



Geisinger
GHP Kids

Member Update

SPRING 2017

Changes to our mail order pharmacy benefit

Effective July 1, 2017, mail order pharmacy will be changing from Express Scripts, Inc. to CareSite Mail Order. This change will provide you with the highest level of care, better value, improved customer service, and the convenience of mail order services. Most existing prescriptions at Express Scripts that have remaining refills should transfer automatically and, if needed, CareSite will work to contact providers to ensure a smooth transition. Members who have used the mail order benefit in the last six months will be notified by letter with further instructions for transitioning their medications.

If you have any questions about this change, would like more information or need assistance with a prescription, call the pharmacy customer service team at 800-988-4861, 8 a.m. to 5 p.m., Monday – Friday. You may also contact CareSite Mail Order Pharmacy by phone at 844-878-5562 6:30 a.m. to 5:00 p.m., Monday – Friday or by mail at 210 Industrial Park Road, Elysburg PA, 17824.

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.

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)。

*HPM50 njp KIDS MU Spring 2017
Photo credits: iStock/Thinkstock*



Renewing your CHIP coverage

CHIP coverage runs for a full calendar year (12 months) from the first day of enrollment until one year later. You will receive a letter and form to renew your coverage 90 days before the end of the benefit period. Renewing your coverage is easy: we send you a form pre-filled with the information you provided when you applied. All you have to do is update it! You must complete the form and return it to the GHP Kids before the deadline or CHIP coverage will end on the date stated in the letter.

Important insurance fraud information

To help protect you from health insurance fraud, GHP Kids maintains an Anti-Fraud Program to help detect and eliminate fraud and abuse. One of the best ways to help us is to protect yourself. Call us or email FA@thehealthplan.com for information on how to protect yourself.

*GHP Kids Member Update is published four times annually. Comments are welcome. Please write:
Editor, GHP Kids Member Update 100 N. Academy Ave. Danville, PA 17822-3240
e-mail: memberupdate@thehealthplan.com*

Free meals for children in the summer

The Summer Food Service Program offers free, nutritious meals to children 18 years and younger during the summer when school is not in session. This is a federal child nutrition program.

There are approximately 2,500 locations throughout Pennsylvania that serve breakfast, lunch and/or snacks. Many of the locations provide activities as well. The meal sites are supervised and parents are welcome to stay with their child. Typical meal sites include parks, churches, libraries and schools.

How to find a location near you:

- Call: 211 or 1-866-3HUNGRY or 1-877-8HAMBRE
- Text: "FOOD" or "COMIDA" to 877877
- Download: RangeAPP.org mobile app
- Visit: fns.usda.gov/summerfoodrocks



Community health assistants are here to help!

Did you know that Geisinger Health Plan's community health assistants coordinate community resources for all GHP members? Working with physicians, case managers and social workers, they make sure that your healthcare needs are met, resources are in place and barriers are removed so you can focus on improving your health.

Some of the many services that community health assistants can provide are:

- Transportation — connecting you with shared ride programs or public transportation
- Food — enrolling in Meals on Wheels, local churches or food banks that supply meals
- Appointments — scheduling appointments and coordinating specialty care visits
- Home safety — conducting home safety evaluations and linking you to resources to assist with safety issues
- Medication — reviewing your medications and helping you get medications delivered, enrolling you in programs to assist you in paying for medications (e.g., PACE or PACENet) and checking for compliance or unused medications
- Housing — finding housing for those with unacceptable housing conditions
- Durable medical equipment — locating DME items and helping you find grants for items such as electric scooters and hospital beds or finding organizations to donate items
- Additional resources needed such as cell phone assistance, Bluetooth scales for those with congestive heart failure and equipment checks

There are countless examples of community health assistants helping members remain in their homes while dealing with acute conditions. Some cases are simpler — assisting an individual with getting mobility devices that allow a measure of freedom and independence. Some cases are more complicated and require a lot of assistance for home safety, insect infestation, inadequate clothing and caring for dependents. Community health assistants have gone beyond the scope of their job to ensure members have what they need, even if what they most need is a friend they can trust to help them navigate through a health issue.

If you think a community health assistant may be able to help you, you can contact your physician, a GHP nurse case manager or social worker or the customer service team to learn more.



"When someone asks what a community health assistant does, the answer is simple...whatever we can."

Christine E., community health assistant

Geisinger

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Formulary updates are available online

Members can review the formulary online (list of drugs covered under your pharmacy benefit) at TheHealthPlan.com. The online formulary includes the most recent list of covered drugs, as well as details on quantity limits, tiers and pharmacy management procedures.

When medications are not listed on a formulary, GHP Kids will not pay for them unless an exception is granted. Some drugs may require prior authorization.

Members may call 866-621-5235 (PA Relay 711) with benefit questions or to request a printed formulary. Our hours are 8 a.m. to 6 p.m., Monday through Friday.

