



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 coverage for the best value. Thank you for giving us the opportunity to help you *take on life and live well!*

Para leer este boletín informativo en español, visite www.mvphealthcare.com y seleccione *Members*, luego *Living Healthy*, y luego *Living Well Newsletter*. Verá los boletines informativos en español.

Contact Us

MVP Customer Care Center
1-800-852-7826
TTY: 1-800-662-1220
Monday–Friday
8:30 am–5:00 pm

We Welcome Your Comments

Write to us at:
MVP Health Care
Marketing & Communications
220 Alexander Street
Rochester, NY 14607
You can also contact us by email at MVPGPLivingWell@mvphealthcare.com.



THE NEW YORK STATE HEALTH HOME SERVICES PROGRAM

MVP Health Care wants you to know about the New York State Health Home Services Program. It offers free services that you may be eligible to receive as an MVP Medicaid Managed Care member. The Health Home Services Program provides Care Management services to qualified individuals to help make sure everyone involved in that person's care is working well together and sharing information to support a person's recovery. Once you enroll in the Health Home

Services Program, you will have a trained Care Manager to help you with your needs. Together, you and your Care Manager will work to create a Care Plan. Your Care Manager will strive to help those involved in your care understand your needs and also help you get needed social services too.

For more information about the Health Home Services Program, visit www.mvphealthcare.com. Under the *Members* tab, select *Live Healthy* and then *Population Health Management Programs*.

GO GREEN! GET LIVING WELL BY EMAIL



Did you know that you can get this newsletter by email? 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 and select *Communication Preferences* to opt in. The email version is easy to share with family or friends, and you can help the environment by saving a few trees! 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.

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. Select *Living Healthy* under *Members*, and then **Health Tools & Calculators**.

For help quitting, you can also call the New York State Smokers' Quitline at **1-866-NY-QUITS (1-866-697-8487)** or visit www.nysmokefree.com.

HAS YOUR CHILD SEEN THE DOCTOR LATELY?

Regular visits to the doctor keep your child healthy.

These checkups help the doctor find problems before they become serious. As an MVP member, your child's checkups are a covered benefit. Children should see the doctor for a checkup if they are:

- Under one year old: between two and four weeks old, two months, four months, six months and nine months of age
- Ages 1-5: At 15 months and 18 months old, then once per year
- Ages 6-18: Once every year

Before a checkup, tell your child that he or she is going to the doctor and explain what to expect during their visit.

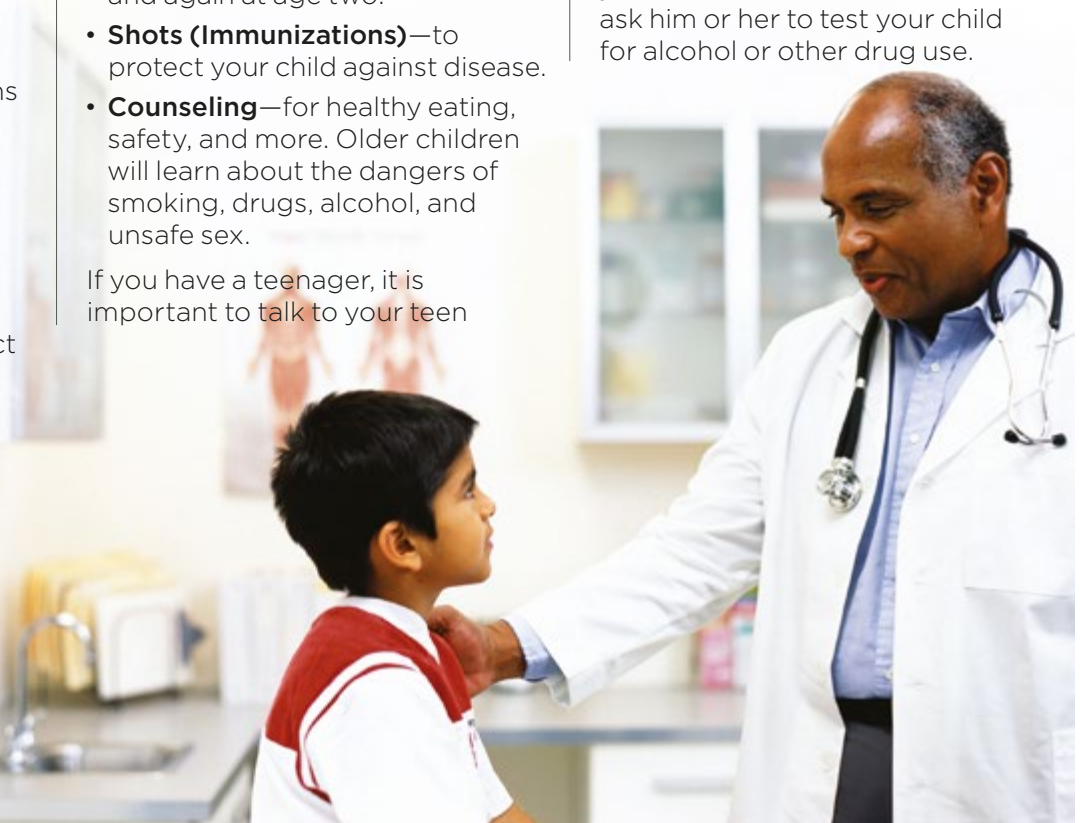
- **A general screening**—to check your child's overall health. The doctor or nurse may measure things like height, weight, heart rate, and blood pressure.
- **Eye and ear exams**—to test for sight and hearing problems that may affect learning.
- **A dental check**—to make sure teeth are healthy and strong and are coming in on schedule. Your child should go

to the dentist every six months starting at age two.

- **Lead tests**—your child should have a blood lead test to check for lead poisoning at age one and again at age two.
- **Shots (Immunizations)**—to protect your child against disease.
- **Counseling**—for healthy eating, safety, and more. Older children will learn about the dangers of smoking, drugs, alcohol, and unsafe sex.

If you have a teenager, it is important to talk to your teen

about not smoking, not drinking, and not using drugs. Be a good role model to your teen. If you think your teen may be smoking, drinking, or using drugs, talk to your child's doctor about it and ask him or her to test your child for alcohol or other drug use.



PROTECT YOUR FAMILY FROM LEAD POISONING

Your child should first be checked for lead poisoning at six months of age as part of a regular checkup. The doctor will ask questions to see if your child is at risk for lead poisoning. Your child will need to be tested for lead poisoning by a blood test at ages one and two years.

Most children with lead poisoning do not have any symptoms. It can slow your child's growth and can cause learning problems.

Kids can get lead poisoning by:

- Eating paint chips from walls or furniture
- Chewing on painted surfaces
- Putting toys that have lead dust on them into their mouths
- Drinking water from old, lead pipes
- Playing in dirt that contains leaded gas or old paint

How can I protect my family?

- Keep your house clean and free of dust
- Keep your kids away from peeling paint



- Have everyone wash their hands before eating and sleeping
- Mop floors and wipe furniture often with a damp, clean cloth
- Wash toys in warm, soapy water about once a week
- Always use cold water for drinking
- Start with cold water when you cook
- Run the tap for at least one minute before using the water

Ask about lead testing at your next doctor visit. MVP covers this test and regular checkups for all members.

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**.

MORE HELP FROM MVP

Living well sometimes takes an extra helping hand. That's why MVP has a team of nurses, respiratory therapists, social workers, and other health care specialists to help our members.

Condition Health Management

Education Support

If you need help to work on a health problem or mental health issue, you can talk with an MVP Case Manager. The Case Manager can answer your questions and help you find community based resources. You can get information on healthy eating, understanding your medications, monitoring and managing your symptoms, weight monitoring, and fitness activities. You will also receive mailings and newsletters with the latest health information. Your MVP Case Manager will work

with you and your doctor to help you set and reach goals that are important to you and your health.

Our specialized programs include:

- Asthma
- Chronic Obstructive Pulmonary Disorder (COPD)
- Depression (managed by Beacon Health Options)
- Diabetes
- Heart Conditions (heart attack or blockages)
- Heart Failure

Case Management

The MVP Case Management Program helps members who have high-risk medical conditions or a complicated serious illness, including cancer, end stage renal disease, transplants, HIV, and AIDS.

Your Case Manager will work closely with you, your family,

doctors, and other members of your health care team to make a plan for your care. They can answer questions about your medical care, help you and your family understand and get the most out of your health care benefits, and help by communicating your medical needs to your health care team. Most importantly, Case Managers are there to give you and your family support when it's needed the most.

Take Advantage of our Condition and Case Management Programs

Our programs are available at no cost and you are under no requirement to participate. MVP may call you, or your doctor may refer you to us.

You can also call MVP at **1-866-942-7966** for more information.



625 State Street
Schenectady, NY 12301-2207
mvphealthcare.com

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MVP NONPUBLIC PERSONAL FINANCIAL INFORMATION POLICY AND HIPAA* PRIVACY NOTICE

Your privacy is important to MVP. MVP is committed to safeguarding your information.

We want you to understand what information we may gather and how we may share it. MVP's Nonpublic Personal Financial Information Policy explains MVP's collection, use, retention and security of nonpublic personal information such as: your social security number, your payment history, your date of birth and your status as a MVP member.

Contact Information:

Members can obtain a copy of MVP's Nonpublic Personal Financial Notice or MVP's HIPAA Privacy Notice by visiting www.mvphealthcare.com, selecting *Privacy & Compliance* at the bottom of the home page, and then *Nonpublic Personal Financial Information Policy* or *Privacy Notice*, or by calling the MVP Customer Care Center toll-free at **1-800-852-7826**. TTY users may call **1-800-662-1220**.

*Health Insurance Portability and Accountability Act of 1996.



For a hard copy of the **MVP Provider Directory**, call the MVP Customer Care Center at **1-800-852-7826** and ask for a printed copy of the most current provider directory. You also can visit www.mvphealthcare.com and select *Find a Doctor* to find current providers online.

KEEP US INFORMED

Call the MVP 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 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-TALK-MVP (825-5687)**.

WE VALUE YOUR OPINION

Please fill out a brief, anonymous survey at www.mvplistens.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.