealthcare.com](http://www.mvphealthcare.com) or by calling **1-877-835-5687**.



## DOWNLOAD THE FREE myMVP MOBILE APP

With myMVP, you'll always have access to your important health plan information—no matter where you go.

- View, email, or fax your Member ID card
- Find a nearby doctor, urgent care center, or hospital
- Search your claim details and payment status
- Review your deductibles and benefit limits
- Access your Explanation of Benefits
- And More!

iPhone users: search for "myMVP" in the App Store™

Android users: search for "myMVP" on Google Play™

**Need help?** Contact eSupport at **1-888-656-5695** or [esupport@mvphealthcare.com](mailto:esupport@mvphealthcare.com).

MSG&Data rates may apply.



## WE VALUE YOUR OPINION

Please fill out a brief, anonymous survey at [www.mvplistsens.com](http://www.mvplistsens.com). We will use this information to create a better experience for all of our members. All responses are 100 percent confidential. The survey only takes a few minutes to complete.



## RETHINK YOUR DRINK

Sugar-sweetened beverages are the largest source of added sugars in the American diet. Most U.S. adults consume about 22 teaspoons of added sugars a day.

**Sugar has many other names.** Added sugars are the sugars and syrups added to beverages! Besides those ending in “ose,” such as maltose or sucrose, other names for sugar include high fructose corn syrup, molasses, cane sugar, corn sweetener, raw sugar, syrup, honey, or fruit juice concentrates.

**Limit your consumption of foods with high amounts of added sugars, such as sugar-sweetened beverages.**

**How much is just right?** The U.S. Department of Agriculture (USDA) recommends limiting the amount of added sugars. For most American women, that’s no more than six teaspoons of added sugars. For men, it’s nine teaspoons of added sugars. The USDA recommendations focus on all added sugars, without singling out any particular types such as high fructose corn syrup.

Source: USDA 2014

