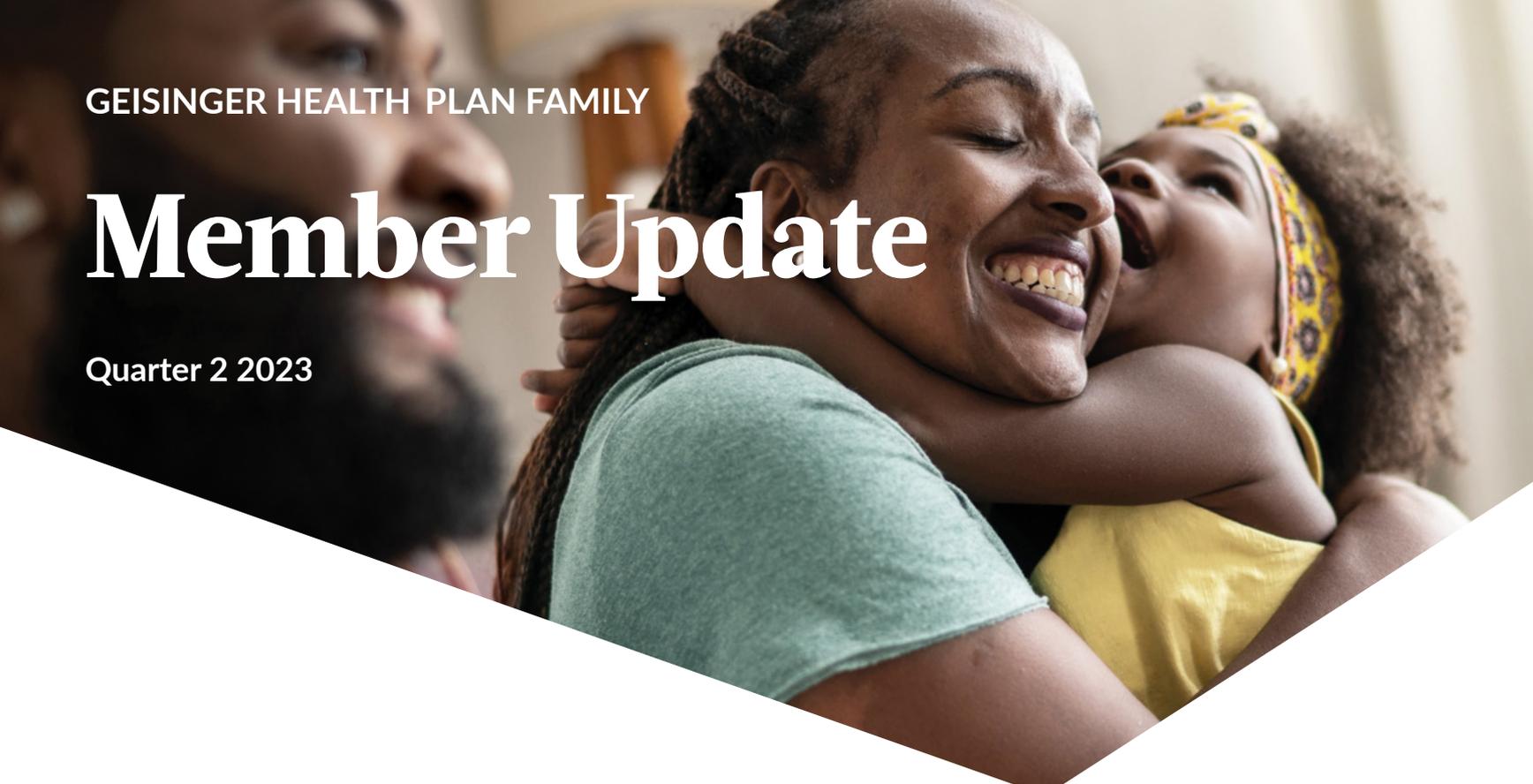


GEISINGER HEALTH PLAN FAMILY

# Member Update

Quarter 2 2023



Geisinger

## May is national mental health month

You know how important it is to maintain good physical health. But don't push mental health to the back burner. It's essential at every stage of life, from childhood and adolescence through adulthood. Good mental health means well-being. Everyone faces challenges in life, but there are practical tools you can use to improve your mental health and increase emotional strength. By living a healthy lifestyle and incorporating these tools, you can make small changes and build on those successes.

### Tools to help you mentally thrive:

- Connect with people.
- Create healthy routines.
- Eliminate toxic influences.
- Find the positive.
- Recognize and own your feelings.
- Support others.

This month, spread the message “You are not alone” by starting a conversation about mental health. Reach out to someone you think needs help – or share your own experience with mental health. Need help? Call 888-839-7972.

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## Domestic violence and dating

Domestic violence can happen to young people who are dating. This is called adolescent relationship abuse. Dating violence is another name. It can happen to pre-teens. College-aged people also can experience this. It is just as dangerous as domestic violence.

Some abusers may use physical violence. Others may keep survivors away from supportive people.

### They may also:

- Say the person is cheating
- Force a survivor to have a child with them
- Damage their partner's phone or computer
- Share private information about the survivor
- Threaten to call the police on them

Dating violence survivors do not have to deal with what is happening alone. Many people experience this. It is helpful to seek out support.

### Some resources that might be able to help are:

- Domestic violence programs have information about local resources. They can help someone facing domestic violence.
- **Love is Respect** offers support to survivors of dating violence. People can webchat, text or call. Learn more by visiting their website at [www.loveisrespect.org](http://www.loveisrespect.org).

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential. [www.pcadv.org/find-help/find-your-local-domestic-violence-program](http://www.pcadv.org/find-help/find-your-local-domestic-violence-program)

## Keep an eye on your prescription eyewear purchase

Planning on getting new eyewear soon? Be aware that some offices may try to “upsell” you glasses or contacts and add features you don’t want or need. Follow these tips to avoid overpaying for your prescription eyewear.

- Research the costs at the prescription eyewear places where you live. Glasses can cost anywhere from \$80 to \$1,000. Make sure you’re getting the best deal you can.
- Check the company’s online reviews. Be especially wary of buying from an online retailer since you can’t see and touch what you’re purchasing.

- Ask your neighbors, family and friends for recommendations. Ask the cost of their eyewear purchase for an idea of what the office charges.
- Know what you want to pay before you go by determining your budget for your purchase. Bring a friend or family member with you to help you stick to your limit.
- Don’t get hung up on designer frames. Many attractive styles cost less because you’re not paying for a brand name.

If you’re ready for new specs or contacts, do your homework first. Stick to your budget and don’t be afraid to leave without buying anything.

To report fraud, contact the Geisinger Special Investigations Unit at or call 800-292-1627.



## Is homemade baby formula safe?

If you're thinking about trying your hand at homemade baby formula, or at trying some hacks to make what you have last longer, you might want to think again.

Here's why store-bought formula is best — plus what to do if you can't find your brand at the store:

### What is baby formula?

When choosing a baby formula, you might have a few questions, like "Should I choose cow's milk or soy-based formula?" or "What is protein hydrolysate?"

These three types are all FDA-approved to give your child the right balance of nutrients that are critical to their development.

Cow's milk formulas use cow's milk that has been altered to resemble breast milk. Soy-based formulas offer an alternative if you want or need to keep animal proteins out of your baby's diet. Protein hydrolysate formulas are an option for babies who can't tolerate cow- or plant-based formulas or who have a protein allergy.

Most baby formula is made from cow's milk. No matter which type of formula you need, they come in three forms: powder, concentrated liquid or ready-to-use formula.

You can work with your doctor to choose the right formula for your infant. But what if you get to the grocery store and find that the formula your doctor recommended, or the one you've been using, isn't in stock?

### Baby formula alternatives

Even if you're having a hard time finding formula or don't have time to run to the store for more, don't make your own — and don't water down your remaining formula to make it last longer.

Baby formulas have a precise balance of electrolytes and nutrients, so it's not safe to make your own. Diluting the formula is also a bad idea. Adding more water means your baby does not get enough of the nutrients they need and can lead to serious health problems, like seizures.

### Talk to your pediatrician

So, what should you do if you can't find your baby's formula? Start by looking in stores you don't usually visit, or call your pediatrician for help. Their office may have samples to give you, or they can help you find other resources.

Still no luck? You can also switch to a similar name brand or generic.

If you want to do research before heading to the store, visit [hhs.gov/formula](https://hhs.gov/formula) or your formula manufacturer's website to find places that sell it.

Whatever formula type you choose, make sure it's balanced and has the proper nutrients your baby needs. Be careful when shopping online to make sure you're buying from a trusted source.



## Public health emergency ending: What does this mean for you?

On Jan. 30, the Biden administration announced that the federal public health emergency (PHE) is ending on Thursday, May 11. During the PHE, cost-sharing for COVID-19 specific services (such as testing, vaccines, treatments and telehealth services) was waived. After the PHE ends, Geisinger Health Plan will continue to cover the cost of vaccinations.

GHP Family members will continue to have cost-sharing waived for the following services through Sept. 30, 2024:

- Testing performed at a provider, urgent care or pharmacy
- At-home tests

Learn more: [geisinger.org/phe](https://geisinger.org/phe)



## Don't lose your benefits!

To keep all your benefits from GHP Family, you have to stay eligible for Medical Assistance. You'll get a renewal packet in the mail when it's time to renew your Medical Assistance. 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 Family will continue uninterrupted. If you are **not** eligible for Medical Assistance, your information will be securely transferred to Pennie®, Pennsylvania's official health insurance marketplace, where you can select a qualified health plan that best fits your needs. Pennie will contact you with financial savings to help reduce the cost of coverage and care.

## 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

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](https://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](https://hhs.gov/ocr/office/file/index.html).

HPM50 discrimination policy 6/20

## 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: PA RELAY: 711).

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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ប្រើប្រាស់។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés 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).

सुचना: 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

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*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.*

## **Find food resources (and more) in your neighborhood**

Neighborly, powered by Geisinger, is an online resource that helps you find free or reduced-cost services in your community, such as housing, transportation and food assistance. If you need help finding food resources, Neighborly connects you to organizations in your neighborhood, including food pantries, SNAP assistance and emergency food. Neighborly also provides information on local summer food service programs that provide nutritious meals and snacks to children during the summer months. Visit [neighborlypa.com](https://neighborlypa.com) to be connected to resources quickly and easily – close to home.