

GEISINGER HEALTH PLAN FAMILY

# Member Update

Spring 2021



**Geisinger**

## GHP – Caring for you

### The latest COVID-19 news

For the latest on the availability of COVID-19 vaccine appointments and FAQs about the vaccine, go to [geisinger.org/COVIDVax](https://www.geisinger.org/COVIDVax). You can even sign up to receive vaccine eligibility updates from Geisinger and message us with your questions about testing or scheduling care. Don't live near a Geisinger vaccine clinic? Visit [health.pa.gov](https://health.pa.gov) for information on vaccine locations near you.

### Online visits make healthcare more convenient

Keeping up with routine care is more important than ever. We're working hard to make sure it's safe for you to visit, but you can also connect with your doctor from the comfort of home with telemedicine appointments. No need to cancel an appointment

because of a busy schedule, transportation hiccups or iffy weather. Visit [geisinger.org/telemedicine](https://www.geisinger.org/telemedicine) or call your doctor or 800-275-6401 to see if telemedicine visits are available.

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## Convenience, delivered.

Who wouldn't like one less errand to run? With Geisinger Mail Order Pharmacy, you get a 3-month supply (up to 100 days of medications) mailed directly to you.

To get started, call Geisinger Mail-Order Pharmacy at 844-878-5562, between 6:30 a.m. and 7 p.m., Monday through Friday, or visit [geisinger.org/pharmacy](https://www.geisinger.org/pharmacy).

*\*This benefit includes maintenance medications, like diabetes, blood pressure or cholesterol medications, but does not include all medications. Benefits and costs will vary, depending on your specific coverage, or if you're enrolled in a cost assistance program. Contact the Customer Care Team with any questions.*

*\*\*If you already receive your prescriptions through the mail from a participating retail pharmacy or participating mail order pharmacy, you may continue to do so.*

## Cost and quality of care, just a click away

Healthcare just got easier, more affordable and more accessible to our members.



A new online shopping tool is now available exclusively to Geisinger Health Plan (GHP) members with an active member portal account. With the Geisinger Cost Transparency tool, you can compare cost and quality for many common medical services, as well as complex episodes of care. You'll not only see the average historical cost for a procedure, but an estimate of out-of-pocket expenses based on the benefit plan you're currently enrolled in.

Get advice from doctors, plan your healthcare spending and know you're getting the best all-around care available. Ready to try it? Just choose "Find a Provider" in the member portal to access the tool.

*The cost information provided is an estimate and is for informational purposes only. Contact GHP or your doctor to get actual pricing and coverage for a specific procedure. Price is just one of many factors in determining a care plan. Factors like quality, convenience and access to care are not included in the estimate. The tool is available only to members who have an active Geisinger member portal account.*

## Geisinger Medical Clinic Lock Haven is now open

Geisinger's new facility at 68 Spring St. in Lock Haven has everything you need for great care close to home:

- Walk-in urgent care
- Adult and pediatric primary care
- Medication therapy management
- Pharmacy
- Bone and joint care
- Foot care
- Physical and occupational therapy
- Imaging and lab services
- Skin, heart and GI care
- Women's health services
- Adult and pediatric psychology

Find out more at [go.geisinger.org/LockHaven](https://www.geisinger.org/LockHaven).



## PA WIC Experience Virtual Tour

PA WIC has been busy working on new ways to connect with you and your family!

Welcome to the PA WIC Experience Virtual Tour, go to [Experience.PAWIC.com](https://www.Experience.PAWIC.com) to come inside the WIC Virtual Kitchen Classroom.

Encourage your children to play our games while learning more about nutrition and the PA WIC Program.

For more information or to schedule an appointment at your local WIC clinic, call 800-WIC-WINS (800-942-9467) or apply at [pawic.com/OnlineApplication.aspx](https://www.pawic.com/OnlineApplication.aspx).



## List of covered drugs available online

Formulary updates — a list of drugs covered under your pharmacy benefit — are available at [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com). They include covered drugs, quantity limits, tiering levels and pharmacy management procedures.

Have questions about your drug benefits? Call the pharmacy service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

## Behavioral health case management

All Geisinger Health Plan members are eligible for care coordination. Behavioral health case management serves those with serious mental illness, substance use disorders or serious psychosocial stressors. Get the help you need to navigate your care and get services you need to thrive and be healthy. If you'd benefit from behavioral health case management, contact your doctor or call 888-839-7972.



## We want to hear from you

Want to learn about new programs with GHP Family or give feedback about health services already offered? Join Geisinger Health Plan's GHP Family Consumer Advisory Committee. Meetings are held online every 3 months, where you can voice your ideas and collaborate with community providers and staff. You'll also hear about ways to prevent disease, get information about chronic condition programs, learn about ways to help the community and much more. This committee is for GHP Family members only.

The next meeting is scheduled for April 19 at 1 p.m. To join, call 855-214-8100.



## Domestic violence and abuse

Abusive people often use money to control the people they hurt. Abusers use money to control partners. This type of abuse also happens in families. Abusive people might:

- Get credit using their partner's information
- Limit money for food, medicine or other needs
- Steal benefit checks or cards
- Lie about bills being paid
- Force a person to quit or lose their job
- Not pay child support



This is the most commonly experienced form of abuse. Leaving an abuser is dangerous. It is not an option for everyone. Abusers can use money to hurt people who leave. Help is available for people who stay and those who leave. Here are some groups that might be able to help:

- Domestic violence programs have information about local resources. These resources might be able to help with housing. They may have resources for food and medicine. They can talk about safe next steps.
- The National Network to End Domestic Violence (NNEDV) has a program that helps rebuild credit. It is called The Independence Project.
- The National Foundation for Credit Counseling gives free education about money and debt.
- Utility companies can sometimes help. Survivors may be able to get bills put in their name. Some companies offer repayment plans.

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

- [pcadv.org/find-help/find-your-local-domestic-violence-program/](http://pcadv.org/find-help/find-your-local-domestic-violence-program/)

- The National Domestic Violence Helpline: 800-799-SAFE (7233) or to chat: [TheHotline.org](http://TheHotline.org)
- NNEDV's Independence Project: [nnedv.org/wp-content/uploads/2019/07/Library\\_EJ\\_Independence\\_Project\\_Brochure\\_updated-2018.pdf](http://nnedv.org/wp-content/uploads/2019/07/Library_EJ_Independence_Project_Brochure_updated-2018.pdf)
- The National Foundation for Credit Counseling: [nfcc.org](http://nfcc.org)

## Virtual healthcare

Many people are used to going to their doctor in person. Some doctor appointments do not need to be in person. During the COVID-19 health crisis, many patients are using virtual options to safely meet with their doctor. A virtual visit is done on a computer or smart phone.

**These visits are good for:**

- Checking in about health concerns
- Questions about medication
- Non-emergency office visits
- Help getting a referral for other kinds of healthcare



**If you live with other people, a virtual visit may not be as private as an in-person one. Before your virtual visit try to:**

- Find a private location to have your visit
- Set up your visit while others are not home
- Ask other people in your house for privacy during your visit
- Use headphones for extra privacy

Questions about your relationship or personal health might not be safe to answer during a virtual visit. Even if you are in a private room there is a chance someone could hear your answers. Always put your safety first. If it's safe to answer questions about your relationship or personal health, a doctor may refer you to other help near you. If you don't feel safe at home, you can contact a local domestic violence program for help. Remember, you should never answer questions during a virtual visit that could put your safety at risk!

## Resources

The National Network to End Domestic Violence has more information on staying safe online: [TechSafety.org/resources-survivors](http://TechSafety.org/resources-survivors)

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website: [pcadv.org/find-help/find-your-local-domestic-violence-program/](http://pcadv.org/find-help/find-your-local-domestic-violence-program/)

The National Domestic Violence Helpline: 800-799-SAFE (7233)

## Finding providers is easy

Looking for new providers who have joined Geisinger Health Plan's network? Or looking for one already in the network? It's easy:

- Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com)
- Click on Find a Doctor, Drug or Location

For more information on these and other participating providers, you can use the online provider search directory or call our customer care team using the number on the back of your member ID card.

## GHP member portal

Want to keep tabs on your benefits and costs? Manage your prescription drugs? Explore health and wellness tips and programs? Log into our secure member portal at [GeisingerHealthPlan.com/SignIn](http://GeisingerHealthPlan.com/SignIn) today!



## Fraud alert: Phone number spoofing

Phone spoofing, a tactic used by scammers, is when a phone call on caller ID looks like it's coming from one number when it's actually coming from a disguised, unidentified number. It's an attempt to entice people to answer their phones so the caller can collect their personal information, which can then be used to steal money from a bank account or for other fraudulent activity. The phone number may appear to be from a local police department, the FBI, Medicare or the IRS. Recently, scammers pretending to be representatives of Geisinger have been calling local community members. Don't give out your name or any other personal information to unknown callers, including:

- Social security number
- Driver's license number
- Insurance information
- Date of birth
- Bank account information
- Mother's maiden name
- Credit card information



If you receive a call from a spoofed phone number claiming to be from Geisinger, it does not mean our systems have been hacked. Be cautious. If you suspect a scam, hang up. You can always call Geisinger back — that way you know for sure who you're talking to.

You can report a scam to the Federal Communications Commission (FCC) by visiting [FCC.gov](http://FCC.gov). Have a concern related to suspicious, illegal or unethical activity related to your healthcare benefits? Call the Geisinger Health Plan compliance hotline at 800-292-1627. The hotline is available 24/7. If you choose to remain anonymous, your call will be investigated and treated confidentially.

## 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](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 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, សេវាជំនួយភាសាដោយមិនគិតថ្លៃ 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.



## 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. Getting your GED expands your options for job opportunities as well as higher education and career advancement.

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 Health and Wellness at 866-415-7138, Monday through Friday 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).