



Geisinger  
GHP Kids

# Member Update

SUMMER/FALL 2017

## Announcing the new secure member service center

We recently updated our secure member portal at GHPKids.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 customer service online

Registration is free and easy. Visit GHPKids.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)。**

*HPM50 njp KIDS MU Summer/Fall 2017  
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## Formulary updates available online

You can review the formulary (list of drugs covered under your pharmacy benefit) online at [GHPKids.com](http://GHPKids.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. You 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.

**Please keep an up-to-date list of any medicines you and your child are taking, including over-the-counter medications and herbal supplements, and take this with you when you or your child go to your doctor, an urgent care center or the emergency room.**

## Back to school vaccination guide

Public schools require certain vaccinations to ensure children are protected from preventable diseases. Make sure your child's vaccination records are up to date before the new school year begins.

Visit [GHPKids.com](http://GHPKids.com) to view the latest guidelines. If your child needs a shot on this list, call your doctor to schedule an appointment.

To find a doctor or for help scheduling an appointment, call the GHP Kids customer service team at 866-621-5235 (PA Relay 711), from 8 a.m. to 6 p.m., Monday through Friday.



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Please write: Editor, GHP Kids Member Update 100 N. Academy Ave., Danville, PA 17822-3240  
Email: [memberupdate@thehealthplan.com](mailto:memberupdate@thehealthplan.com)*

## Important information about participating providers

Important information is coming soon for GHP Kids members. Federal law requires most healthcare providers to maintain active enrollment with the Department of Human Services (DHS) in order to serve CHIP beneficiaries, including GHP Kids members. Healthcare providers who want to see CHIP beneficiaries, including GHP Kids patients, must renew their enrollment with DHS by Jan. 1, 2018.



This means that if your healthcare provider did not renew their enrollment by Jan. 1, 2018, they may not participate in CHIP and will not be able to accept your GHP Kids insurance.

If your healthcare provider has renewed, there is nothing you need to do and you will not be contacted. You will only be contacted by letter or phone if your provider has not renewed. We will assist you in choosing a new provider. Please watch for this communication in the coming weeks. If you have any questions, please contact the GHP Kids customer service team at 866-621-5235 (PA Relay:711) from 8 a.m. - 6 p.m., Monday through Friday.

## 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, register as a member and set your communication preference (tell us which documents you want to view online).

To go paperless:

- Visit [GHPKids.com](http://GHPKids.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.



# Geisinger

## GHP Kids

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## Don't let the flu get you

One of the most important things you can do to protect yourself is to get the flu vaccine. Each year, the new vaccine protects against the top viruses that are most likely to cause sickness. Everyone 6 months of age and older, with rare exceptions, should be vaccinated every year. You can get vaccinated at two easy locations: your primary care physician's office or a participating pharmacy. Visit [GHPKids.com](http://GHPKids.com) to search for pharmacies in your area. There's no charge for the flu shot, just visit a doctor or pharmacy in our network.\*

\*Office visit copay may apply. The vaccine must be administered by a pharmacist and billed through the online pharmacy claims system. Not all pharmacies offer flu vaccines. There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.

