

# Member Update

Summer 2021



## Geisinger

### Do I really need to wear sunscreen?

Shielding your skin from the sun's ultraviolet (UV) rays lowers your risk of skin cancer. So, when you're enjoying the great outdoors this summer, be sure to slather on the sunscreen — regardless of your skin's color.

Sunscreen filters out harmful UV rays, but only if you apply it correctly. Here are some tips:

- Use a sunscreen with a sun protection factor (SPF) of 30 or higher.
- Put on sunscreen before going outside. You can get sun damage in as little as 15 minutes!
- Use a lot — about a golf ball size amount for your entire body and a gumball size for their face.

- Reapply it every couple of hours and after swimming or sweating.
- Give your sunscreen a boost by covering skin with clothing, staying in the shade and wearing a hat. Try to avoid being outside when the sun is strongest (10 a.m. to 2 p.m.).

If you're seeking a darker shade, steer clear of indoor tanning. Tanning beds' intense UV rays can cause even more skin damage than the sun.

Instead, try a self-tanning product — or better yet, embrace your natural skin color! Stay healthy by taking good care of the skin you're in.

## Tomorrow Health DME reminder

Geisinger Health Plan works with Tomorrow Health to provide members' medical equipment and supplies. If you currently receive ongoing medical supplies or rental equipment, there are no changes you need to make—you can continue to work with your current supplier for this order.

If you have any **new** medical equipment or supply needs on or after August 1, 2021, your order must be placed with Tomorrow Health. Tomorrow Health acts as a matching service to match you with a high-quality supplier in the Geisinger Health Plan network that is best positioned to service your order.

Your doctor can place an order for you through the Tomorrow Health Platform at [tomorrowhealth.com/referral](https://tomorrowhealth.com/referral).

You can also reach out to Tomorrow Health's Care Advocate team by secure email at [support@tomorrowhealth.com](mailto:support@tomorrowhealth.com) or call 1-844-402-4344.

## 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://go.geisinger.org/WellnessCalendar). If you need help registering or have any questions, call 866-415-7138 or email [wellness@geisinger.edu](mailto:wellness@geisinger.edu).



## Award-winning customer service (and we're so proud)

If you've called Geisinger Health Plan recently, we hope you were impressed. We earned the First Call Resolution Improvement Award for 2020 from Service Quality Measurement (SQM) Group, a leading North American research firm that specializes in customer service improvement across all industries.



## Fraud alert: Phone number spoofing

Phone spoofing, a tactic used by scammers, is when scammers disguise their number on your caller ID. 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. 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.



If you suspect a call from Geisinger is 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](https://www.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.

## GHP ranked the best

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



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)。



## The right care – where?

Getting the right care in the right place protects your physical and financial well-being. But do you know where to go when you need medical attention? The emergency room might seem like the go-to, but it should only be used for life-threatening issues.

Why? Emergency care comes with long waits and a pricey copay – and it also drives up healthcare costs for everyone! Here are some tips on the best kind of care for different situations. To find an urgent care location near you, visit [go.geisinger.org/UrgentCare](http://go.geisinger.org/UrgentCare).

	Where to go	What can be treated <sup>1</sup>	
<b>Day-to-day care</b>	Your first stop should be your primary care physician (PCP), who oversees your health needs.  Cost: PCP copay <sup>2</sup>	<ul style="list-style-type: none"> <li>• Acne</li> <li>• Asthma</li> <li>• Common cold</li> <li>• Depression</li> <li>• Headache</li> <li>• High blood pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Sinus infection</li> <li>• Skin rashes or allergies</li> <li>• Stomach problems</li> <li>• Stress</li> <li>• Urinary tract infection</li> </ul>
<b>If the doctor isn't in</b>	In-network convenient care and urgent care facilities have lower copays than the ER, don't require appointments and are open late.  Cost: PCP or specialist copay <sup>2</sup>	<ul style="list-style-type: none"> <li>• Accident/falls</li> <li>• Diarrhea</li> <li>• Eye irritation</li> <li>• Fever</li> <li>• Flu symptoms</li> <li>• Minor broken bones</li> </ul>	<ul style="list-style-type: none"> <li>• Muscle strains</li> <li>• Skin rashes</li> <li>• Sprains</li> <li>• Stitches</li> <li>• Vomiting</li> </ul>
<b>If care can't wait</b>	Call 911 or go to the nearest emergency room for treatment of life-threatening issues.  Cost: ER copay <sup>2</sup>	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Compound fractures</li> <li>• Difficulty breathing</li> <li>• Fainting</li> <li>• Moderate to severe</li> <li>• Poisoning</li> </ul>	<ul style="list-style-type: none"> <li>• Serious head, neck or back injuries</li> <li>• Signs of heart attack or stroke</li> <li>• Sudden, severe pain</li> <li>• Uncontrolled bleeding</li> </ul>

<sup>1</sup> These lists are not all-inclusive.

<sup>2</sup> For the care options listed, PCP copays will generally be lowest; specialist copays will be higher; and ER copays will be the highest. Costs are estimates and depend on specific benefits and progress toward deductible. Convenient care and urgent care facilities may have different costs for similar services. Call ahead to make sure your cost outcomes are what you expect.

## AdaptHealth to stay in our provider network

We're pleased to announce that AdaptHealth, a company that provides home medical equipment, will remain in our provider network. Some members may have switched to a new provider over the past several weeks.

- If you already switched to a new supplier, you'll receive equipment and supplies from the new supplier from now on.
- If you haven't yet transitioned, you'll continue to be serviced by your AdaptHealth supplier.

Have questions or need help with your home medical equipment order? Call the medical equipment supplier who provided your most recent order. If you aren't sure who your current supplier is, contact Tomorrow Health at [support@TomorrowHealth.com](mailto:support@TomorrowHealth.com) or 844-402-4344.





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*Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.*



## Better health is easier in Selinsgrove

If you live in Selinsgrove, Sunbury, Shamokin Dam or the surrounding area, you now have easy access to the care you need. A new medical space created by Geisinger and Family Practice Center is open at the Susquehanna Valley Mall. Geisinger Multi-Specialty Clinic Selinsgrove is a new type of advanced outpatient clinic known as Geisinger ConvenientCare+. The “plus” means you benefit from added resources, like IV therapies, laboratory and imaging services previously only available in a hospital setting.

If you’ve wanted to try telemedicine but don’t have the capability at home, the new clinic features two rooms where you can schedule and carry out telemedicine appointments. This means you can have specialist visits right from the clinic instead of having to travel to a larger facility.

Many services are available now at the clinic, with lots more to come. To find a ConvenientCare location near you, visit [geisinger.org/plus](http://geisinger.org/plus).

## GHP member portal

Want to keep tabs on your benefits? 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!

## Convenience, delivered.

Who wouldn’t like one less errand to run? With Geisinger Mail-Order Pharmacy, you’ll receive 90-day supplies of medications mailed right to your doorstep.

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](http://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.*

