

GEISINGER HEALTH PLAN FAMILY

Member Update

Fall 2021



Geisinger

Get ready for flu season

Preventing the flu is easy — just get your annual flu shot as soon as possible. Need a reason? There are a lot:

- 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'll stay out of the doctor's office, so sicker patients can get the care they need.
- You won't have to take sick days from work or school.

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.

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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. 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.

Living with HIV and Intimate Partner Violence (IPV)

People living with HIV may face intimate partner violence. A recent study shows that one in four adults with HIV has experienced intimate partner violence.

People abusing someone living with HIV might:

- Threaten to tell others about their HIV status.
- Limit access to medicine.
- Keep someone from going to the doctor.
- Insist that no one else would love them.
- Scare them by saying they will cancel their health insurance.

Some people living with HIV can be abusive to their partners. They may make their partner feel that they cannot leave them. They might force them to have unprotected sex. Here are resources available to help survivors:

- Domestic violence programs have information about local resources. These resources might be able to help with medical needs. They can discuss housing options. They can talk about safe next steps.
- Survivors may want to get tested for HIV. Call 800-232-4636 to find a testing site. The website GetTested.cdc.gov also has this information.
- Some people may not want to go to a testing site, or they live too far away from one. People might be able to get a test sent to them. To learn more, visit GetMyHIVTest.com. For questions about how these at-home tests work, call 866-436-6527.

- Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

pcadv.org/find-help/find-your-local-domestic-violence-program

The National Domestic Violence Helpline:

- 800-799-SAFE (7233) or to chat: TheHotline.org. Pennsylvania's free and confidential AIDS Factline can be reached at 800-662-6080.



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:

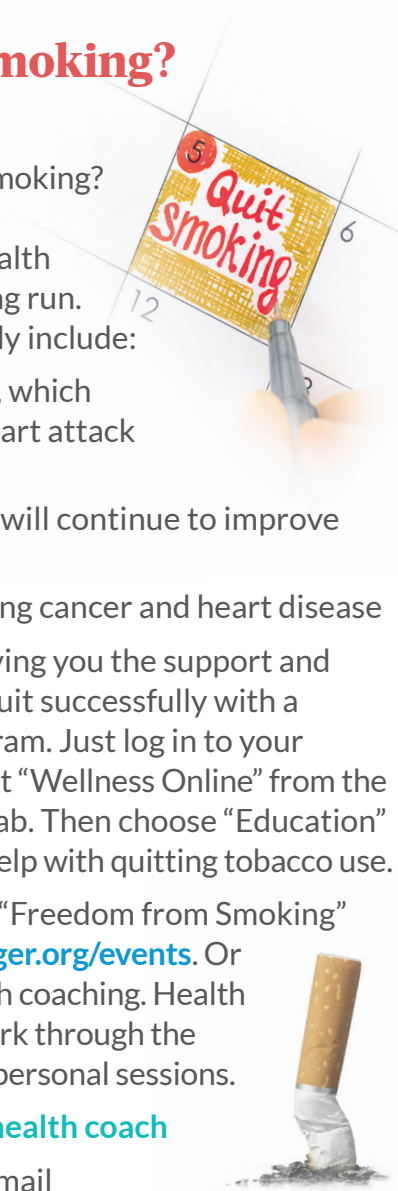
- Lower blood pressure, which means less risk of a heart attack or stroke
- Better breathing that will continue to improve with time
- Lower risk of developing cancer and heart disease

How can we help? By giving you the support and resources you need to quit successfully with a smoking cessation program. Just log in to your member portal and select "Wellness Online" from the "Health and Wellness" tab. Then choose "Education" and scroll down to find help with quitting tobacco use.

You can register for our "Freedom from Smoking" classes by visiting geisinger.org/events. Or try out our no-cost health coaching. Health coaches can help you work through the process of quitting with personal sessions.

Join a class or talk to a health coach

Call 866-415-7138 or email wellness@geisinger.edu to get started today.



The latest COVID-19 news

Visit geisinger.org/coronavirus for the latest COVID-19 news, protocols and procedures.



Earn rewards for health living

Your health is our top priority. In fact, we'll thank you with Walmart gift cards just for taking steps toward better health in 2021.

Well visits

- Take your child to six well visits before age 15 months to earn a \$25 Walmart gift card.
- Take your child to their 3- and 4-year well visits to earn a \$25 Walmart gift card.
- Any member age 11 to 13 or 17 to 21 who completes one well visit each year earns a \$25 Walmart gift card.



Dental

Any member ages 6 to 9 or 19 to 20 who completes at least one preventive dental visit earns a \$15 Walmart gift card.



Questions? Call 866-847-1216 (PA Relay 711) Monday to Friday, 8 a.m. to 4 p.m.

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 includes 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.



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 thing you can do for 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.



Job opportunities

Ready to expand your employment horizons? We can help with that! Here are some resources to check out.

Geisinger Career Center, located at 529 Mill St. in Danville, can help with:

- Free Wi-Fi and computer use to search for open positions with Geisinger
- Developing a résumé and writing cover letters
- Coaching to prepare for interviews

From customer service and food service roles to healthcare team members, there's a lot to do at Geisinger. Visit [geisinger.org/careers](https://www.geisinger.org/careers) to see openings.

For information on other employment and training opportunities, you can contact the Pennsylvania CareerLink® at [PACareerLink.pa.gov](https://www.pacareerlink.pa.gov) for these services:

- Help with searching and applying for a job
- Viewing a list of job openings in your local area
- Exploring your career interests
- Help with application materials such as a résumé or cover letter
- Help with practicing for job interviews
- Help with finding training, education and other programs in your local area



To learn more, call 855-227-1302 (PA Relay 711).

We want to hear from you

Want to learn about new programs with GHP Family or give feedback about health services already offered? Join the GHP Family Consumer Advisory Committee. Meetings are held online every three months, where you can voice your ideas and work together with community providers and staff. You'll also hear about ways to prevent disease, get information about programs for long-term conditions, learn about ways to help the community and much more. This committee is for GHP Family members only.

The next meeting is scheduled for Oct. 15 from 1 to 2 p.m. To join, call 855-214-8100.



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.Go.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.Go.Geisinger.org/SecurityAlerts).

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, 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 Y: 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 नि:शुल्क 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 ដោយមិនគិតល្អល 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).



MC 32-20
100 N. Academy Ave.
Danville, PA 17822

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Geisinger Health Plan Family (GHP Family) is a Medical Assistance (Medicaid) insurance program offered by Geisinger Health Plan in conjunction with the Pennsylvania Department of Human Services (DHS). Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

Questions about GHP Family? Call us 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.

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](https://www.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!

