

Living Well

For MVP Medicare Advantage Members

fall 2011



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Let MVP help guide you through important EPIC changes for 2012

Please read this article if you pay MVP directly for your health coverage. If your health coverage is through a former employer, the following EPIC information does not affect your coverage.

If you are currently enrolled in New York state's Elderly Pharmaceutical Insurance Coverage program (EPIC) — and even if you aren't — MVP wants you to be aware of upcoming changes to the program that will take effect on January 1, 2012.

If you're an EPIC member right now, you've already received or will soon receive a letter from EPIC alerting you to these changes. Here's a list of the changes, and how MVP can help you along the way:

- On January 1, 2012, EPIC will become a free program, with no fees or deductibles. To qualify for EPIC next year, everyone will first need to be enrolled in Medicare Part D coverage.
- If you are currently enrolled in EPIC but did not select Part D coverage with your Preferred Gold HMO plan, **you will need to sign up for Medicare Part D prescription drug coverage before January 1, 2012.**

(All GoldValue HMO and GoldAnywhere PPO members already have Part D coverage included in their plans.) MVP can help you enroll in Medicare Part D right now. It's easy — having EPIC coverage allows you to enroll in an MVP Part D plan for the first of any month. No need to wait until the fall Open Enrollment period.

- If you don't have EPIC at this time, but still wish to enroll in one of our part D plans, beginning October 15 you can simply call MVP's Medicare Customer Care Center to enroll right over the phone for January 1, 2012. (Our phone numbers appear at the end of this story.)
- Please be aware that if you enroll in any Part D drug plan other than MVP's Part D drug plan, you will automatically be disenrolled from your current MVP health plan. Medicare does not allow you to be enrolled in two different Medicare plans — whether from the same company or two different companies — at the same time.
- If you are single and your annual income level is up to \$23,000, or if you are married and your annual income level is up to \$29,000, EPIC will pay your Part D monthly premium for you, up to \$38.69 per month in 2011. (These raised income levels went into effect July 1, 2011.)
- As an EPIC member you will be completely responsible for your Part D copayments until you reach the Medicare coverage gap (also called the "donut hole").

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take on life & live well



At MVP Health Care, we strive to have a positive impact on the health and wellness of our members.

In this issue of *Living Well*, you'll find lots of important information about ways we help support, guide, encourage and empower you to take on life and live well.

You'll also find information and tips on how to get the most out of your Medicare Advantage membership.

We think health care should be all about you. That's why we work toward simplifying access to care, making the health care process more human, and building and strengthening our relationship with you.

Thank you for being part of the MVP Health Care community.

A handwritten signature in black ink that reads "David W. Olikier". The signature is written in a cursive, flowing style.

David W. Olikier
CEO, MVP Health Care



Contact:

Call the Customer Care Center at:
1-800-209-3945

TTY: 1-800-662-1220

Representatives are available:

Monday through Friday

from 8 am to 8 pm Eastern Time

Saturday from 8 am to 4 pm Eastern Time

From October 15 - February 14,

representatives are available seven days a

week from 8 am to 8 pm Eastern Time.

Visit www.mvphealthcare.com
on the Web.

Comments:

Write to us at:

**MVP Health Care
Communications Dept.
220 Alexander Street
Rochester, NY 14607**

You can also email us at:

livingwell@mvphealthcare.com

Material presented in this newsletter 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 Evidence of Coverage (your contract), the provisions of your contract take precedence over *Living Well*.

Visits from Matrix Medical



MVP has joined with **Matrix Medical Network** to provide an in-home health assessment for some MVP Medicare members. Matrix is a trusted partner of MVP, with the same focus on quality health care and great customer service. You may receive a phone call from a Matrix staff person to schedule your health assessment on a convenient day and time. **There is no cost to you for this visit.** This health assessment does not take the place of any of your existing doctor appointments or the care you receive through your regular doctors.

A health assessment is a one-on-one health evaluation done by a licensed health care

professional. The assessment can help you better understand your medical conditions and, if needed, connect you to the right medical services. It also can help identify any symptoms or risk factors that may need further medical attention.

The Matrix Medical representative will call you to schedule a visit. Participation is optional and again there is no charge for the visit. The representative will show you identification before entering your home.

You don't need to take action at this time, just be aware of the program and we hope you take advantage of the opportunity if you are called by Matrix.

Come dance with us!

Become an MVP Living Well Dancers member

If you enjoy dancing, learning new steps and routines and would like the opportunity to perform at a variety of venues, we are looking for you!

Participants in our members-only dance troupe (formerly known as the MVP Showcase Dancers) will have fun performing at MVP Health Care sponsored events in the Capital Region throughout the year.

All MVP members are welcome, including men — and no partner is necessary!

For more information, please contact Vicky Bueno, Community Health Educator at **518-386-7937**.

More Help from the Medicare Savings Program

You may be eligible for help from the federal Medicare Savings Program if:

- You and/or your spouse worked and paid taxes, and
- Your current monthly income is less than \$1,381 (single) or \$1,858 (couple).

Taking advantage of the program may lower your Medicare Part B premium every month and/or your Medicare Part D prescription costs. If you are already taking advantage of the Medicare Savings Program, you may have to reapply each year.

If you qualify, MVP Health Care can help you take advantage of this program, funded by both state and

federal governments. MVP can work with you to complete the initial application or re-application process through a service called PremiumAssist. PremiumAssist can help you determine your potential eligibility and help you with the application process at no cost to you.

If you haven't received PremiumAssist information, it will arrive soon. We encourage you to **call the special toll-free number just for MVP Health Care members** Monday-Friday, 9 am – 7pm Eastern Time.

Please take advantage of this **FREE** assistance and find out if you qualify.

Participating SilverSneakers® Fitness Centers



Enjoy the SilverSneakers Fitness Program as a Preferred Gold HMO, GoldValue HMO or GoldAnywhere PPO member. With the SilverSneakers program, you have access to amenities such as treadmills, weights, and fitness classes that are included with a basic fitness center membership. You can also take SilverSneakers classes.

Check the list for a location near you and enjoy your program benefits today!

Remember to enroll by showing your MVP member ID card when you first visit one of these locations. You can use participating Curves® locations, too.

Albany

North Albany YMCA
518-463-9622

Sidney Albert Albany
Jewish Community Center
518-438-6651

Amsterdam

Horace J. Inman Senior Center
518-842-3815

Auburn

Auburn YMCA-WEIU
315-253-5304

Baldwinsville

Riverside Fitness Center
315-638-3472

new! Barneveld

Total Body Strength & Fitness
315-896-2330

Camillus

Pine Grove Health & Country Club
315-672-8107

Catskill

Summit Hill Athletic Club
518-943-4892

new! Chatham

Chatham Body Works
518-392-7202

Clifton Park

Healthplex Fitness Center
518-383-0225

Corinth

YMCA of Saratoga - Corinth Branch
518-583-9697

Cortland

YWCA of Cortland
607-753-9651

new! Coxsackie

Green County YMCA
518-731-7529

Delmar

Bethlehem Area YMCA
518-439-4394

Dewitt

Gold's Gym
315-446-0376

East Greenbush

Greenbush Area YMCA
518-477-2570

Fayetteville

East Area Family YMCA
315-637-2025

Fishkill

Gold's Gym
845-896-3300

Fulton

Fulton YMCA
315-598-9622

Glens Falls

Les Mills Group Fitness
518-793 3400

Glenville

Greater Glenville YMCA
518-399-8118

Gloversville

Fit Happens
518-725-5433

Goshen

Bare Fitness
845-294-5004

Green Island

Forever Young Health Club
518-273-2200

Greenwich

Saratoga Regional YMCA
Battenkill Branch
518-587-3110

Guilderland

Gold's Gym - Guilderland
518-464-1500

Hagaman

Amsterdam YMCA
518-842-2130

new! Hopewell Junction

Taconic Fitness
845-592-4444

Hudson Falls

Senior Center of Kingsbury
518-642-0629

new! Ithaca

City Health Club
(607) 319-4663

Johnstown

Fulton County YMCA
518-848-3447

Kingston

MAC Fitness
845-338-2887

Latham

ABC Sports & Fitness
518-783-0705

Did you know?

SilverSneakers partners with more than 10,000 fitness locations, including women-only sites. That means you can continue your SilverSneakers exercise program without taking long breaks while on vacation or away from home. SilverSneakers allows all Preferred Gold, GoldValue and GoldAnywhere members to join in the fun and stay in shape at any participating location across the United States and in Puerto Rico!

Questions?

Call the MVP Medicare Customer Care Center at the phone number shown on your member ID card.

Little Falls

Little Falls Family YMCA
315-823-1740

Liverpool

Gold's Gym
315-451-5050
North Area Family YMCA
315-451-2562

Malta

YMCA of Saratoga - Malta
518-583-9623

Middletown

Gold's Gym
845-344-4653

Mohawk

YMCA of the Mohawk Valley
315-866-6570

Monroe

Straub's Fitness
845-782-6066

New Paltz

Ignite Fitness
845-255-9355

Newburgh

Gold's Gym
845-564-7500

Nichols

Family Fitness Center
607-699-7498

Niskayuna/Schenectady

Robert and Dorothy Ludwig Jewish
Community Center of Schenectady
518-377-8803

Norwich

Norwich Family YMCA
607-336-9622

Oneida

Oneida Family YMCA
315-363-7788

Oswego

Oswego YMCA
315-343-1981

Pine Bush

Pure Symmetry Fitness
845-744-6769

Poughkeepsie

Gold's Gym LaGrange
845-463-4800

Ravena

Neighborhood Health & Fitness
518-756-3487

Rensselaer

Rensselaer Area Senior
Services Center
518-463-2166

Rhinebeck

IXL Rhinebeck
845-876-4100

Rome

Rome Family YMCA
315-336-3500

Saratoga Springs

YMCA of Saratoga Springs - West
Avenue Branch
518-583-9622

Saugerties

IXL Saugerties
845-246-6700

Schenectady

Schenectady YMCA
518-374-9136
Sportime
518-356-0100
YWCA of Schenectady
518-374-3394

Syracuse

Downtown Syracuse YMCA
315-474-6851
Troy Family YMCA
518-272-5900

Utica

Parkway Senior Center
315-223-3973

Vestal

JCC of Binghamton
607-724-2417



Eat Right, Stay Fit

The challenge is on!

Whether you want to eat well, be fit or lose weight, the 10-week *Eat Right, Stay Fit Challenge* can help you reach your goal.

Call to reserve your space today at the location nearest to you listed here. Attend the Challenge kick-off event. Throughout the program, we'll have information for you on how nutrition and physical activity are an integral part

of maintaining a healthy body weight. The Challenge is also an opportunity to join a SilverSneakers class offered at your participating location.

If you haven't taken advantage of the SilverSneakers program, the *Challenge* is a great way to start!

**Take the Challenge!
Get Fit!**

September 12, 2011

11 am to noon

Glenville YMCA
RSVP to 1-518-399-8118

September 13, 2011

Noon to 1 pm

Bethlehem YMCA
RSVP to 1-518-439-4394

September 15, 2011

1 to 2 pm

Schenectady JCC
RSVP to 1-518-377-8803

September 16, 2011

12:30 to 1:30 pm

JCC Albany
RSVP to 1-518-438-6651

Join MVP and the SilverSneakers® Fitness Program in the *Challenge!* We look forward to seeing you at the kickoff.

Free *Living Well* Programs from MVP Health Care Fall 2011

For information on *Living Well* fall programs, call the Medicare Customer Care Center at the number shown on the back of your member ID card.

Classes

Enjoy one or more of the following classes we offer at locations listed below:

Chair Moves from MVP Health Care

Stay as mobile and strong as possible! This is a chair-based class that emphasizes strengthening, limbering, and stretching exercises for upper and lower limbs.

Chair Yoga from MVP Health Care

A great way to keep you strong, limber, balanced and healthy! This is the practice of classical yoga poses, breathing and meditation adapted for the chair. Chair Yoga is for anyone interested in the benefits of Yoga without having to be on the floor.

Dance Moves from MVP Health Care

Come dance with us! This class promotes the health of older adults by offering dance/exercise inspired moves and emphasizes the importance of stretching, balance, and coordination. Dance Moves includes a strength training segment.

Zumba® Gold from MVP Health Care

Put on your Latin dancing shoes! Especially designed for the active older adult, this class is a hybrid of traditional Latin rhythms, such as Cha-Cha, Merengue, Salsa, Mambo, and Calypso. The music, easy-to-follow dance moves, and health benefits make it a whole package of fun!

National Museum of Dance

1-800-209-3945
(TTY) 1-800-662-1220
12 week session, Sept. 19 - Dec. 5
Dance Moves and Zumba Gold from MVP Health Care
Mondays, 1 - 2 pm

Rensselaer Senior Center

463-2166
12-week session, Sept. 19 - Dec. 5
Zumba Gold from MVP Health Care
Mondays, 1 - 2 pm (new day and time)

Cohoes Senior Center

235-2420
10-week session, Sept. 20 - Nov. 22
MVP Chair Moves
Tuesdays, 11:15 am - noon

Global Fitness

792-6264
12-week session, Sept. 20 - Dec. 6
Zumba Gold from MVP Health Care
Tuesdays, 11:15 am - noon (new time)

Niskayuna Senior Center

372-4969
12-week session, Sept. 20 - Dec. 6
Chair Yoga from MVP Health Care
Tuesdays, 1 - 2 pm

Shenendehowa Adult Community Center

383-1343
12 week session, Sept. 20 - Dec. 6
MVP Dance Moves
Tuesdays, 1 - 2 pm

Fraternal Eagles Club/Moreau

792-6007
12-week session, Sept. 21 - Dec. 7
Zumba Gold from MVP Health Care
Wednesdays, 1 - 2 pm

JCC of Albany

438-6651
12 week session, Sept. 21 - Dec. 7
Zumba Gold from MVP Health Care
Wednesdays, 10 to 11 am (new time)

Village of Colonie Seniors

869-7172
12-week session, Sept. 21 - Dec. 7
Zumba Gold from MVP Health Care
Wednesdays, 1 - 1:45 pm

JCC of Schenectady

1-800-209-3945
(TTY) 1-800-662-1220
6 week session, Oct. 27 - Dec. 8
Zumba Gold from MVP Health Care
Thursdays, 11:15 am - noon
(no class on Thursday, Nov. 24)

Glens Falls Senior Center

793-2189
Ongoing from Sept. 22
Chair Yoga from MVP Health Care
Thursdays, 10:30 - 11:30 am
(no class on Thursday, Nov. 24)

Village of Colonie Seniors

869-7172
11-week session, Sept. 22 - Dec. 8
Chair Moves from MVP Health Care
Thursdays, 12:30 - 1:30 pm
(no class on Thursday, Nov. 24)

Rotterdam Senior Center

356-1561
11-week session, Sept. 22 - Dec. 8
Zumba Gold from MVP Health Care
Thursdays, 1 - 1:45 pm
(no class on Thursday, Nov. 24)

Stillwater Adult Community Center (new site)

664-2515, ext.10
11-week session, Sept. 23 - Dec. 9
Dance Moves and Zumba Gold from MVP Health Care
Fridays, 9:45 - 10:30 am
(no class on Friday, Nov. 25)

Schenectady YMCA

1-800-209-3945
TTY 1-800-662-1220
11-week session, Sept. 23 - Dec. 9
Zumba Gold from MVP Health Care
Fridays, Noon - 12:45 pm
(no class on Friday, Nov. 25)

Guilderland YMCA

1-800-209-3945
TTY 1-800-662-1220
11-week session, Sept. 23 - Dec. 9
Zumba Gold from MVP Health Care
Fridays, 1:45 - 2:30 pm
(no class on Friday, Nov. 25)

MVP Striders Walking Clubs

Rotterdam Square

Meets Mondays at the food court
10-week session, Oct. 3 - Dec. 5
8 - 9 am

Wilton Mall

Meets Fridays at the food court
9-week session, Oct. 7 - Dec. 9
8 - 9 am
(no mall walk on Friday, Nov. 25)

Warm up with our Community Health Educators, walk at your own pace, then cool down with strength and balance exercises.

Come to an MVP Medicare Member Workshop



Welcome, MVP Medicare Advantage plan members to one of our interactive workshops designed to give you a more complete understanding of your plan benefits and how to best use them. We're excited to share the many special programs we offer to help you live the life you choose.

Bring your questions, such as:

- How can the information on my MVP Health Care membership ID card help me?
- If I have an emergency while out of the area, what do I do?
- How does my Medicare prescription drug coverage (Part D) work?
- Are there any benefits and services available with no additional fee?

Reservations: Call MVP Medicare Products Advisors in advance to reserve a seat. They are available weekdays from 8 am to 5 pm Eastern Time at 1-888-280-6205. TTY users may call 1-800-662-1220. All locations are handicap accessible.

Tuesday, September 13, 2011

10 am Ramada Inn
946 New Loudon Rt 9, Latham

Monday, September 19, 2011

10 am Ramada Inn-Queensbury
Exit 19, Abby Lane, Queensbury

Monday, September 19, 2011

1 pm Glen Sanders Mansion
One Glen Avenue, Scotia

Tuesday, September 20, 2011

11 am Holiday Inn
308 N. Comrie Ave., Johnstown

Wednesday, September 28, 2011

11 am Holiday Inn Express
8 Empire Dr., Rensselaer

Saturday, October 08, 2011

10 am Ramada Inn
946 New Loudon Rt 9, Latham

Wednesday, October 12, 2011

11 am Holiday Inn Express
8 Empire Dr., Rensselaer

Tuesday, October 18, 2011

11 am Holiday Inn
308 N. Comrie Ave., Johnstown

Friday, October 21, 2011

10 am Holiday Inn - Saratoga
2323 Broadway, Saratoga Springs

Friday, October 21, 2011

10 am Ramada Syracuse
1305 Buckley Rd., Syracuse

Saturday, October 22, 2011

10 am Ramada Inn-Queensbury
Exit 19, Abby Lane, Queensbury

Monday, October 24, 2011

2 pm Glen Sanders Mansion
One Glen Avenue, Scotia

Tuesday, October 25, 2011

10 am Binghamton Riverwalk Hotel
Kilmer Rm, 225 Water St., Binghamton

Tuesday, November 1, 2011

1 pm Parkway Senior Center
220 Memorial Parkway, Utica

Living Well with Diabetes



Knowing how to manage diabetes can help you live a healthy and productive life. This event will provide you with resources and tools to help you take control of this chronic condition.

The Living Well with Diabetes event will feature educational seminars from leading experts on relevant topics about self managing your diabetes. A health fair will provide you with community resources as well as knowledgeable exhibitors.

Date: Saturday, November 5, 2011

Time: 8 am - 12:30 pm

**Location: MVP Health Care
Community Room**

625 State Street, Schenectady, NY

Pre-registration is requested.

Due to the popularity of this event and limited seating, please register by Friday, October 28.

To register, contact Cori Rowe Delehanty, MVP Community Health Educator at 518-388-2472 or 1-800-777-4793, ext. 2472.

*Seasonal flu vaccinations will also be offered to all registered MVP Health Care members.

Read this if you have diabetes and high blood pressure

The American Diabetes Association recommends that, if you have diabetes and high blood pressure, one of the medications you should be given to treat your high blood pressure is:

- an angiotensin converting enzyme (ACE inhibitor), or if you cannot tolerate this type of medication
- an angiotensin II receptor blocker (ARB)

ACE inhibitors are medications that lower blood pressure by keeping your blood vessels relaxed. These medications also help protect your kidneys and reduce your risk of heart attack and stroke. Some examples of ACE inhibitors are benazepril, lisinopril, fosinopril, quinapril and ramipril.

ARBs are medications that also keep the blood vessels open and relaxed to help lower blood pressure. Like ACE inhibitors, ARBs protect your kidneys. Some examples of ARBs are losartan, Diovan and Avapro.

If you are not currently taking an ACE inhibitor or ARB please ask your doctor at your next appointment if one of these medications would be right for you.

Source: Standards of Medical Care in Diabetes-2011, American Diabetes Association

Are you at risk for kidney disease?

MVP Health Care and the National Kidney Foundation of Northeast New York will be sponsoring a kidney disease risk assessment program at the Mature Living Expo.

More than 26 million Americans have chronic kidney disease and most don't know it.

Are you at risk?

- Do you have diabetes?
- Do you have high blood pressure?
- Do you have a family history of kidney disease?

If you answered "yes" to even one of these questions, you may benefit from participating in MVP Health Care's

free Risk Assessment Program offered by the National Kidney Foundation of Northeast New York. Participants will have their "risk" results reviewed immediately and will receive information and educational materials.

Join us at the Risk Assessment screening area at the Mature Living Expo:

Date: Thursday, October 6, 2011

Time: 10 am - 2 pm

Location: Wilton Mall, Saratoga Springs

Registration is required.

To register, call 1-800-209-3945, TTY 1-800-662-1220.

Keep Your Kidneys Strong

Join MVP and the Northeast Kidney Foundation for this informative presentation that will help you keep your kidneys strong. Topics will include:

- Overview of kidney health
- Managing your diet
- Communicating with your health care team

Date: Tuesday, October 18, 2011

Time: 5:30- 6:30 pm

Location: MVP Health Care, 625 State Street, Schenectady

Presenter: Jean Colaneri, nurse practitioner

Registration is required.

To register, call 1-800-209-3945, TTY 1-800-662-1220.

EPIC Changes, *continued from page 1*

- As an EPIC member, if / when you reach the coverage gap, the situation changes. While you are in the coverage gap, you will only pay the EPIC copay — not what you would normally pay under your MVP drug plan — for purchased Part D drugs.
- EPIC will continue to help its members apply for Medicare’s Low Income Subsidy (LIS) Program and Medicare Savings Program to help them save more on drugs.

Not currently enrolled in EPIC but interested?

If you’re thinking about joining EPIC, remember:

1. You must be age 65 or older.
2. You must be a New York state resident.
3. Your income limit must be: up to \$35,000 if single, or up to \$50,000 if married.
4. Beginning January 1, 2012 it will be free to join EPIC!
5. Call EPIC at 1-800-332-3742 (TTY users may call 1-800-290-9138) Monday - Friday from 8:30 am to 5 pm for more information or an application.

If you have questions about how EPIC works with your MVP health plan, call our Medicare Customer Care Center Monday - Friday from 8 am to 8 pm and Saturday from 8 am to 4 pm Eastern Time at 1-800-665-7924. TTY users may call 1-800-662-1220. From October 15 - February 14, call us seven days a week from 8 am to 8 pm at these numbers.

Vaccines: save time and \$\$\$

eDispense is a free service which allows your doctor to process vaccine claims electronically when you receive the vaccine. Using eDispense, your physician will know immediately how much to collect for your Part D copay and the fee for administering it. You will not need to fill out or send any paperwork to Medco.

If your physician is not enrolled in eDispense, you must pay for the vaccine and administration fee out of pocket at the time of your office visit. Then you will need to complete the Vaccine Reimbursement Form (available on our Web site at mvphealthcare.com) and mail the form directly to Medco for reimbursement. This form must be filled out completely and correctly or your claim will be denied. You will only be reimbursed at the rate that MVP Health Care has negotiated with Medco for your vaccine, minus your applicable copay. For the administration fee, you will be reimbursed up to \$20. This may be less than what you actually paid at your doctor’s office.

Ask your doctor to enroll in eDispense if he or she is not already enrolled. Your doctor can find information about how to enroll on the Provider section of our Web site. Doctors can also call eDispense or MVP for additional information.

Prevent yourself from falling Come to a **SOCK SWAP!**



In recognition of National Fall Prevention Awareness Day on Friday, September 23, 2011, *Living Well* Programs from MVP Health Care will sponsor:

Sock Swap week from September 19 - September 23

- Bring a pair of “unsafe” socks to one of the Capital Region *Living Well* programs in which you participate.
- Receive a pair of beautiful non-slip socks.
- Learn simple actions you can take to keep yourself safe from falls every day.

Preventive care highlights

Preventing falls

Exercise to improve your balance

When we are young, our eyes, ears, muscles, brain, and nerves work together to keep us upright and steady on our feet. As we age, however, our balance tends to be less dependable, especially if we don't use it regularly.

Do this exercise consistently for 10 minutes every day to improve your balance skills! Begin with Level 1 and move up through the levels as your balance improves.

Level 1

1. Stand behind a sturdy chair and rest both hands gently on the back for balance.
2. Shift your weight to your left leg, find a focal point (something on which to focus your gaze that is not moving).
3. Lift your right foot off the floor. Count to 6 slowly and lower your foot to the floor. Repeat 3 times.
4. Repeat the entire set on the opposite leg.

Level 2

1. Do steps 1 and 2 from Level 1.
2. Lift your right foot off the floor. Lift your hands off the back of the chair. Count slowly to 6. Lower your hands to the chair and then your foot to the floor.
3. Repeat the Level 2 steps on the opposite leg.

Level 3

Do Levels 1 and 2 standing to the side of the chair with only one hand gently on the back of the chair for balance (pictured).



Facts about vitamin D testing

Should you get your vitamin D level tested?

You might be thinking “yes” if you have read articles and listened to news stories about the latest research on vitamin D’s impact on your health. A lack of vitamin D has been linked to cancer, heart disease and other illnesses.

However, the Institute of Medicine (IOM) recently assessed more than 1,000 studies on calcium and vitamin D level and health outcomes such as cancer, diabetes, falls and hypertension. The IOM found that information about the health benefits tied to the levels of vitamin D and calcium other than bone health — benefits often reported in the media — were from studies that provided often mixed and inconclusive results and could not be considered reliable. Only bone health was tied to having sufficient levels of Vitamin D and calcium.

What might this mean for you?

- There is no conclusive evidence supporting routine vitamin D testing for healthy adults.
- Nearly all Americans obtain sufficient vitamin D from their diet without supplementation for bone health.

Medicare guidelines state that vitamin D testing may not be used for routine screening. Testing of vitamin D levels is indicated for patients with diseases such as chronic kidney disease or osteoporosis.



Bladder control problems

Preparing for your appointment

If you have urinary incontinence (bladder control problems), you're likely to start by seeing your family doctor or a general practitioner. Because appointments can be brief, and because there's often a lot of ground to cover, it's a good idea to be well-prepared for your appointment. Here's some information to help you get ready.

What you can do

- Be aware of any pre-appointment restrictions. At the time you make the appointment, be sure to ask if there's anything you need to do in advance, such as restrict your diet.
- Write down any symptoms you're experiencing, including any that may seem unrelated to urinary incontinence.
- Write down key personal information, including any major stresses or recent life changes.
- Bring a list of all medications, vitamins or supplements that you're taking.
- Write down questions to ask your doctor. List your questions from most important to least important in case time runs out.

For urinary incontinence, some basic questions to ask your doctor are:

- What's the most likely cause of my symptoms?
- Are there other possible causes for my symptoms?
- What kinds of tests do I need? Do these tests require any special preparation?
- Is my incontinence temporary or will I always have it?
- What treatments do you recommend?
- What are the alternatives to the primary approach that you're suggesting?
- I have these other health conditions. How can I best manage these conditions together?
- Are there any dietary restrictions that I need to follow?
- Are there any brochures or other printed material that I can take with me? What Web sites do you recommend?

Source: www.mayoclinic.com

Asthma self-management program

Join us for MVP Health Care's FREE **Breathe Well, Live Well** class for asthma self-management.

The class is designed to help you gain control of your asthma and live life fully.

Presenters: *Barbara Paolucci, MS RN, CWC CE-A, Certified Asthma Educator and Suzanne Feather, MVP Community Health Educator.*

Tuesday, September 13, 2011

One session: 2 hours; 3 to 5 pm

Guilderland YMCA, 250 Winding Brook Dr., Guilderland, NY

Registration is required.

Call Suzanne Feather at 1-800-933-3920, ext. 45743.

Provide your first and last name and phone number with area code.

All participants will receive a free asthma self-management guide.

Giving you a 5-star experience



MVP wants each experience you have with us to be top notch, **a 5-star experience.**

What do we consider as part of a 5-star experience? Since our goals are to provide you the best health care coverage, information about your benefits and tools to help you live well, we place the following at the top of what we want you to experience:

Courteous and knowledgeable Medicare Customer Care Center representatives

Our Medicare representatives are dedicated to knowing about our Medicare products. They are ready to answer your questions, explain your benefits and resolve issues in a friendly and courteous manner. If you are most comfortable speaking a language other than English, we can arrange to have an interpreter available at no cost to you. If you are hearing impaired, we have a TTY number available for your use — 1-800-662-1220.

Information that is clear and understandable

We strive to provide information that is easy to read and understand so that you can make the most of your health benefits. This includes writing so you can easily understand what we are saying, explaining new terms if we need to use them, and presenting information in easy-to-read formats. For quick access, you can find information and forms on our Web site, www.mvphealthcare.com.

Programs that help you get and stay well

We offer a variety of programs that meet all levels of support and guidance. These include:

- Fitness center membership since exercise is at the core of feeling and living well
- Health management when you need extra support during a serious or ongoing illness
- HealthDollars® that you can use toward a variety of health, wellness or fitness classes
- 24/7 Nurse Advice Line to get answers to your health questions any time

Doctors and health professionals who provide quality care

The more than 15,000 providers in our network have agreed to provide your care following specific quality of care guidelines. You can feel confident in the health care professionals in our network. All network physicians are carefully evaluated — both when they become part of the MVP panel, and every three years thereafter. This is to ensure that they meet our standards for training and professional certification and that they demonstrate skill in treating patients. We have a group dedicated to helping providers understand our benefits and knowing about our resources.

At MVP, we value your feedback and appreciate your taking the time to complete any survey that asks you to rate how we or our providers are doing. The information that we receive as a result of the survey responses helps us to know how we can serve you better.

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Health or wellness or prevention information