

GEISINGER HEALTH PLAN FAMILY

# Member Update

Quarter 2, 2025



**Geisinger**  
HEALTH PLAN

## Healthy mouth, healthy body

Ouch! Tooth and gum disease can cause pain and infection, which affect eating and speaking. But did you know oral health is also connected to your overall health? For example, gum disease can make your blood sugar level worse if you have diabetes.

Sometimes oral disease doesn't show any symptoms until it reaches a serious stage. That's why dental checkups are key to your well-being.

Through the GHP dental services program, our public health dental hygienists can connect you to dentists and provide education on oral health.

*Source: Centers for Disease Control and Prevention*

For help with your family's dental care needs, call our public health dental hygienists at 833-589-2194 (PA Relay 711).

### Our team can help you with:

- Connecting to local dentists and specialists
- Dental education over the phone
- Answers to questions about oral health
- Assistance after a recent ER visit due to dental issues
- Nutritional counseling
- Tobacco cessation counseling
- Oral health education at community events



# Looking for help with everyday needs?

While affordable housing, fresh produce and reliable transportation aren't often seen as direct healthcare needs, they're absolutely necessary for living a healthy life. Geisinger's approach to caring for your whole health helps improve access to social care resources when you need them.

With access to healthy food, good health can become a reality. Geisinger's partnership with the Central PA Food Bank connects people in need of food assistance to trained staff who can help with Supplemental Nutrition Assistance Program (SNAP) enrollment or access to a local food pantry. SNAP provides benefits that can be used to buy food at most grocery stores.



Interested in learning more? Visit [neighborlypa.com](https://neighborlypa.com) or scan the QR code and search for "Geisinger SNAP Referral Program" to get started. Once the food bank receives your request, they'll be in touch to review your eligibility for SNAP. If you're eligible, they will help you apply. And if you live outside the Central PA Food Bank's coverage area, they will refer you to another program near you.

## Health coaches help you meet your wellness goals

Trying to improve your well-being, be more active or eat healthier? Geisinger's health coaches are here to support your individual needs. And they're available at no cost to you! The coaches provide 1-on-1 confidential support tailored to your unique needs. They help you build healthy habits that transform into lasting lifestyle changes. Your coach will work with you to create individualized goals and set progress measures.

The healthy habits you learn can positively impact:

- Cholesterol
- Hypertension
- Diabetes/prediabetes
- Quitting tobacco
- Healthy weight
- Mindfulness
- Stress management
- Sleep habits

Enroll today to get the support and encouragement you need to set and reach your health goals. Schedule an appointment by calling Geisinger Health and Wellness at **866-415-7138** (PA Relay 711) or by emailing [wellness@geisinger.edu](mailto:wellness@geisinger.edu).



# Helping a domestic violence survivor

Helping someone experiencing domestic violence can feel overwhelming, but you don't have to be an expert. The most important thing is to listen, support them and respect their choices. Here are some simple ways you can make a difference.

## Key things to remember:

- Ask how you can help them feel safer. Everyone's situation is different, so it's important not to make assumptions or tell them what to do.
- Offer to call a local domestic violence program with them. If they aren't ready, you can call yourself for information on how to support them.
- Explain that reaching out doesn't mean they have to leave. Calling a program is just a way to learn about options and get support, not to make decisions they're not ready for.

## What to avoid:

- Don't call the police without their permission. Talk with them about when or if they would want you to involve law enforcement.
- Avoid guilt or pressure. Survivors are already doing the best they can and shaming them isn't helpful.
- Don't confront the person causing harm. This can be dangerous and may make the situation worse.

Being supportive means respecting their timeline and choices. Even if they aren't ready to connect with a program, you can still help by learning how to support them safely and effectively.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. 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. The services offered by these programs are provided at no cost and are confidential. This website also offers useful information for those trying to support survivors under the *About Abuse* tab.



## 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/medicaid-members](https://go.geisinger.org/medicaid-members) or request a hard copy by calling the customer care number on your insurance card.



## Join the committee

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. Look for the dates and times coming to you by mail.

Reserve your spot by calling **866-415-7138** (PA Relay 711) or visiting [events.geisinger.org](https://events.geisinger.org).



## Your partner in health: New website



Better health can be easier through Geisinger Health Plan's new website, which launched in late March. Everything you need to manage your health plan is right at your fingertips in a clean, user-friendly format that's easier to navigate.

Check it out: [ghpfamily.com](https://ghpfamily.com)

## GHP Family Trips program ended services to members April 4

If you need transportation assistance, call our Health Services team at 866-415-7138 (PA Relay 711) Monday through Friday between 8 a.m. and 4:30 p.m. We'll connect you to a staff member who can help you find other transportation resources, including Medical Assistance Transportation Program (MATP).

**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 1-800-447-4000 (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 1-800-447-4000 (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 1-800-447-4000 (PA RELAY 711)或咨询您的服务提供商。

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। 1-800-447-4000 (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 1-800-447-4000 (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 (PA RELAY 711) 1-800-447-4000 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 aksesib yo disponib gratis tou. Rele nan 1-800-447-4000 (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 1-800-447-4000 (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 1-800-447-4000 (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 1-800-447-4000 (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 1-800-447-4000 (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। 1-800-447-4000 (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 1-800-447-4000 (PA RELAY 711) ou parlez à votre fournisseur. »

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភាគតិចត្រូវតែមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដល់សមាសភាព ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-447-4000 (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. 1-800-447-4000 (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 ઓફિસિયલ સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-447-4000 (PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

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.

## 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



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