



GEISINGER HEALTH PLAN

Member Update

Fall 2021

Geisinger

Get ready for flu season

Getting an annual flu shot is the best way to help prevent the flu. Need more reasons?

- You won't spread the flu to friends, family and coworkers.
- You'll lower your risk of complications (like pneumonia or sinus infections), as well as worsened chronic conditions (like diabetes or congestive heart failure).
- You won't have to take sick days from work or school.
- You'll stay out of the doctor's office, so sicker patients can get the care they need.

And it's easy to get your flu vaccine, too. Visit [geisinger.org/flu](https://www.geisinger.org/flu) to find out where and when. You can also see your PCP or go to a Geisinger Health Plan participating pharmacy if there isn't a flu vaccine clinic near you.

2022 dental network change

If your plan includes dental services through Avesis, beginning Jan. 1, 2022, routine dental services will be administered by SKYGEN. That means you'll need to see a SKYGEN provider. For more information, call us or visit [Geisinger.ScionDental.com](https://www.geisinger.org/ScionDental.com). Don't see your current dentist? Check back, as we'll continue adding dentists to the network. Our 2022 network is expected to be nearly identical to last year's. We'll contact you later in the year if your dentist is expected to be out of network for 2022 — we're happy to help you find a new dentist.

The time has come to think pink!

During National Breast Cancer Awareness Month, pink is everywhere, from NFL football to signs along the highway. But even with all the promotion and support of breast cancer awareness, you might wonder if you really need a mammogram. There are lots of good reasons behind the pink:

- Regular mammograms save lives! By getting regular screenings, you can lower your chance of dying from breast cancer by 30%. That's a pretty drastic benefit to your health.
- Early detection increases survival rate dramatically. If breast cancer is detected early and hasn't spread, the survival rate is 98%.
- The sooner the better. According to the American Cancer Society, all women should start having regular mammograms at age 40 and keep up with them every year.
- It's quick! The typical mammogram only takes about 20 minutes. So pencil this potential lifesaver into your afternoon.
- Your loved ones will thank you. Keeping yourself healthy means you'll be there for family and friends who need you.

Be a role model for good health and prevention:

Schedule your mammogram today and encourage others to, as well. It's a small step that can have a big impact on your life.



Ready to get your GED? We can help!

Preparing to earn your high school equivalency diploma?

If you're a GHP member, Geisinger offers financial GED® support.

You can complete an application online by visiting the Wellness section of the Geisinger Health Plan member portal at [geisinger.org/health-plan/sign-in](https://www.geisinger.org/health-plan/sign-in). After signing in, click on the Health and Wellness drop-down menu and choose "GED Funding Application." Questions? Call 866-415-7138 on weekdays from 8 a.m. to 5 p.m.

For more information on GED testing in Pennsylvania and the materials needed, or to create a no-cost account, visit [ged.com](https://www.ged.com).

Bringing you the care you need in Muncy

Located at 255 Route 220 Highway in Muncy is the new three-story 120,000-square-foot Geisinger Medical Center Muncy, opening at the end of 2021. The facility includes 20 hospital beds and a helipad.



The building also has a full emergency room, inpatient care, cardiology, general surgery, outpatient therapies, medical oncology and infusion services, as well as imaging, lab services and a pharmacy.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity 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)。

Protect your health information

Identity theft is on the rise at a rapid rate. ID theft can also lead to health insurance fraud. This type of theft not only costs millions of dollars but can impact your health care and services. That's why we've established an anti-fraud program, designed to help spot and get rid of potential fraud and abuse.

What can you do to prevent fraud and abuse? Guard your health insurance information, including your member ID number. Never give out your information and ignore robocalls asking for information in exchange for free services or gifts.

If you suspect fraud or abuse, contact us:

Email: FA@geisinger.edu

Phone: 800-292-1627, the GHP Compliance Hotline or call the customer service team number listed on the back of your insurance card.

Mail: Geisinger Health Plan
Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

Visit: [Go.Geisinger.org/FraudAbuseForm](https://www.geisinger.org/FraudAbuseForm)

When you report fraud, you may remain anonymous. All reports are kept strictly confidential. Stay informed about current security alerts and scams by visiting [Go.Geisinger.org/SecurityAlerts](https://www.geisinger.org/SecurityAlerts).



Wellness corner

Stay engaged in your health and well-being through a variety of monthly webinars and challenges offered by our wellness team. You'll build healthy habits and keep yourself motivated to reach your personal health goals. Ready to check them out?

Visit [Go.Geisinger.org/WellnessCalendar](https://www.geisinger.org/WellnessCalendar). If you need help registering or have any questions, call 866-415-7138 or email wellness@geisinger.edu.

Ready to quit smoking? We can help.

So you decided to quit smoking? Terrific! You'll see an improvement in your health right away and in the long run. The benefits to your body include:

- Lower blood pressure
- Better breathing
- Lower risk of developing cancer and heart disease



How can we help? By giving you the support and resources of a smoking cessation program.

- Log into the member portal and select "Wellness Online" from the "Health and Wellness" tab, choose "Education" and scroll down to find help with quitting tobacco use.
- Register for our "Freedom from Smoking" classes by visiting [geisinger.org/events](https://www.geisinger.org/events) or try out our no-cost personal health coaching sessions. To join a class or talk to a health coach, call 866-415-7138 or email wellness@geisinger.edu.

The latest COVID-19 news

Visit [geisinger.org/coronavirus](https://www.geisinger.org/coronavirus) for the latest COVID-19 news, protocols and procedures.





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Geisinger Health Plan ranked best health plan in PA by J.D. Power

For the second year in a row, Geisinger Health Plan (GHP) ranked best among commercial health plan in Pennsylvania for member satisfaction in the J.D. Power 2021 U.S. Commercial Member Health Plan Study.

The study, now in its 15th year, measures satisfaction among members of 150 health plans in 22 regions throughout the United States.

Six key factors are examined through the study, including billing and payment, cost, coverage and benefits, customer service, information and communication, and provider choice. The study also measures several other key aspects of the experience and member engagement.

GHP earned the top score for cost in the study, which measures the reasonableness of premiums, deductible, prescription copay and doctor visit copay.



Tools for good health



Get the tools to build a healthy lifestyle. Scan the QR code to log into your member portal, or go to geisinger.org/health-plan/sign-in to access your account. Select “Wellness Online” from the “Health and Wellness” menu to find tools to support your well-being goals. They include a wellness assessment, educational workshops, interactive tools, a personal health record and much more!



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