

# Member Update

Quarter 1, 2025



Geisinger

## The growth of grandfamilies

In recent years, a growing number of grandparents are taking on the role of primary caregivers for their grandchildren, forming what's known as "grandfamilies." Various factors contribute, including parental substance use, mental health issues or even the loss of the parents. According to recent data, 235,515 grandparents are responsible for their grandchildren in Pennsylvania.

Grandparents often find the child-rearing challenges are different from their first time around: navigating today's school systems, understanding the latest technology and managing emotions that come with the situation. But it's also a rewarding way to build stronger family bonds and enjoy watching grandchildren grow and thrive. And fortunately, grandfamily caregivers don't have to go it

alone. Many online resources offer support, advice, information and community forums. One such resource is [grandfamilies.org](https://www.grandfamilies.org), a comprehensive site by Generations United that gives tips on legal issues, financial assistance and support groups.

If you're raising your grandchildren, you're in good company. This type of family structure is becoming more common, and you have resources that can help. With the right support and armed with information, grandfamilies can thrive.



# Good health is rewarding

You can be rewarded just for keeping your child up to date on routine vaccines, dental visits and health screenings. It's easy — once your child completes these health activities, you'll earn a gift card. You don't need to do anything else.

- **Immunizations for adolescents – \$25 Walmart Healthy Living gift card.**  
Members are eligible once they complete all adolescent vaccinations:
  - 1 meningococcal vaccine between ages 11 and 13
  - 1 Tdap vaccine between ages 10 and 13
  - 2 HPV vaccines between ages 9 and 13
- **Annual dental visit, age 2 to 18 – \$25 Walmart Healthy Living gift card.**  
Just complete one dental checkup with a licensed dental provider during the calendar year.
- **Lead screening for infants and toddlers – \$10 Walmart Healthy Living gift card.**  
Members who are at least 9 months of age are eligible if they have at least one blood test to check for lead poisoning by their second birthday.

## Information at your fingertips

Your updated member handbook covers a variety of benefit information, policies and procedures for your health plan and includes your rights and responsibilities as a member. Find it at [go.geisinger.org/chip-members](https://go.geisinger.org/chip-members) – or request a hard copy by calling the customer care number on your insurance card.



## 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](https://geisinger.org/about-geisinger/security). Check back regularly to make sure you stay secure and in control of your personal information.





# Don't lose your benefits!

To keep all your benefits from GHP Kids, you have to stay eligible for CHIP. Each year, you'll get a renewal packet in the mail from the Department of Human Services (DHS) when it's time to renew your CHIP coverage (at least 45 days before it's due).

Complete and return the forms by mail or in person at your local county assistance office, or complete your renewal online on the COMPASS website, [dhs.pa.gov/COMPASS](https://dhs.pa.gov/COMPASS). You can also renew by phone at **866-550-4355**.

Be sure to submit your renewal, even if nothing has changed. Make sure your address and phone number are up to date. The Department of Human Services (DHS) will determine if you're still eligible. If you are, your coverage under GHP Kids will continue uninterrupted.

You may receive communications from Benelynk about your CHIP renewal. Benelynk is a trusted partner of Geisinger offering expert education and help in navigating the CHIP renewal process. They can help by reviewing your information with you, updating any changes and submitting your renewal online. Questions about Benelynk? Call the customer care number on the back of your member ID card.

**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, age, 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, 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, or  
Email: [GHPCivilRights@thehealthplan.com](mailto: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, TTY/PA Relay 711,  
Fax: (717) 772-4366, or  
Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail, phone or email at:

U.S. Department of Health and Human Services,  
200 Independence Avenue SW.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD).  
[OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**ATTENTION:** If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 800-447-4000 (PA RELAY 711) or speak to your provider.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 800-447-4000 (PA RELAY 711) o hable con su proveedor.

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 800-447-4000 (PA RELAY 711)或咨询您的服务提供者。

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 800-447-4000 (PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

**ВНИМАНИЕ:** Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 800-447-4000 (PA RELAY 711) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 800-447-4000 (PA RELAY 711) أو تحدث إلى مقدم الخدمة".

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksèsib yo disponib gratis tou. Rele nan 800-447-4000 (PA RELAY 711) oswa pale avèk founisè w la.

**LU'U Ý:** Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 800-447-4000 (PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

**УВАГА:** Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 800-447-4000 (PA RELAY 711) або зверніться до свого постачальника».

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 800-447-4000 (PA RELAY 711)或與您的提供者討論。」

**ATENÇÃO:** Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 800-447-4000 (PA RELAY 711) ou fale com seu provedor.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 800-447-4000 (PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 800-447-4000 (PA RELAY 711) ou parlez à votre fournisseur. »

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភាគតិចត្រូវតែមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 800-447-4000 (PA RELAY 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 800-447-4000 (PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 800-447-4000 (PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.



## 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/kidnews](https://go.geisinger.org/kidnews). Some of the things you can do:

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

