

Announcing the new secure member service center

We recently updated our secure member portal at GeisingerHealthPlan.com. It's easier than ever for you to find information on the mobile-friendly site. Once registered, you can:

- Search for a hospital or pharmacy that's covered under your plan
- Use the new provider search and scheduling directory, powered by Zocdoc
- Change your PCP
- Find information about your plan, including what services are covered and how to submit a claim
- Print a temporary member ID card
- Send secure messages to Member Services online

Registration is free and easy. Visit GeisingerHealthPlan.com and register today to access great features and important information. In 2018, we will continue to improve and update other areas of our website. Look for additional updates in future issues!

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)。



Opioid reversal medication available to the public

Naloxone, a drug that can temporarily reverse an overdose caused by an opioid drug (prescription pain medication or heroin), is available to all Pennsylvanians. You can get a prescription from a family doctor or by using a standing order (a prescription written for the general public) issued by Rachel Levine, M.D., PA Physician General. Naloxone prescriptions can be filled at most pharmacies. Although the medication may not be available for same day pick up, it can often be ordered and available within a day or two.



GHP Family covers two types of naloxone, a nasal spray and a pre-filled syringe. In addition to talking to your healthcare provider or the pharmacist about how to use naloxone, individuals who may need to give this medication to someone should take the online training. Training is available at one of the Department of Health approved training sites: GetNaloxoneNow.org or <https://www.pavtn.net/act-139-training>. These easy to understand, brief trainings explain how to recognize the signs and symptoms of an opioid overdose, what to do in the event of an overdose and instruct how to give naloxone. While it is not necessary to obtain a training certificate in order to purchase naloxone, learning these important details will help you respond properly in the event of an overdose.

Hepatitis C medication update

GHP Family is pleased to announce a change will be occurring to the prior authorization requirements for obtaining medications to treat Hepatitis C. Beginning July 1, 2017, disease severity will no longer be considered when determining if treatment is medically necessary. This means more GHP Family members may qualify to receive treatment medications. However, existing criteria, including testing to determine disease severity, remains in place. Additionally, certain treatments maybe be preferred depending on the sub-type and severity of the disease. For more information, contact the pharmacy customer service team at 855-552-6028.

Formulary updates now available online

You can review the formulary online at GHPFamily.com. The online formulary includes the most recent list of covered drugs, and details on quantity limits, tiers and pharmacy management procedures. When medications are not listed on a formulary, GHP Family will not pay for them unless an exception is granted. Some drugs may require prior authorization. You may contact GHP Family Member Services with benefit questions or to request a printed formulary by calling 855-227-1302 (PA Relay 711), from 8 a.m. to 5 p.m., Monday, Tuesday, Thursday and Friday or Wednesday from 8 a.m. to 8 p.m.

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

News from the Department of Human Services (DHS)

Sexting and teens

You may have heard of sexting but not know what it means. This is when a person talks about sex through a text message. It may also be when a person sends or asks for images such as nude photos using a cell phone. Some teens think sending nude photos is cool but it is not. To send nude photos of a person under eighteen years of age may result in federal criminal charges. It is also a crime for minors to send nude photos of themselves to another minor. Parents who allow teens to share nude photos may also be charged.

Sexting often happens when it is not wanted. This can cause stress and problems. It can also be a way to abuse or harass someone through:

- Force or pressure to send nude photos or sexual words
- Sharing a sex video recorded with a cell phone
- Sending unwanted words or images about sex
- Threats to hurt someone if nude photos are not sent

To share sexual words and photos is very easy. It can happen any place and any time since so many teens carry cell phones. This also makes it easy for a photo to be shared fast and with a lot of people. A sexual image on the internet may never go away. It can be used in ways that can hurt the person in the photo.

If someone you know under 18 years of age is being forced to send nude photos, contact the police or call the number below. Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: 1-866-331-9474 [TTY 1-866-331-8453]. Or visit the websites: <http://www.loveisrespect.org/> and <http://www.thatsnotcool.com/>. To find the domestic abuse program nearest you, visit <http://www.pcadv.org> and click on *Find Help* or use the *Find Help* map on the home page.

Set your communication preferences

Would you like to receive your member newsletter and other important documents online? Later this year, we'll start sending some key documents through email or posting them to the secure member portal. If you want to go paperless, we need you to visit the member portal and set your communication preference (tell us which documents you want to view online).

To go paperless:

- Visit GHPFamily.com to log in or register at the member portal
- Click "Go Paperless"
- Click "Edit communication preferences"
- Read and accept the terms and conditions
- Select which documents you want to get online
- Click "Save"

When we start paperless documents, you'll get an email with your document or a link to a secure page to view your document.

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What is a Center of Excellence?

Opioid Centers of Excellence coordinate care for people with Medicaid. Treatment is team-based and focused on the “whole person” with the goal of integrating behavioral health with primary care. Patients of these centers have an opioid use disorder and may also have behavioral and physical health conditions. Centers of Excellence can help patients navigate the care system and provide guidance to stay engaged in treatment to avoid relapsing.

Centers of Excellence offer services such as:

- Care management
- Care coordination
- Transitional and follow-up care
- Patient and family support
- Referrals to community or social services



For more information about Centers of Excellence, or to find one near you, visit:
<http://www.dhs.pa.gov/citizens/substanceabuseservices/centersofexcellence/index.htm>.