

GEISINGER HEALTH PLAN KIDS

# 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 be as likely to spread the flu to friends, family and others.
- 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 as many sick days from work or school.
- You'll be more likely to 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.

## 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).

## Save money, save time with mail-order pharmacy

With Geisinger Mail-Order Pharmacy, you can sign up for automatic refills so you never run out of your medication. Getting your prescriptions by mail also means fewer trips to the pharmacy and less time standing in lines.

Make the switch to Geisinger Mail-Order Pharmacy today by calling 844-878-5562.



## Lead testing for your child

If you have very young children, keep them healthy by getting them screened for lead poisoning. Serious health problems can occur when children are exposed over time to lead-based paint, lead pipes or lead-contaminated dust in older buildings.

When a child has high levels of lead in their body, they may have symptoms that include:

- Learning problems
- Slow growth
- Vomiting
- Tiredness
- Hearing loss
- Constipation

Get your child tested at their 1-year well visit and then again at the 24-month well visit. Call your doctor or our CHIP member services at 866-621-5235 (PA Relay: 711) to schedule a professional screening.

For more information and resources, visit [PALeadFree.org](https://www.healthychildren.org/English/safety-prevention/all-around/Pages/Lead-Screening-for-Children.aspx) or <https://www.healthychildren.org/English/safety-prevention/all-around/Pages/Lead-Screening-for-Children.aspx>.



## Your teen's first gynecologic visit

If you have a teenage daughter, she may have questions about the changes her body is going through. A gynecologist can answer those questions and make sure your daughter stays healthy as she grows older.

### When should a teen see a gynecologist for the first time?

The American College of Obstetricians and Gynecologists recommends girls have their first visit between age 13 and 15. Some things to consider are:

**Early or late menstruation** – In most cases the first menstrual period should begin 3 years after puberty starts, or between the ages of 12 and 13. If your daughter's first period doesn't fall in this age range, you may want to have her checked by a gynecologist for a hormone imbalance. It's also a good idea for her to be seen if periods are irregular for more than a year or two.

**Very painful cramps or heavy periods** – This can be a result of overactive hormones. If pain and cramps last more than a week or if more than 1 or 2 pads are soaked through per hour, visit a gynecologist to diagnose any issues.

**Sexual activity** – As soon as your daughter becomes sexually active, she should begin having regular sexually transmitted disease (STD) screenings and vaginal exams. It is also recommended that she receive the human papillomavirus (HPV) vaccine before age 26.

### What can your teen expect at the first appointment?

Your teen's first appointment won't be like an adult's gynecologic exam. In fact, most gynecologists won't conduct a pelvic exam or Pap smear for teens who aren't sexually active. Usually the first few appointments are for creating open communication and trust, so the teen is comfortable speaking freely to their doctor if they have any concerns. During the appointment, the gynecologist will check your teen's vitals (like height, weight and blood pressure) and open the conversation for questions before conducting a quick external genital exam.

### How often should your daughter see a gynecologist?

After the first visit, she may not need to be seen for a few years, especially if she isn't sexually active or doesn't have health issues like painful or irregular periods. The doctor can give you guidance on how often she needs to be seen.

Visit [acog.org/womens-health/healthy-teens](https://www.acog.org/womens-health/healthy-teens) for more information and education.

### For more information

Visit the The American College of Obstetricians and Gynecologists website at [www.acog.org](https://www.acog.org).



## \$0 copay for behavioral health and substance use services

Thanks for choosing to enroll your child with GHP Kids so they can stay healthy and get the best care possible. We'd like to help — with \$0 copays and no visit limits on behavioral health and substance use services.

Inpatient behavioral health services include services offered in a behavioral health hospital or residential facility. There are no day limits or copays.

Outpatient behavioral health services include services provided at a behavioral health facility and community-based services. There are no limits for behavioral health outpatient visits per benefit year, and no copays apply.

Inpatient substance use disorder services are delivered in a hospital or inpatient non-hospital facility that meets Department of Health requirements and is licensed as an alcohol/drug addiction treatment program. There are no day limits or copays.

Outpatient substance use disorder services are provided in a facility licensed by the Department of Health as an alcohol/drug treatment program. There are no limits for substance use services visits per benefit year and no copays.



## 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://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://ged.com).

### The latest COVID-19 news



Visit [geisinger.org/coronavirus](https://geisinger.org/coronavirus) for the latest COVID-19 news, protocols and procedures. Go to [CDC.gov](https://www.cdc.gov) for information from the Centers for Disease Control and Prevention.

## New dental services program

GHP Kids members now have access to a new team of public health dental hygienists. They're available to support your family's dental care and services. They can help with:

- Connecting with local dentists
- Giving dental education over the phone
- Providing oral health education at community events
- Answering your questions about oral health
- Connecting you with local resources

If you need help with your family's dental needs, call our team at 833-589-2194.



## 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.

It 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.



## 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, age, 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](http://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](http://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 Ý: 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 निःशुल्क 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 គឺអាចមានសំរាប់ប្រើអ្នក។ 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).



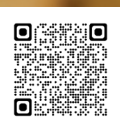
MC 32-20  
100 N. Academy Ave.  
Danville, PA 17822

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Geisinger

*Geisinger Health Plan Kids (GHP Kids) is a Children's Health Insurance Program (CHIP) 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.*

## 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://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!



## 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://Geisinger.ScionDental.com). Can't find your current dentist? Check back, as we'll continue adding dentists to the network. Our 2022 network is expected to be nearly identical to this 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.