

Member Update

Quarter 4, 2023

Geisinger

Could that cough be RSV?

When a child has a fever, cough, sore throat and no appetite, it's hard to know what they've come down with. Symptoms are similar for the common cold, flu, COVID-19 and respiratory syncytial virus (RSV). But RSV can have other signs, including:

- Fast breathing
- Rhythmic grunting while breathing
- Flaring of nostrils
- Head bobbing with breathing
- Belly breathing

Like the other illnesses, RSV spreads through direct contact and through respiratory droplets in the air. So washing hands, covering coughs and sneezes and keeping the house clean (or trying to!) are good ways to prevent it.

Continues on page 2

In this issue

- 2 *Manage your health in the member portal*
- 3 *Angel food cake recipe*
- 4 *Fraud alert*
- 4 *NeighborlyPA app*
- 5 *Patient-centered medical home care*
- 5 *Don't lose your benefits*

Continued from page 1

A newly approved RSV vaccine given to pregnant people can protect their newborns. All babies up to 8 months old can get a newly approved antibody injection to keep them from getting severely sick with RSV. Flu and COVID shots also protect your child from two big respiratory viruses (and make symptoms less severe if they do get sick). They also reduce your child’s risk of having two viral infections at once.

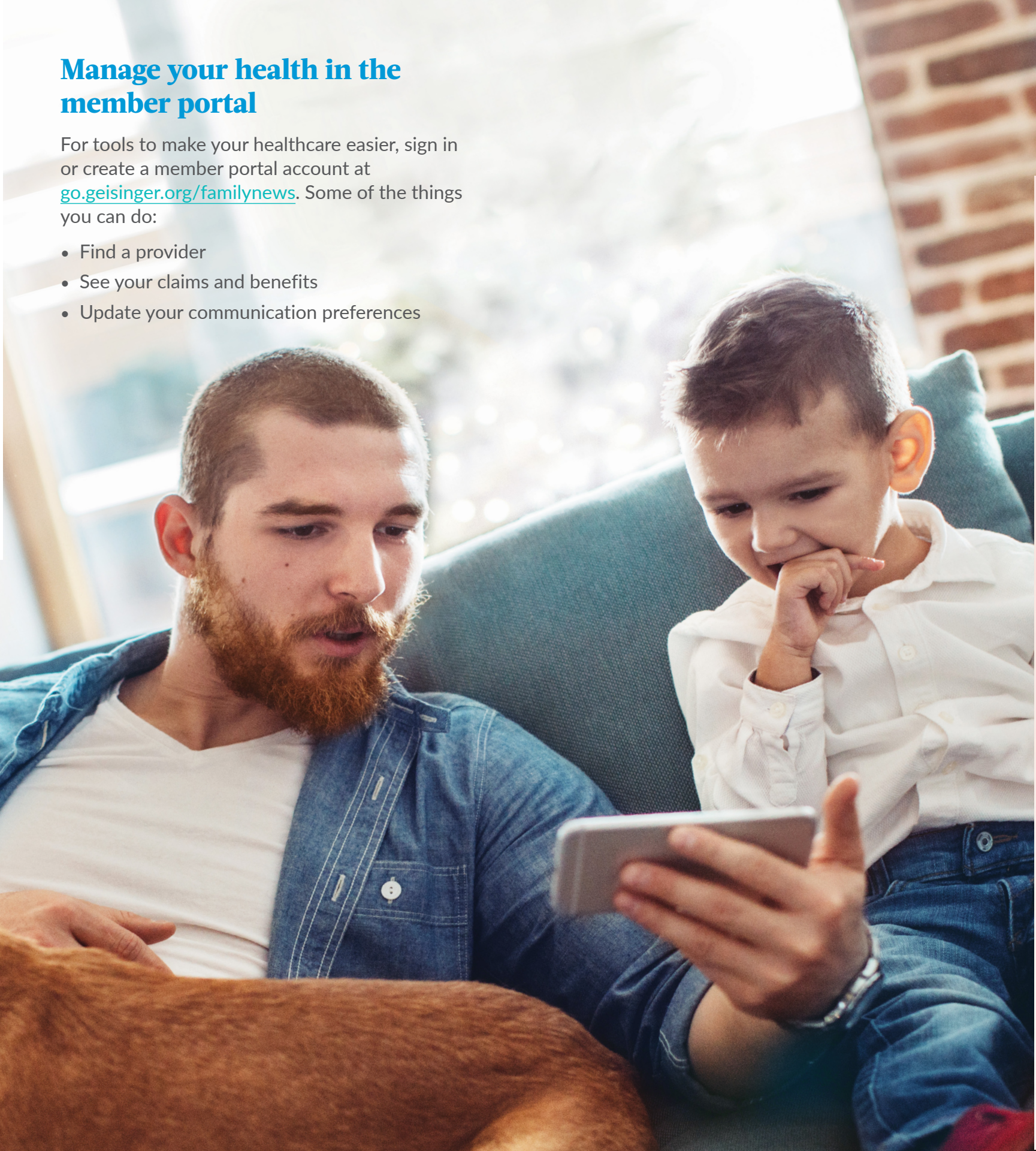
Luckily, you can usually treat RSV at home. Plenty of fluids, rest and over-the-counter medications should have little ones feeling better in a week or two. But if they have trouble breathing, a high fever or signs of dehydration, call their doctor right away. For more information on RSV, visit [cdc.gov/rsv](https://www.cdc.gov/rsv).



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



Healthy recipe: Angel food cake

Angel food cake is low in fat but makes for a light and satisfying dessert. For extra flavor, top with fresh berries or light whipped cream.

Ingredients

- 12 egg whites (1½ cups)
- 1 teaspoon cream of tartar
- 1½ cups sugar
- 1 teaspoon vanilla extract
- ¼ teaspoon salt
- 1 cup flour (sifted)

Directions

1. Preheat the oven to 325° F. In a large mixing bowl, beat the egg whites until they are foamy.
2. Add the cream of tartar and beat until stiff, but not dry. Gradually beat in the sugar.
3. Add the vanilla and salt, then gently fold in the flour.
4. Pour the mix into an angel food tubular (or Bundt cake) pan and bake for 1 hour and 15 minutes, or until the top is nicely browned.

Source: [myplate.gov](https://www.myplate.gov)



Fraud alert

Health insurance fraud can lead to identity theft, cost companies millions of dollars and raise the cost of healthcare for everyone. That's why Geisinger has established an anti-fraud program, designed to help detect and eliminate potential fraud and abuse.

Fraud and abuse take many forms, such as:

- Receiving claims for a service that wasn't provided to you
- Misrepresenting the location where the service took place
- Sharing a person's insurance identification number or information to cover a service
- Waiving copays or deductibles

Protect yourself. Use discretion when providing your health insurance information, including your member ID number. Never give out your information in exchange for free services or gifts. Review your statements for accuracy.

If you suspect fraud or abuse, contact us:

- **Email:** fa@geisinger.edu
- **Phone:** GHP Compliance Hotline (800-292-1627) or call the Medicaid member services team 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.
- **Mail:**
Geisinger Health Plan
Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

You can visit [geisinger.org](https://www.geisinger.org) and search "fraud referral form" to fill out the **Fraud and Abuse Investigation Referral Form**.

When you report fraud, you may remain anonymous. All reports are kept strictly confidential.

New mobile app – NeighborlyPA



Neighborly is an easy-to-use online platform that connects you to free and reduced-cost programs, services and social care resources right in your neighborhood.

Its mobile app, NeighborlyPA, is available for Android and Apple (iOS) devices. Resources like food, housing, transportation and utility assistance are easy to find on the app.

These QR codes will take you directly to the Google Play Store or Apple iOS Store, where you can download the [NeighborlyPA](#) app:



Android



Apple (iOS)

You can also download the app at neighborlypa.com.

Patient-centered medical home care

Patient-centered medical home is a program that provides care coordination for children receiving pediatric shift care nursing services. Children get quality care tailored to their needs and extra resources like a complete physical exam along with a mental health social evaluation

If you'd like more information about patient-centered medical home, call the GHP Family Special Needs Unit at 855-214-8100 (TTY: 711).

Don't lose your benefits!

To keep all your benefits from GHP Family, you must 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, www.compass.state.pa.us. 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 eligible, your coverage under GHP Family will continue. 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.

Only Pennie can connect you to financial savings to help reduce the cost of coverage and care. Pennie will mail you a notice that includes your pre-filled application, estimate of financial savings and important enrollment deadlines. For more information, go to [pennie.com](https://www.pennie.com) or call 844-844-8040.



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: 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 ដោយមិនគិតថ្លៃ 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).

New ID cards are coming

Before the new year, you'll receive new health plan ID cards. Your member ID number will stay the same, but you'll need to use your new card starting January 1, 2024. One change to your ID card is that Geisinger's pharmacy claims will be handled by Navitus. They will support Geisinger in providing access to medication therapy. Present your new ID card at your pharmacy for prescriptions filled on or after January 1, 2024.

