

Member Update

Quarter 3, 2025



Protect them today so they'll thrive tomorrow

Geisinger
HEALTH PLAN

HPV (human papillomavirus) is a common infection. When the immune system doesn't clear it, the virus can stay in the body for long periods. The infection can eventually lead to any of 6 different types of cancer in adults.

There's no treatment for this viral infection — but the HPV vaccine can protect your child against ever getting it. The American Cancer Society recommends HPV vaccination between ages 9 and 12.

Two doses of the HPV vaccine are recommended, with the second dose given 6 to 12 months after the first. If the series is started later in the teen years or the doses are less than 5 months apart, it can mean getting 3 shots instead of 2.

The vaccine works by stimulating the immune system to produce antibodies that can fight off the HPV virus. This response helps the body recognize and destroy the virus if encountered in the future. It's not a live vaccine, so it doesn't cause infection.

All kids benefit from the HPV vaccine — not just girls, as some mistakenly believe. The vaccine helps the body develop immunity to the virus, reducing the risk of genital warts and HPV-related cancers for girls and boys.

Wondering about safety? Scientists and health organizations worldwide have found the vaccine is safe and effective in preventing more than 90% of HPV cancers when given at the recommended ages.

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However, there are cases where a person shouldn't receive the HPV vaccine, including:

- If they're pregnant
- If they had an allergic reaction after the first HPV shot or have severe, life-threatening allergies
- If they're sick with a mild illness

You can learn more at cancer.org/hpv. Talk to your pediatrician about the HPV vaccine. It can give your child a head start toward a healthy adulthood.

DME fraud



Durable medical equipment (DME) is a reusable medical device or equipment ordered by your provider to treat an injury or illness. If you use any kind of DME, be on the alert for DME fraud. In this situation, a DME company bills your insurance for products like ankle or wrist braces, but you never receive them. These companies typically target Medicare members, but have billed other insurances as well.

You can report suspected fraud anonymously through the compliance hotline at [800-292-1627](tel:800-292-1627).

Can't find your medications?

If your local pharmacy closes, don't worry. Geisinger Pharmacy will partner with you in your care by making sure you have the medications you need when you need them. With Geisinger Mail-Order Pharmacy, you can even have them delivered right to your doorstep. And our expert pharmacists are here to help with questions about your medication, dosage or side effects.

Call Geisinger Mail-Order Pharmacy at 844-878-5562 or find a pharmacy near you at geisinger.org/pharmacy/locations.



Understand your coverage

Did you know? You have health coverage through Geisinger Health Plan Family, which is Medicaid. Pennsylvania's Medicaid program is also called Medical Assistance. Medicaid is a government program that provides health coverage to more than 3 million people in Pennsylvania. It covers children, people with disabilities, older adults and low-income families. Pennsylvania runs its own Medicaid program, but the U.S. government has rules that each state must follow. Medicaid helps people get the care they need to stay healthy, support their family, or go to work.

Make sure your address is up to date!

Changes to the Medicaid program are currently being considered that could impact your coverage or benefits. It is important that you receive information about any changes to Medicaid. Make sure your address remains up-to-date at all times. To update your address, phone number or any other personal information, call our customer service team at **855-227-1302** (PA Relay 711).

Contacting us

You can reach us from 7 a.m. to 7 p.m. Monday, Tuesday, Thursday and Friday. We have extended hours on Wednesdays, from 7 a.m. to 8 p.m. You can



even reach us on Saturday between 8 a.m. and 2 p.m. You may also call the Statewide Customer Service Center at **877-395-8930**, or if you live in Philadelphia, the Philadelphia County Change Center at **215-560-7226** for assistance. Remember to update any new personal information with your county assistance office caseworker as well. Be sure to also update your current address with the United States Postal Service (USPS) by visiting any post office location or online at moversguide.usps.com.



Together we make it better

When you join the GHP Family Health Education Advisory Committee, you can express

your ideas and collaborate with community providers and staff. 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 and how we help in the community.

Members who participate will receive a \$10 gift card. The committee meets twice a year. 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 geisinger.org/events.

Sleep and domestic violence

Sleeping is important for everyone. It helps our brains rest, process information and make good decisions. But for people experiencing domestic violence, getting enough sleep can be hard.

An abusive person may try to control when and how a survivor sleeps. They might keep them awake on purpose, wake them up in the middle of the night or force them to take care of children alone. If there is a baby, the survivor might be the only one caring for them at night, making it even harder to rest. An abusive person may also create a stressful or unsafe environment that makes it difficult to sleep.

When people don't get enough sleep, they can feel confused, forgetful or overwhelmed. This is a normal reaction to being tired. But an abusive person may use this against the survivor. They may criticize them, make them feel bad or blame them for struggling.



Lack of sleep is just one way abuse can affect a person's health and well-being. Everyone deserves to feel safe and rested. If someone is struggling with sleep because of abuse, support is available to help them find safety and care.

If you or someone you care about is experiencing domestic violence, help is available. 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 to find a program near you. The confidential services offered by these programs are provided at no cost.

Vision benefits for adults

As of July 6, 2025, GHP Family vision benefits have been updated.

For all members age 21 and older, your vision coverage includes:

- 2 routine eye exams per calendar year (vision examination and refraction)

For members age 21 and older who are diagnosed with aphakia (absence of a lens in the eye), your vision coverage also includes:

- 4 standard lenses per calendar year
- 2 standard frames per calendar year
- 4 contact lenses (2 pair) per calendar year

Routine eye care is a key part of staying healthy. Is it time for your next exam? You can visit any eye doctor in the GHP Family network.

Customer care hours:

- Monday, Tuesday, Thursday, Friday: 7 a.m. – 7 p.m.
- Wednesday: 7 a.m. – 8 p.m.
- Saturday: 8 a.m. – 2 p.m.

Need help finding an eye doctor?

- Visit geisinger.org/health-plan/find.
- Check your GHP Family provider directory.
- Call the GHP Family customer care team at 855-227-1302 (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 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 مجاناً. 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.

LƯU 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. Some of the things you can do:

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



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