

GEISINGER HEALTH PLAN FAMILY

Member Update

Quarter 1, 2024



Geisinger

Earn rewards for completing healthy activities in 2024

Watch your mail — we'll send you information in the next few weeks on activities that may make you eligible to earn rewards.



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Manage your health in the member portal

For tools to make your healthcare easier, sign in or create a member portal account at go.geisinger.org/familynews. Some of the things you can do:

- Find a provider
- See your claims and benefits
- Update your communication preferences



It's not too late for a flu shot

Every fall, the Centers for Disease Control and Prevention (CDC) recommends you get your yearly flu vaccine. So do you think it's too late to be vaccinated now? Think again!

Flu season begins in September or October and usually peaks between December and February, but influenza viruses can spread year-round. So if you missed out on a fall flu shot, you can still protect yourself by getting your vaccine as soon as possible. Get a walk-in flu shot during business hours at:

- Geisinger primary care clinics
- ConvenientCare (urgent care) clinics
- Geisinger Pharmacy locations

Warm your day with a hot breakfast

Nothing thaws out a cold morning like a bowl of hot oatmeal. Even better, it's packed with protein and fiber along with many other vitamins and nutrients. Jazz it up with some berries and a few other surprise ingredients for a hearty breakfast dish that will leave you happy and full.

Ingredients

- 2 cups old-fashioned rolled oats
- 1 teaspoon baking powder
- 1 teaspoon cinnamon
- ¼ teaspoon salt
- 2 eggs
- ½ cup packed brown sugar (can use a brown sugar substitute for a lower-sugar option)
- 1½ teaspoons vanilla
- 2 cups 1% or nonfat milk
- 4 teaspoons margarine or butter, melted
- 2 cups fresh or frozen berries
- ¼ cup chopped walnuts (optional)



Directions

1. Preheat oven to 375° F.
2. In a medium bowl, mix oats, baking powder, cinnamon and salt.
3. In a separate bowl, beat the eggs until blended. Stir in brown sugar, vanilla, milk and melted butter.
4. Pour wet ingredients into the dry ingredients and stir until well combined.
5. Add the berries and stir lightly to spread them evenly. Pour mixture into a 2-quart baking dish. Sprinkle with chopped nuts, if desired.
6. Bake for 20 to 30 minutes or until the top is golden brown.

Source: medlineplus.gov



Domestic violence and medications

Sometimes, people who are abusive use prescriptions to get control. This can be dangerous for many reasons. It can affect physical and mental health. These health effects can give abusive people more power. Some examples of how abusers may use a prescription medication as a coercive tactic:

- Saying that someone is a bad parent because they take a particular medication.
- Selling or taking it themselves.
- Changing insurance so someone cannot get their medication.
- Getting prescription refills without a person’s knowledge.
- Blame a survivor for what happens when they take the medication.

People do not have to deal with this alone; there are resources that can help. Local domestic violence advocates can help survivors talk with a pharmacist. They can also help people to talk with healthcare providers. Pennsylvania’s Department of Human Services can help people learn about medical insurance options. Their website is: <https://www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx>. You can reach their Consumer Service Center for Health Care Coverage at 1-866-550-4355. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are provided at no cost. These services are confidential. Please visit: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you.

The National Domestic Violence Helpline:
1-800-799-SAFE (7233) or to chat: thehotline.org.



Share your thoughts

Join the GHP Family Health Education Advisory Committee, make your ideas heard, and work with healthcare practitioners and staff in your area. GHP Family members who participate will receive a \$5 gift card.

Our virtual spring meetings will take place on Wednesday, April 10, at 10 a.m. and 1 p.m., Thursday, Apr. 11 at 10 a.m. and 1 p.m. and Friday, April 12, at 10 a.m. Registration is required.

For more information on the meeting for your area, visit events.geisinger.org or call 866-415-7138 (PA Relay 711).

Do we owe you a refund?

You may get a refund from Geisinger due to overpayment of copays, balances or errors in insurance processing. If your email address is connected to your Geisinger account:

- You’ll receive an email notification of a refund from notification@thepaychoice.com, branded by Geisinger.
- Click “Proceed” in the email.
- Verify your identity.
- Choose how to accept your payment: direct deposit, direct deposit to your debit card or Zelle, PayPal or Venmo.

Prefer a check? You don’t have to do anything. Your check will arrive in the in mail in seven to 10 days.

If you have questions, call the Patient Billing Department at 800-640-4206 or visit go.geisinger.org/billingandinsurancehelp.



Discrimination is against the law

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression or sexual orientation.

Geisinger Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Geisinger Health Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Geisinger Health Plan at 800-447-4000.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can file a complaint with:

Civil Rights Grievance Coordinator Geisinger Health Plan Appeals Department 100 North Academy Avenue Danville, PA 17822-3220 Phone: 866-577-7733, PA Relay 711 Fax: 570-271-7225 Email: GHPCivilRights@thehealthplan.com	The Bureau of Equal Opportunity Room 223, Health and Welfare Building P.O. Box 2675 Harrisburg, PA 17105-2675 Phone: 717-787-1127, PA Relay 711 Fax: 717-772-4366 Email: RA-PWBEOAO@pa.gov
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You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue SW Room 509F, HHH Building Washington, DC 20201 Phone: 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (PA RELAY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (PA RELAY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-447-4000 (رقم هاتف الصم والبكم: 711: PA RELAY).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 800-447-4000 (PA RELAY: 711) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (PA RELAY: 711). 번으로 전화해 주십시오.

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 800-447-4000 (PA RELAY: 711).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 800-447-4000 (PA RELAY: 711) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (PA RELAY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 800-447-4000 (PA RELAY: 711)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-447-4000 (PA RELAY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (PA RELAY: 711).



M.C. 40-20
100 N. Academy Ave.
Danville, PA 17822

Address change?

Update your mailing address
by calling the customer care
team number on the back
of your insurance ID card.

Geisinger Health Plan Family (GHP Family) is a Medical Assistance (Medicaid) insurance program offered by Geisinger Health Plan in conjunction with the Pennsylvania Department of Human Services (DHS). Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

Questions about GHP Family? Call us at 855-227-1302 (PA Relay 711); Monday, Tuesday, Thursday and Friday, 7 a.m. – 7 p.m.; Wednesday, 7 a.m. – 8 p.m.; Saturday, 8 a.m. – 2 p.m.

Your safety is our priority

Geisinger's Information Security Office identifies the latest security threats and scams to keep you informed and protected. You can find an updated list of security alerts and safety tips at geisinger.org/about-geisinger/security. Check back regularly to make sure you stay secure and in control of your personal information.