

Member Update

Quarter 4, 2024



Do you have SAD?

Seasonal affective disorder (SAD) is a type of depression. It's related to changes in seasons. It often happens in the fall or winter.

Common symptoms are:

- Feeling depressed, sluggish, agitated, hopeless or suicidal
- Having trouble concentrating
- Losing interest in activities you once enjoyed
- Changes in energy level, appetite or weight

SAD may be caused by reduced levels of serotonin. This chemical carries messages between nerve cells in the brain and throughout the body. Less sunlight with the changing seasons might also cause SAD. Another cause might be unbalanced melatonin, which controls patterns of sleeping and waking.

Daily light therapy through natural sunlight or a light box is an effective way to treat SAD. Psychotherapy, or "talk therapy," can help replace negative thoughts with positive ones.

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Geisinger

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In some cases, medications such as antidepressants can help.

Watch for these symptoms:

- Mood changes with the seasons
- Low energy or sluggish feeling
- Irritability
- Social withdrawal (not wanting to talk to people)
- Trouble thinking clearly
- Feeling hopeless or worthless
- Changes in sleep and appetite
- Thinking often about death or suicide
- Symptoms last about 4 to 5 months per year

Do you think you may have Seasonal Affective Disorder? Talk to your healthcare provider or a behavioral health specialist to get the help you need.

Source: National Institutes of Health

New features in MyChart/MyGeisinger

Now available in Spanish

Key items in MyChart — including menus, activity pages and notifications — are now available in Spanish. Watch for more features soon.

Healthy Pregnancy Care Companion

During pregnancy, you have many things to keep in mind. With Healthy Pregnancy Care Companion, we bring together the traditional tracking of other pregnancy apps with the medical information that's most important during pregnancy, all in one place.

Improving your experience

Some recent enhancements to the patient portal:

- Complete just one pre-visit update for most appointments happening within a few days of each other.
- Can't find an appointment with your provider? Search their team for openings, too.
- The new School Health Summary lets you print one document with information about allergies, medications, immunizations and health issues to provide to most schools along with physical forms.

Log into your account at geisinger.org/mygeisinger or download the MyChart mobile app in the Apple app store or Google Play store.



When to message and when to make an appointment

Message your care team in MyChart/MyGeisinger to communicate about:

- Issues you're being treated for
- Questions about medications

But if you have a new health concern, use MyChart/MyGeisinger to schedule an appointment.

For prescription refills or renewals, visit "medications" and submit requests directly to your provider or Geisinger pharmacy. No need to send a message!



Clearing the air on COPD

Know your lung function. That's the theme of this year's World COPD (Chronic Obstructive Pulmonary Disease) Day, observed Nov. 20. Lung function tests can detect COPD early — when many people might dismiss symptoms like shortness of breath and coughing as a normal part of aging or a consequence of inactivity. Early diagnosis and treatment can significantly improve your quality of life and prognosis if you're diagnosed with COPD.

Measuring lung function helps in:

- Diagnosing COPD and other conditions like asthma
- Monitoring the progression of lung diseases
- Assessing the response to treatment
- Determining the severity of pulmonary impairment

If you're at risk of COPD, especially if you're a long-term smoker, it's smart to have regular screenings to monitor your lung health. Be proactive — understanding and taking care of your lung function — is what this year's theme of World COPD Day is all about. Ask your healthcare provider any questions you have about COPD.



Arm yourself with a flu shot this season

The CDC (Centers for Disease Control and Prevention) recommends everyone 6 months and older get a flu vaccine every year. It's easy to get yours.

- You can make an appointment by logging into MyGeisinger/MyChart.
- Walk into any Geisinger doctor's office, ConvenientCare (must be age 9 or older) or pharmacy.

Questions about getting your flu shot? Call GHP Family Customer Care 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.

The CDC issued respiratory virus guidance to provide information and recommendations to help lower the risk of common respiratory illnesses, including COVID-19, flu and RSV. You can find this information at [cdc.gov/respiratory-viruses/guidance](https://www.cdc.gov/respiratory-viruses/guidance).



It's sweater weather. Feeling chili?

Heavy in flavor and high in fiber and protein, this hearty favorite keeps sodium levels low with no-salt-added canned goods.

Makes 6 servings.

Ingredients

- 2 tablespoons canola or corn oil
- 1 onion, chopped
- 1¼ lbs. ground skinless turkey breast
- 2 garlic cloves, minced (or ½ teaspoon garlic powder)
- 2 teaspoons chili powder
- ½ teaspoon pepper
- ½ teaspoon ground cumin
- 1 15.5-ounce can no-salt-added pinto beans, rinsed and drained
- 1 15.5-ounce can no-salt-added black beans, rinsed and drained
- 1 14.5-ounce can no-salt-added diced tomatoes, undrained
- 1¾ cups fat-free, low-sodium chicken broth
- 1 cup frozen whole-kernel corn
- 1 6-ounce can no-salt-added tomato paste
- 4 medium green onions (green part only), sliced

Directions

1. In a skillet, heat the oil over medium-high heat, swirling to coat the bottom. Cook the chopped onion for 3 minutes, or until soft, stirring occasionally.
2. Reduce the heat to medium. Stir in the turkey. Cook for 5 minutes, or until browned, stirring frequently to turn and break up the turkey.
3. Transfer to a slow cooker.
4. Stir in the garlic, chili powder, pepper and cumin. Stir in the remaining ingredients except the green onions. Cook on high for 4 hours or low for 6 hours.
5. When serving, sprinkle with green onions to garnish.

Recipe adapted from the American Heart Association.

Protect your EBT benefits

Your EBT card may be at risk for skimming. A card skimmer is placed on top of a card reader at a POS system, ATM or fuel pump terminal. When you pay with a card by placing into the card reader, your card information is scanned and used to steal your funds.

Usually a small, concealed camera is also installed with a card skimmer to capture you entering the PIN for your card. Cameras are typically installed on an ATM, fuel pump terminal or somewhere close by.

A new trick being used to capture your PIN is a keypad overlay that records keystrokes. It looks like a regular keypad, and it's placed directly on top of the device's keypad.

When you use your EBT card at a terminal, make sure you look around and inspect the device before inserting your card. Make sure to monitor your account and check the balance frequently.

Think your EBT card was compromised?
Call the EBT Recipient Hotline at **888-328-7366**.



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, 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 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: 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 ដោយមិនគិតថ្លៃ 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).

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

