*Gia® is a guide to
your health and
your health plan.*

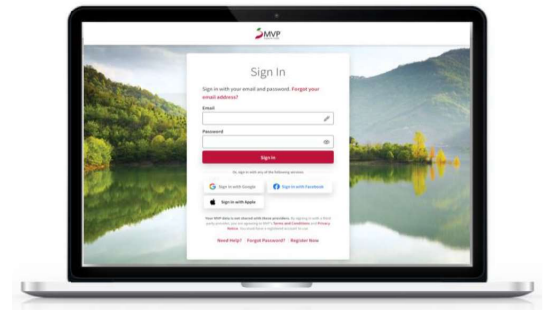MVP®
HEALTH CARE

Access Gia Your Way!

Gia®

Sign in Online

- Visit **my.mvphealthcare.com**

Download the Gia Mobile App

- Visit **mvphealthcare.com/GetGia** to download the *Gia by MVP* mobile app, or
- Scan the code to the right using the camera on your mobile device, or
- Search for *Gia by MVP* in the App Store® or Google Play™

App Store ® is a registered trademark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

Create an Account

To create a new account, click or tap *Register Now*, then follow the instructions to set up your account.

- You'll need your **MVP Member ID card** to create an account—enter information exactly as it appears on your ID card

- You can **create one account** to access Gia online and in the *Gia by MVP* mobile app

- A **valid email address** is required to set up your account

- Once you're set up, sign in to the mobile app fast with optional **fingerprint or facial recognition**

A Guide to Your Health Plan.

A Guide to Your Health Plan

- View and share your MVP Member ID cards with doctors and family

- Check the status of your claims and see your claims history

- Search for an in-person doctor or facility that participates with your plan

- Get an overview of your coverage, including medical, dental, vision, and pharmacy plans*
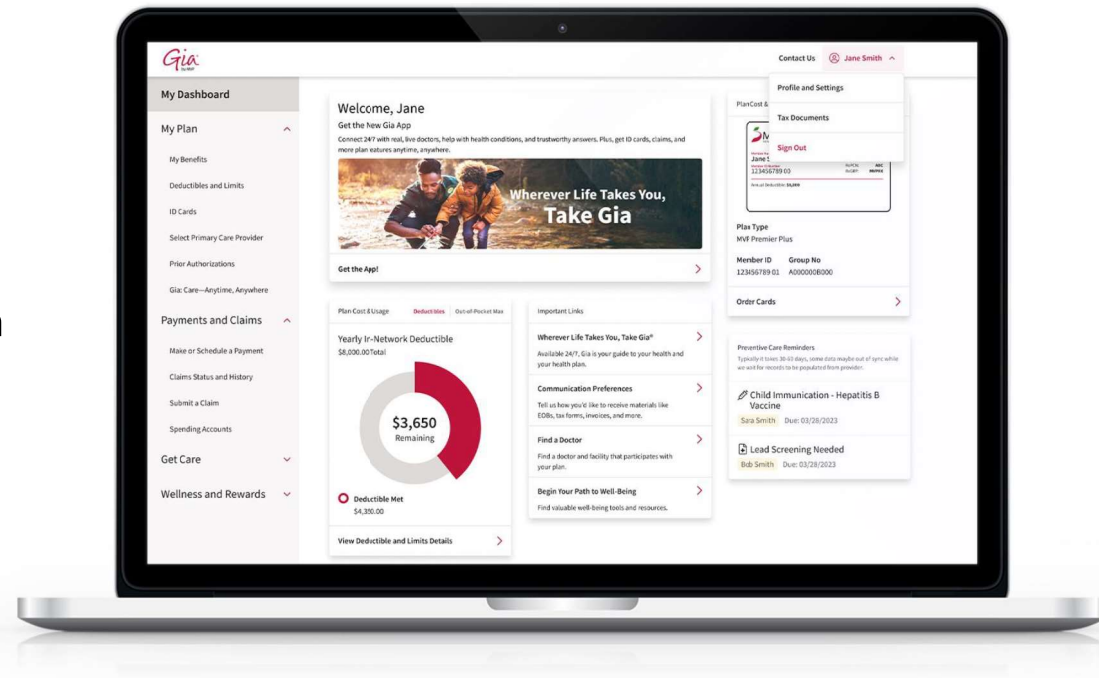
*Features available vary by plan.

Set Your Communication Preferences

Get less mail—**Go Paperless!**

Sign in to Gia to set your **Communication Preferences:**

- **Online** under Important Links, select *Communication Preferences*, or

- In the **Gia by MVP** app tap *Menu* in the lower right corner, then *Profile and Settings,* then *Communication Preferences*

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

Please note—We are required by law to send some plan documents via postal mail.
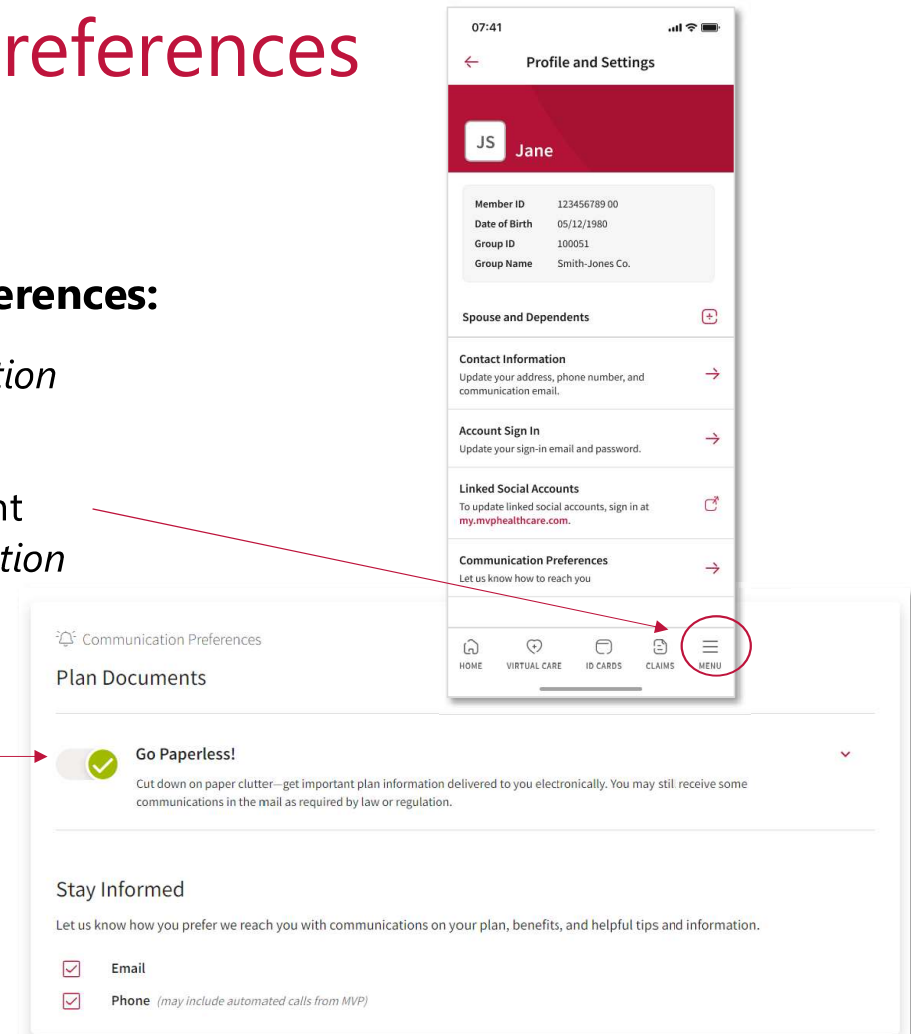
Send Messages, Securely

Send secure messages to an MVP Customer Care Representative—any time in Gia. Sign in, then click or tap *Messages*.

- See immediate confirmation that your message was sent

- Get a response within two business days

- An email notification lets you know that a new message is waiting

- View full message threads and attachments in Gia
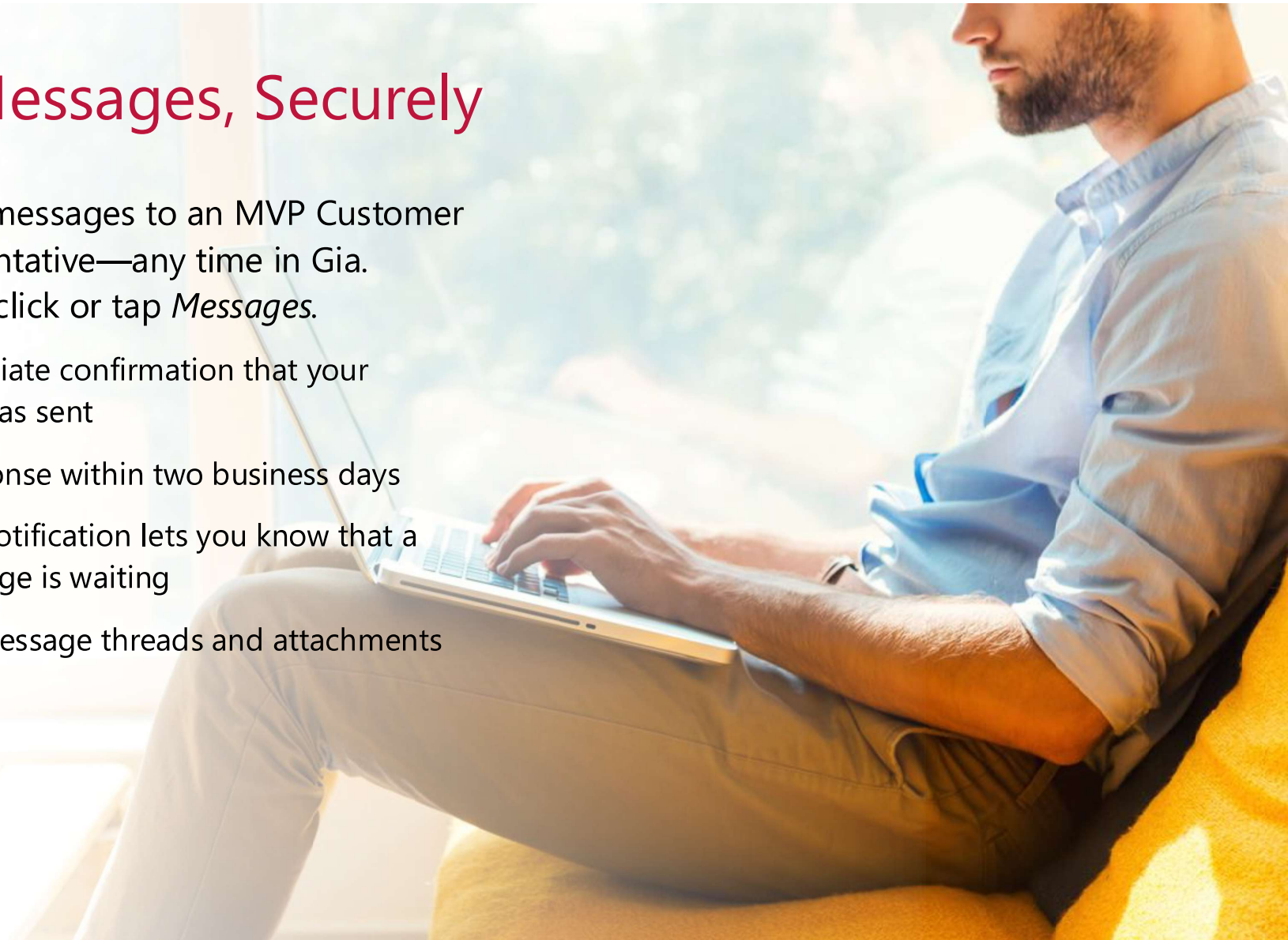
Check Pharmacy Costs*

Search and compare drug prices at a local in-network pharmacy for brand, generic, and specialty drugs.

- Drug pricing is personalized based on member plan, formulary, and deductible spending

- Alerts member when drug requires a prior authorization, or is not covered by their formulary

- To search for a drug, set a preferred pharmacy, then enter the drug name, form, and strength

- Pricing results will show both brand and generic options, and mail order options where applicable

- Tap *Cost Details* to see cost breakdown and drug info

*Features available vary by plan.

Estimate Treatment Costs*

The Treatment Cost Estimator:

- Allows members to estimate and compare costs for treatment, a procedure, or surgery

- Uses the most up-to-date plan information to estimate costs and help members choose the provider or facility that is right for them

Get started! In the *Gia by MVP* mobile app, tap *Doctor/Facility Search*. Or, sign in to Gia online at **my.mvphealthcare.com.** Select *Get Care*, then *Estimate Treatment Costs*.

*Features available vary by plan.

A Guide to Your Health.

A Guide to Your Health

Gia virtual care services are $0* for most members, including those enrolled in a qualified high-deductible health plan (QHDHP).

Urgent Care

Everyday Health Care

Behavioral Health Care

Pediatric & Adolescent Care

*MVP virtual care services through Gia are available at no cost-share for most members. Exceptions may apply for self-funded plans. In-person visits and referrals are subject to cost-share per plan. Gia telemedicine services will be $0 after the deductible is met on MVP QHDHPs beginning January 1, 2025, upon plan renewal unless the Affordable Care Act 2023 QHDHP/HSA safe harbor is further extended.
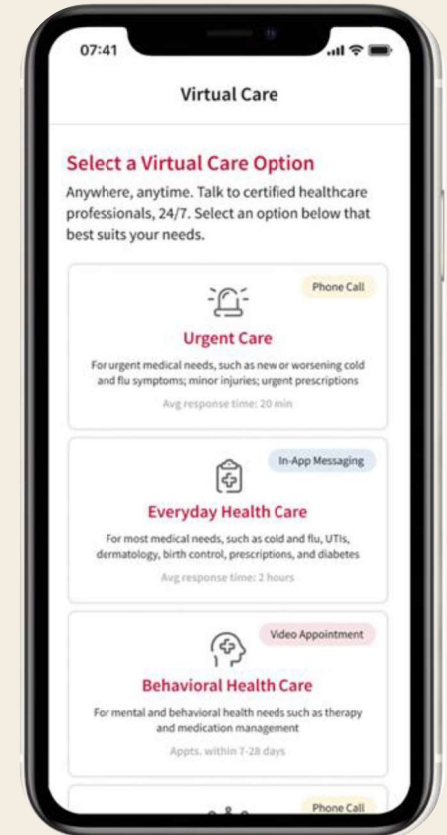
Use Gia for Virtual Care When You...

- Need urgent care

- Cannot get in with your PCP in a timely manner
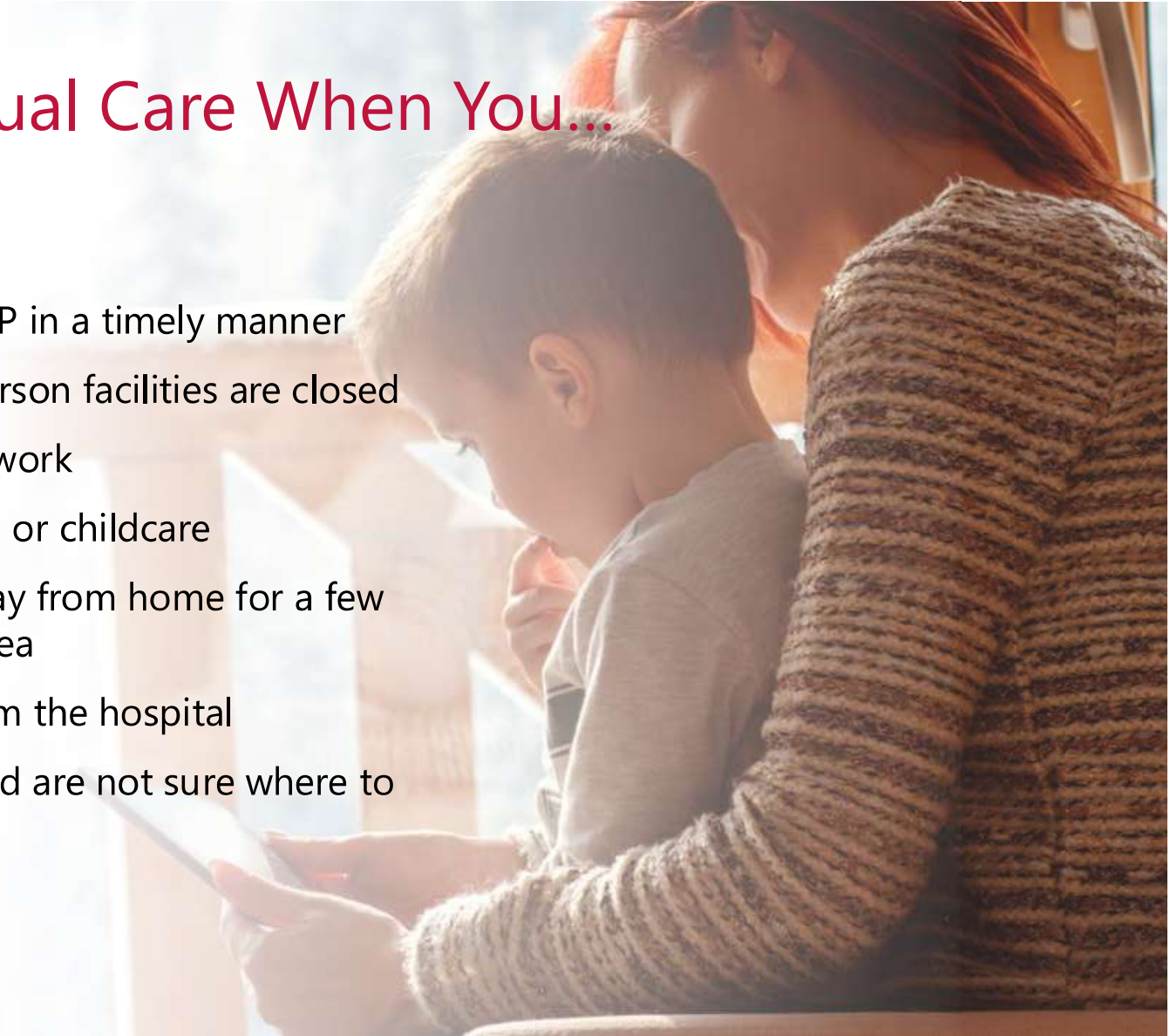
- Need care after most in-person facilities are closed

- Cannot take time off from work

- Do not have transportation or childcare

- Are traveling, are living away from home for a few months, or live in a rural area

- Are transitioning home from the hospital

- Have a new health issue and are not sure where to start...

Start with Gia!

Urgent Care

- Cough, stuffy nose, congestion, fever

- Sore throat or difficulty swallowing

- Feelings of anxiety or depression that need urgent support

- Possible ear infection

- Muscle or joint pain

- Nausea, stomach pain, or bowel/urination concerns

- Mild allergic reaction and skin irritations

- Insect or tick bites

- Minor injuries, cuts, scrapes, burns

- Or just a general icky feeling that would make you think about going to urgent care

To get started, select *Virtual Care*, then *Urgent Care* or *Pediatric & Adolescent Care*, then *Start Your Visit*

If you have a life-threatening emergency, call 911.
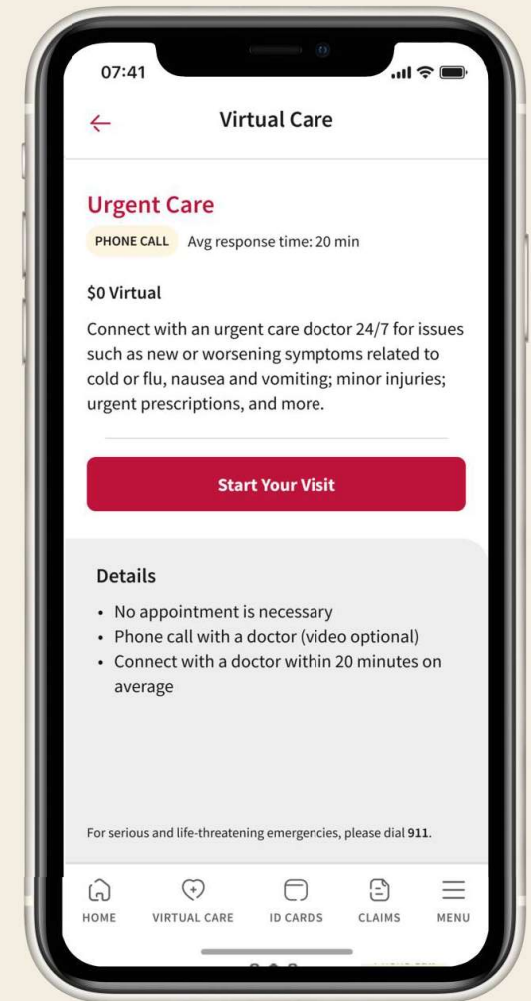
Everyday Care

- Get advice on health topics like vaccines, medications, high blood pressure, COVID-19, and quitting smoking

- Have a preventive care visit (check-up) with a primary care provider (PCP) or a visit when you cannot get in with your PCP

- Request a medication or refill

- Get help managing conditions like diabetes, heart disease, COPD, asthma, and depression

- Get treatment for a sexually transmitted infection

- Need help with screenings and lab tests, including routine blood work, diabetes tests, colorectal and breast cancer screenings, hypertension screenings
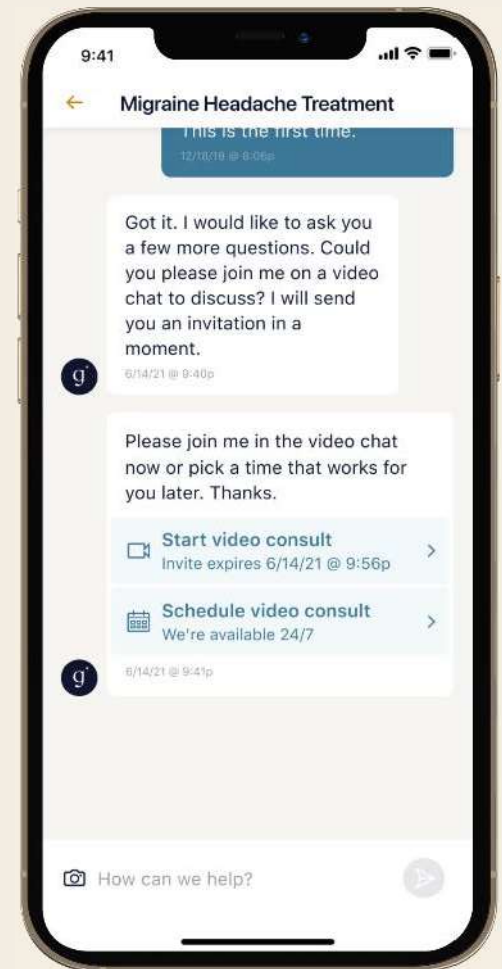
Everyday Health Care from Galileo

To get started, tap *Virtual Care,* then *Everyday Health Care,* then *Talk to a Galileo Doctor.*

1. The first time you connect to Galileo through the Gia app, you'll be prompted to create a Galileo account

2. To create an account, you'll need to enter your 11-digit MVP Member ID number

3. Download the Galileo app from the App Store or Google Play, then sign in to your account

That's it! You can message a doctor any time you need care.

Galileo offers a full bilingual experience with English- and Spanish-speaking providers to all MVP Members ages 18+.
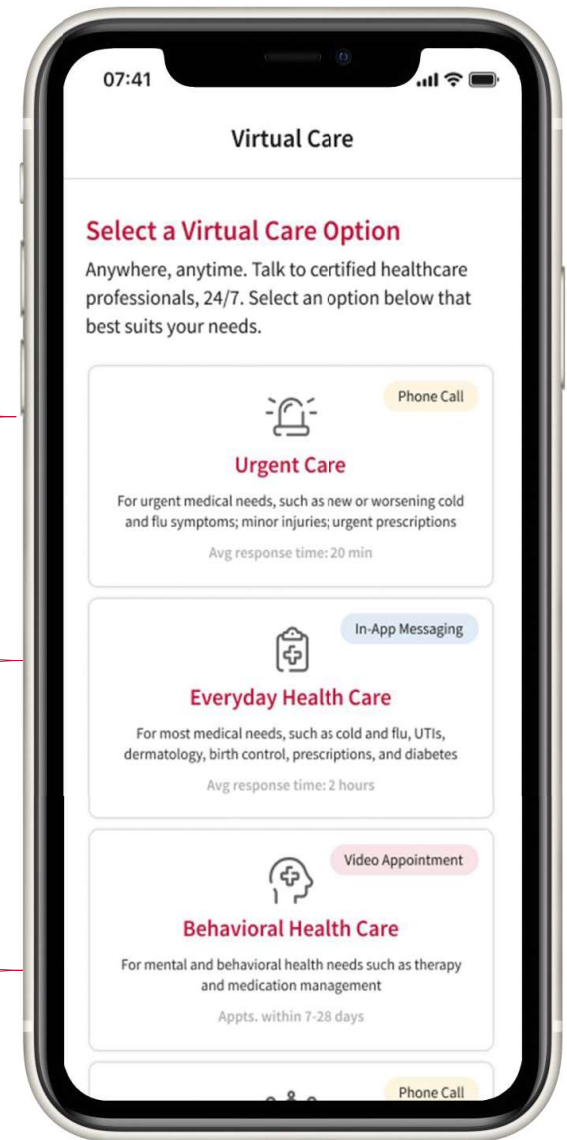
Access Behavioral Health Care

Urgent Care

- Get urgent behavioral health care from **UCM**
- UCM can send an ambulance if they feel you should go to the emergency room
- Receive care for urgent needs in about 20-60 minutes via a phone call

Everyday Health Care

- Get help manage things like anxiety, stress, grief, or alcohol/substance use from providers at **Galileo**
- Send in-app messages and get a response within about 2 hours

Behavioral Health Care

- Get ongoing therapy and medication management to help support moderate-to-severe conditions like anxiety, depression, trauma, or addiction, from **myVisitNow**
- Speak with a behavioral health professional via video
- Schedule appointments 7-28 days out for ongoing care

07:41

Virtual Care

Select a Virtual Care Option

Anywhere, anytime. Talk to certified healthcare professionals, 24/7. Select an option below that best suits your needs.

Phone Call

Urgent Care

For urgent medical needs, such as new or worsening cold and flu symptoms; minor injuries; urgent prescriptions

Avg response time: 20 min

In-App Messaging

Everyday Health Care

For most medical needs, such as cold and flu, UTIs, dermatology, birth control, prescriptions, and diabetes

Avg response time: 2 hours

Video Appointment

Behavioral Health Care

For mental and behavioral health needs such as therapy and medication management

Appts. within 7-28 days

Phone Call

Access myVisitNow, Through Gia

- myVisitNow offers virtual video appointments for behavioral health care and psychiatry services from board-certified providers, no referral necessary

- Behavioral health care available to members age 12+; Psychiatry care services available to members age 18+

- Other myVisitNow services include nutrition visits and lactation consultations

To get started, select *Virtual Care*, then *Behavioral Health Care*, then *Start with myVisitNow*. You will be prompted to create a free profile with myVisitNow and download the myVisitNow app.
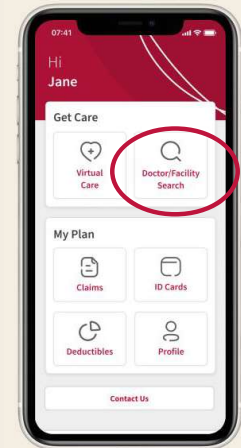
Your Gia, Galileo, and myVisitNow profiles are all separate accounts. When you sign in to Gia and choose either Everyday Health Care or Behavioral Health Care, you will be automatically signed into your Galileo or myVisitNow account, respectively.
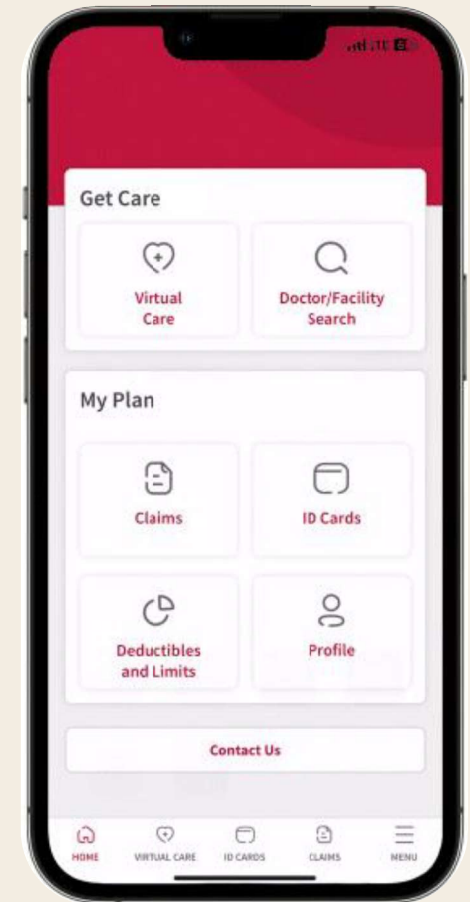
Find a Doctor

Or
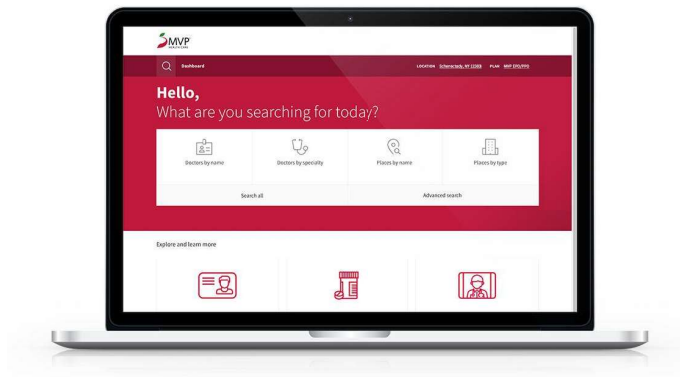
Sign in to Gia online at **my.mvphealthcare.com**, select *Get Care*, and *Find a Doctor or Facility*

In the *Gia by MVP* mobile app tap *Doctor/Facility Search*

Search by name, specialty, or location to find doctors, dentists, and facilities in the MVP network.

Be sure you're signed in for the most accurate results!