



GEISINGER HEALTH PLAN FAMILY

# Member Update

Quarter 2, 2024

## Geisinger

### Spotting teenage depression

**Life's ups and downs can make anyone moody, especially during adolescence. But when should parents be concerned?**

Being a teen isn't an easy business. They're juggling a lot — family responsibilities, schoolwork and extracurriculars — all while navigating social pressures and relationships. Add in raging hormones and rapidly changing bodies, thanks to puberty, and teens' emotions can seesaw rapidly. It can be difficult to tell if a child's mood swings and rebellions are typical or the beginning of depression. *(continues on p. 2)*

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One way to tell typical mood swings from depression:

Look at how severe your teen's symptoms are. Do mood swings seem out of proportion to the situation? Do they have sudden changes in behavior, such as frequent crying fits? Those can be cause for concern. Length of time is key, as well — watch for bad moods lasting two weeks or more.

If symptoms affect more than one area of your teen's life, such as a drop in grades as well as frequent arguments at home, that's also a sign your child needs help.

Other warning signs of depression can include:

- Frequent sadness, anxiety or feelings of hopelessness
- Increased or lasting frustration, irritability or anger
- Lack of motivation or energy
- Gloomy moods that last for two weeks or more without getting better
- Difficulty concentrating
- Spending more time alone than usual
- Changes in eating and sleeping habits
- Low self-esteem and thoughts of self-harming or suicide

How can you help?

Check in with your teen about what's going on in their lives — often. Be supportive. Listen actively. And keep the lines of communication open. As best you can, keep teenage kids involved with family events, socializing with friends and being physically active. Eating well and getting enough rest are other key ways to maintain overall wellness.

When you think your child may be depressed, don't wait to seek help. A good place to start is with their primary care doctor. Pediatricians and family practice physicians have screening tools to identify depression. They can refer your child to a behavioral health specialist, if necessary.

If you're worried about suicide, ask your child. Always take what your child says seriously. If needed, get help right away by reaching out to school counselors, a pediatrician or even the ER.



Unplug and unwind

Constantly on your phone during the day? Feel like you can't live without it? You're not alone. One in three adults in the U.S. report they are always online and 46% of smartphone users feel they can't live without their device.

Avoiding excessive cell phone usage can prevent negative effects, including:

- **Loneliness and harm to relationships**  
Yes, smartphones help us stay connected to people far away from us, but our in-person relationships can suffer. Teens and young adults are spending less face-to-face time with peers and family and are distracted or disconnected when in person.
  - **Poor sleep**  
Many people take devices to bed with them. The effects of blue light can mean difficulty falling asleep and staying asleep.
  - **Physical problems**  
Using devices too much can lead to poor posture, neck and back pain and inflammation in the joints of your hand.
  - **Less physical activity**  
Time spent on the phone, social media and the internet gets in the way of physical activities. You need to move to stay healthy!
  - **Mental health issues**  
Increased smartphone and social media use is linked to increased depression and anxiety. Too much technology use also impacts our ability to think, remember, pay attention and regulate emotion.
- Want to lessen these negative effects in your life?**
- Make a plan to unplug. Try going for a full day without using a device or reduce your screen time by a few hours each week. Instead of looking at your phone or computer, get outside, read a book, have a device-free dinner with your family, play games, do arts and crafts or volunteer. You'll feel happier and more connected to the important people in your life.





## Need a ride? GHP Family Trips has you covered

GHP Family Trips provides transportation to non-medical destinations that help you manage your total health. That means you can get a ride to places like the county assistance office, the HUD (Housing and Urban Development) office, the food bank or the grocery store.

### Who can use GHP Family Trips?

If you're a GHP Family member, you're eligible for GHP Family Trips.

### What does the program offer?

You can get up to four trips per month at no cost. The pickup and drop-off locations must be in the same county where you live.

### How do I enroll?

You can enter the program by calling 855-227-1302 (PA Relay 711) and choosing the option for transportation.



## Coffee & Convos webinar

Join Geisinger Health and Wellness for virtual discussions about topics for your health and well-being.

**Bullying** – Tuesday, Aug. 20, 10 – 10:30 a.m.

Call us to register at 866-415-7138 (PA Relay 711) or visit [events.geisinger.org](https://events.geisinger.org) to reserve your spot today! You'll be emailed login information after you register. Phone-only option is also available.

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

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

## Make sure you're seeing a Medicaid provider

Federal law requires that your healthcare provider and pharmacy be enrolled in the Medical Assistance HealthChoices Managed Care Program. To confirm your healthcare provider or pharmacy is still enrolled, call customer care at 855-227-1302 (PA Relay 711) or visit [ghpfamily.com](https://ghpfamily.com). If they're no longer enrolled in Medicaid, we can give you a list of Medicaid providers or you can find them on the website.

## Help for opioid addiction

If you or a loved one have opioid addiction, the Ophelia program helps reduce opioid cravings and manage withdrawal with medication-based treatment over the phone. Care is supportive and judgment-free, right from the privacy of your home.

Getting started is easy. Text 215-585-2144 or visit [my.ophelia.com/welcome](https://my.ophelia.com/welcome) to schedule your welcome call. Get answers to all your questions and get on the road to recovery.

Ophelia



## Domestic violence and abuse

People who are abusive may often use physical violence. One example of this is strangulation. It can have short- and long-term health effects. Here are some examples of what strangulation can cause:

- Loss of oxygen to the brain that can lead to brain injury or death
- Vision changes due to injury to blood vessels in the eyes
- Sore throat and changes in voice
- Confusion and problems with memory
- Miscarriage in pregnant people

You don't have to deal with this alone. There are people who can help. Survivors can seek help at a hospital or doctor's office. Strangulation is serious, even if someone remains conscious. There are other injuries that can be or seem more urgent. Sharing information about strangulation can help healthcare providers care for their patients.

Strangulation is a crime. However, reporting strangulation to the police may not always be safe for survivors. You should always be allowed to make the choices that feel safest for you. Local domestic violence advocates can help survivors understand their options.



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: [pcadv.org/find-help/find-your-local-domestic-violence-program](https://pcadv.org/find-help/find-your-local-domestic-violence-program) to find a program near you. Call the National Domestic Violence Helpline at 800-799-SAFE (7233) or chat at [thehotline.org](https://thehotline.org).



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:

<b>Civil Rights Grievance Coordinator</b> <b>Geisinger Health Plan Appeals Department</b> <b>100 North Academy Avenue</b> <b>Danville, PA 17822-3220</b>  <b>Phone: 866-577-7733, PA Relay 711</b> <b>Fax: 570-271-7225</b> <b>Email: GHPCivilRights@thehealthplan.com</b>	<b>The Bureau of Equal Opportunity</b> <b>Room 223, Health and Welfare Building</b> <b>P.O. Box 2675</b> <b>Harrisburg, PA 17105-2675</b>  <b>Phone: 717-787-1127, PA Relay 711</b> <b>Fax: 717-772-4366</b> <b>Email: RA-PWBEOAO@pa.gov</b>
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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](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

<b>U.S. Department of Health and Human Services</b> <b>200 Independence Avenue SW</b> <b>Room 509F, HHH Building</b> <b>Washington, DC 20201</b>  <b>Phone: 800-368-1019, 800-537-7697 (TDD)</b>
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Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://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 ដោយមិនគិតល្អ្លល 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).

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

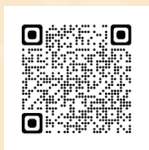
As the school year comes to an end, making sure your household has enough food becomes a priority. This year it's easier than ever to apply for government benefits that assist with food purchases.

Go to [neighborlypa.com](https://neighborlypa.com) and search for "Geisinger SNAP Referral Program" or scan the QR code to get started. Just fill in your information and a food bank representative will reach out to you. You can also search summer meal programs at [neighborlypa.com](https://neighborlypa.com) to find a location in your neighborhood.

NeighborlyPA is a great resource for finding other free or reduced-cost services like transportation, child care and educational services.



Android



Apple



**Neighborly**