

GEISINGER HEALTH PLAN FAMILY

Member Update

Quarter 1, 2025



Geisinger

Earn your GED online with Geisinger GEDWorks

Ready to advance your education and earn your GED®? The GEDWorks™ program offers a convenient, effective way to earn your GED virtually. It includes all the tools that you need to pass the GED test, including an advisor to assist you and access to our Facebook support page. You'll have unlimited opportunities to take the GED test and your advisor will work with you until you pass.

The GEDWorks program is offered to Geisinger members at no cost and includes everything you need to pass the GED test.

To learn more and to apply for this program, visit app.ged.com/gedworks/geisinger.

Or scan the QR code:



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Need help staying warm this winter?

During the cold winter months, stay warm, comfortable and healthy in your home — neighborlypa.com can help. Just enter your zip code and search for local heating assistance and resources for home maintenance and weatherization.

You can contact the Low-Income Home Energy Assistance Program (LIHEAP), which helps qualifying families pay their utility bills. To learn more, call 866-857-7095 (PA Relay: 711), contact your county assistance office or visit the LIHEAP website by scanning the QR code.

Finally, reach out to your local utility provider. They may offer discounts, tips or programs to help save you money.



Earn rewards for completing healthy activities in 2025

Watch your mail — we'll send you information in the next few weeks on preventive health activities that can help you earn rewards.

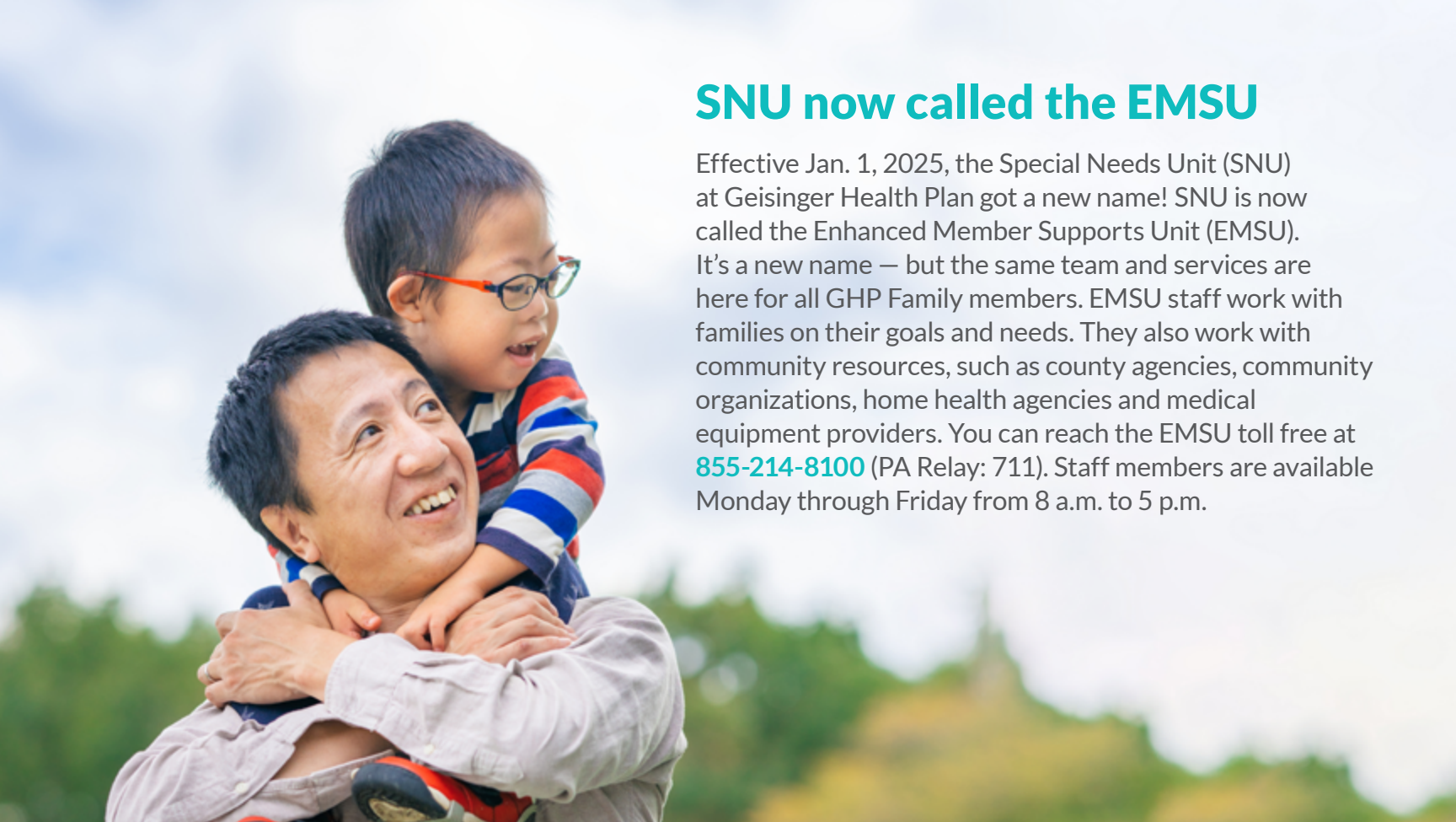
Changes to the Preferred Drug List

Effective Jan. 6, 2025, the Department of Human Services (DHS) made some changes to the Medical Assistance Statewide Preferred Drug List. If you or a family member are taking one of the medications that has changes, you'll be notified by mail.



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.

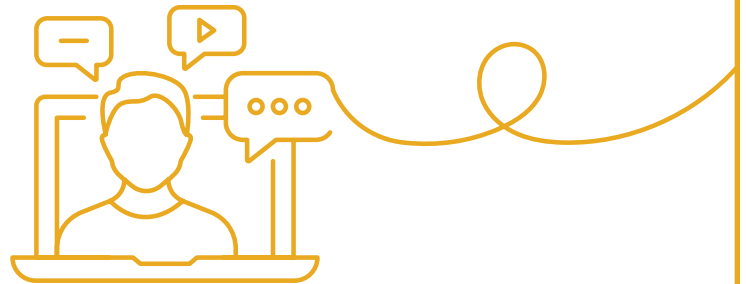


SNU now called the EMSU

Effective Jan. 1, 2025, the Special Needs Unit (SNU) at Geisinger Health Plan got a new name! SNU is now called the Enhanced Member Supports Unit (EMSU). It's a new name — but the same team and services are here for all GHP Family members. EMSU staff work with families on their goals and needs. They also work with community resources, such as county agencies, community organizations, home health agencies and medical equipment providers. You can reach the EMSU toll free at **855-214-8100** (PA Relay: 711). Staff members are available Monday through Friday from 8 a.m. to 5 p.m.


Help us improve

When you join the GHP Family Health Education Advisory Committee, you can express your ideas and collaborate with community providers and staff. The committee meets twice per year. You can learn about new programs at GHP Family. You'll also get the chance to give feedback on how we can improve the health services we offer you. Hear about ways to prevent disease, programs that help with chronic conditions like diabetes and high blood pressure, how we help in the community and more.



Members who participate will receive a \$10 gift card. Meetings are held online via Microsoft Teams or over the phone. Watch for upcoming dates and times, which we'll send you by mail.

Once the meeting dates are set, you can reserve your spot by calling our wellness team at **866-415-7138** (PA Relay 711) or visiting events.geisinger.org.



Break free of addiction – with a little help

Ready to reclaim your life from alcohol or opioids? Geisinger offers outpatient and inpatient residential services for treating substance use disorders. Outpatient services are available at conveniently located specialty clinics and via telemedicine.

Residential treatment services are also available at Geisinger Marworth Treatment Center — a great option when you need a reset to manage a substance use disorder. Residential treatment is a 28-day program, hosted on former Governor Scranton's estate in Waverly. For the second year in a row, Geisinger Marworth has been named Best Addiction Treatment Center in Pennsylvania, providing high-quality care to our community for 42 years.

Geisinger's substance use disorder services include:

- Consultation and assessment for people with a history of drug use that is negatively impacting their function, quality of life or medical care
- Medication assisted treatment (MAT) for opioid and alcohol use disorders
- Detoxification and withdrawal management for benzodiazepine and alcohol dependence
- Virtual and in-person drug and alcohol counseling programs

To learn more about treatment, visit [geisinger.org/addiction-treatment](https://www.geisinger.org/addiction-treatment).

Start your recovery journey by calling Marworth at 800-442-7722 (PA Relay: 711).

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

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

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

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/familynews. Some of the things you can do:

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

