

GEISINGER HEALTH PLAN FAMILY

Member Update

Quarter 3, 2024



Geisinger

From head to toe, better health is easier with a PCP

A primary care provider (PCP) is your first line of defense against illness. At regular checkups, your PCP helps manage your health and catch potential health problems early, when they're easier to treat.

Why have a PCP? They're your partner in navigating healthcare:

- They treat common medical conditions and keep you on track with preventive care, such as immunizations and health screenings.
- If you have a chronic illness, they can help you manage it.
- People who have a PCP generally have better health outcomes.

Besides your PCP, you'll have a team of nurses and pharmacists devoted to keeping you healthy. And through the MyChart app, you can manage your care online by sending messages, scheduling appointments and refilling medications.

As a GHP Family member, you're automatically assigned a PCP if you don't choose one. Change your PCP anytime by calling Customer Care at 855-227-1302 (PA Relay: 711). Or visit ghpfamily.com and search for a provider so you can start your journey to better health!

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Comprehensive cancer support

Geisinger Health Plan is partnering with OncoHealth to deliver a more seamless cancer treatment experience that prioritizes members' individual needs. OncoHealth will work with Geisinger care teams to offer GHP Family members a variety of services, including:

- 24/7 oncology nursing
- Behavioral health support
- Nutrition programs
- Resource navigation

This new partnership helps us deliver a more supportive, personalized treatment experience when it's needed most.



“Why do you ask so many questions?”

Some calls to Geisinger customer care mean answering several questions just to get started. There's a good reason for it. These questions aren't just routine, but crucial to a good healthcare experience.

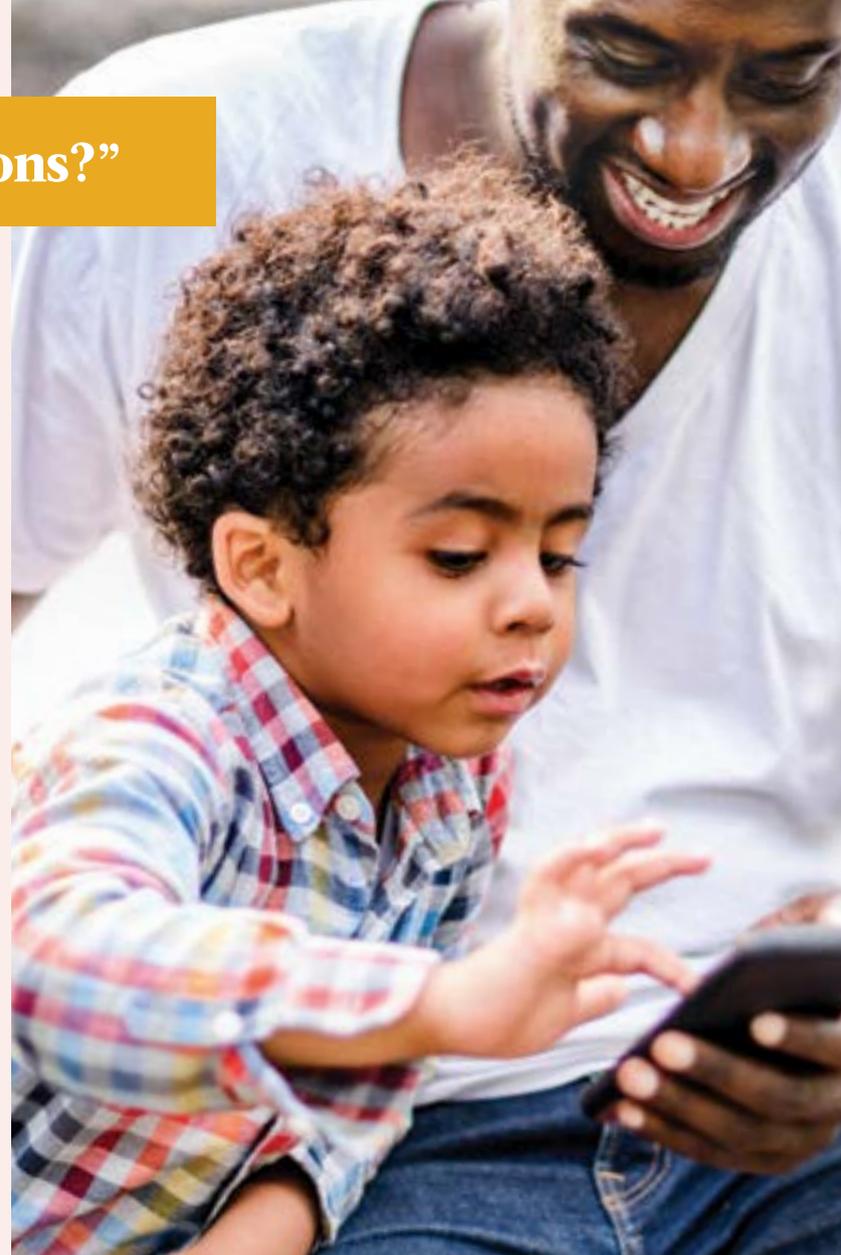
When you call customer care, their main goal is to make it as easy as possible for you to get the healthcare you need. To do this, the representative needs to be sure they're speaking to the right person and have all the details. So they start asking questions.

A common one is “Can you validate who your primary care provider (PCP) is and at what location you see the provider?” It's OK if you can't recall your PCP's name right away. Maybe you remember the location — and that's a good start. From there, the representative can help fill in the blanks, providing the name of your PCP. And if you don't have a PCP, they can even set you up with one so you'll have the support you need.

You protect your privacy and security by answering all the questions. To be sure they're speaking with the right person, the representative will ask for your name, date of birth, address, phone number and member ID. These are key to preventing unauthorized access to your personal health information.

If you're calling on behalf of someone else, like a child or another family member, the process starts with your details. This helps

document who made the call before going on to gather information about the person you're calling for. It's all about keeping records straight and respecting everyone's privacy.



Changing an address or phone number on an account must be done by the head of the household listed with your county assistance office (CAO). This rule streamlines processes and guarantees the appropriate person is making changes. That safeguards your personal information.

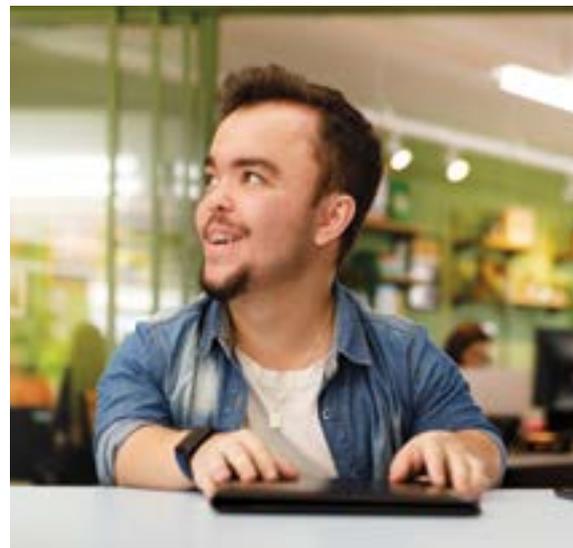
So, next time you're answering a customer care agent's questions, remember: They're protecting your privacy, securing your personal information and simplifying your access to healthcare. It's all part of the effort to make your healthcare experience as smooth and safe as possible.

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 \$5 gift card. Look for information about dates and times of upcoming meetings.



GHP dental services program

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

For help with your family's dental care needs, call our public health dental hygienists at 833-589-2194 (PA Relay 711), Monday – Friday, 8 a.m. – 4:30 p.m.

Our team can help you with:

- Connecting with local dentists and specialists
- Dental education over the phone
- Answering 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

Domestic violence can happen to anyone

Domestic violence happens to people of all ages. It can affect anyone. This means older adults can experience domestic violence. Abusers use many tactics to gain power and control. Some examples are:

- Making health conditions worse.
- Making the survivor question their memory.
- Withholding supplies, medications, or devices like hearing aids or eyeglasses.
- Threatening to put the survivor into a nursing home.
- Claiming no one else will care for them.

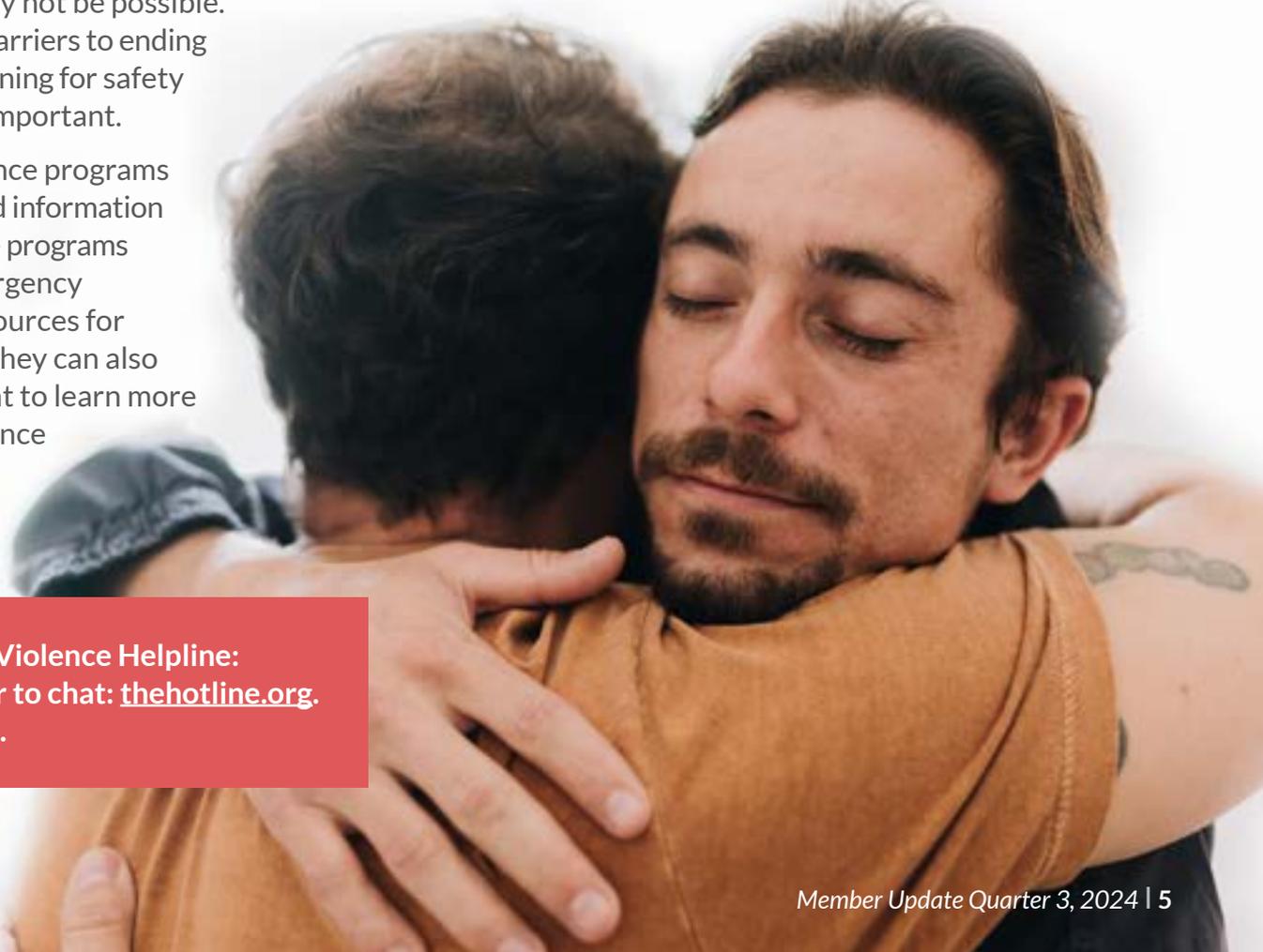
Not every person who experiences domestic violence wants to end the relationship. For some survivors, leaving may not be possible. There can be many barriers to ending the relationship. Planning for safety with all survivors is important.

Local domestic violence programs can offer support and information to all survivors. These programs offer more than emergency shelter. They are resources for those seeking help. They can also help people who want to learn more about domestic violence in later life.

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: <https://pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you.

The Area Agency on Aging county offices may also offer supports and help. County based offices can be found at: [Area Agencies on Aging \(pa.gov\)](https://www.pa.gov/agencies/area-agencies-on-aging). The Pennsylvania Link can also connect older adults to resources. They can be reached by calling 800-753-8827. Their website is: [PA Link to Aging and Disability Resources](https://www.pa.gov/agencies/pa-link-to-aging-and-disability-resources).

The National Domestic Violence Helpline:
800-799-SAFE (7233) or to chat: [thehotline.org](https://www.thehotline.org).
All calls are confidential.



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, 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.

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 والبيكم 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 ដោយមិនគិតល្អិត គឺអាចមានសំរាប់អ្នក។ 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).



Fighting fraud is a team sport

Healthcare fraud not only leads to higher healthcare costs, but it can also limit your healthcare services. That's why we've established an anti-fraud program, designed to help detect and eliminate potential fraud and abuse. Fraud can happen in many ways. For example, a doctor files a claim for a service you didn't receive or bills for equipment they didn't provide, or someone else uses your insurance card.

If you suspect fraud or abuse, contact us:

- Email: fa@geisinger.edu
- Phone: 800-292-1627 or the customer care number on the back of your insurance card
- Mail: Visit ghpfamily.com and click "report fraud" at the bottom of the page. Print and complete the form, then send it to:

Geisinger Health Plan
Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

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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.