



GEISINGER HEALTH PLAN

Member Update

Quarter 4 2023

Geisinger

Is it a cold, flu or 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.

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).

Healthy Pregnancy Care Companion coming soon

During pregnancy there are so many things to keep in mind — lab tests, vitamins, childbirth classes... who can remember it all? The Healthy Pregnancy Care Companion app can help. It will send you friendly reminders, helpful tips and questionnaires throughout your pregnancy to keep you on track. We'll keep you updated as we get ready to launch it.

Once the Healthy Pregnancy Care Companion is up and running, you'll be automatically enrolled if you have a MyChart account. Don't have an account yet? Scan the QR code to set one up.



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/membernews. 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

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.

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 Jan. 1, 2024. One change to your ID card is that Geisinger's pharmacy claims will be handled by Navitus. They will support Geisinger to improve access to affordable and clinically appropriate medication therapy. Present your new ID card at your pharmacy for prescriptions filled after Jan. 1.

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 customer service number on the back of your insurance card
- **Mail:** Geisinger Health Plan Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

You can visit 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.



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M.C. 40-20
100 N. Academy Ave.
Danville, PA 17822

Address change?

Update your mailing address
by calling the customer care
team number on the back
of your insurance ID card.

#1 in member satisfaction, thanks to you!

Among commercial plans in PA

For four years in a row, J.D. Power ranked Geisinger Health Plan #1 in member satisfaction among commercial health plans in Pennsylvania. And we were ranked #1 in these study factors, as well:

- Cost
- Coverage and benefits
- Customer service
- Information and communication



Trophies are great, but our greatest reward is your good health. Thanks for making us first in member satisfaction — again!

To find out why our members are so satisfied, call 866-785-0797 or visit [geisinger.org/ghp-award](https://www.geisinger.org/ghp-award).

For J.D. Power 2023 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).

Geisinger Health Plan may refer collectively to healthcare coverage sponsors Geisinger Health Plan, Geisinger Quality Options Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated healthcare delivery and coverage organization.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Idemnity Insurance Company comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 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 (TTY: 711)。