

# Member Update

Summer 2021



## 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 your face.
- Reapply it every couple of hours and after swimming or sweating.



## Geisinger

- 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.

### In this issue

- |   |  |   |                              |
|---|--|---|------------------------------|
| 3 | <i>Tomorrow Health DME</i>                 |   |                              |
| 2 | <i>Award winning service</i>               | 4 | <i>Broadband benefits</i>    |
| 2 | <i>Helping domestic violence survivors</i> | 5 | <i>We want your feedback</i> |
| 3 | <i>Get your GED</i>                        | 5 | <i>GHP ranks high again</i>  |
| 3 | <i>Convenience, delivered</i>              | 5 | <i>Member portal</i>         |

## 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.

## Helping a survivor of domestic violence

Sometimes people might be worried that someone they know is a survivor of domestic violence. Helping a person in an abusive relationship is about listening to them. Focus on their needs. Ending a relationship with an abusive person can be very unsafe. No one should be forced to leave an abusive partner.

Here are some ideas for helping someone if you are worried they are experiencing domestic violence:

- Always talk to them privately
- Tell them why you are worried
- Allow them to lead the discussion
- If they do not want to talk or say they are fine, accept their answer. Let them know they can speak with you in the future if they wish.

Let them tell their story. Here are some other things to keep in mind:

- Safety is different for every person. Ask if there is anything you could do to help them feel safer.
- Encourage the person to reach out for support. Domestic violence programs can give people information. They share options and resources in a safe way.
- Talk about other people and groups that might be able to help them
  - 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 visit [thehotline.org/#](http://thehotline.org/#)
  - Crisis Text Line: [crisistextline.org](http://crisistextline.org)
  - The Trevor Project helps LGBTQ young people. They provide crisis intervention and suicide prevention services. ([thetrevorproject.org](http://thetrevorproject.org) or 866-488-7386)

## Ready to get your GED? We can help!

Ready to earn your high school diploma? If you're a GHP member, Geisinger offers financial GED® support. Getting your GED improves your options for job opportunities, higher education and career advancement.

You can fill out 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 Health and Wellness at 866-415-7138 (PA Relay 711), 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://ged.com).

## Convenience, delivered.

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

To get started, call Geisinger Mail-Order Pharmacy at 844-878-5562 (PA Relay 711), between 6:30 a.m. and 7 p.m., Monday through Friday, or visit [geisinger.org/pharmacy](https://geisinger.org/pharmacy).

*\*This benefit includes maintenance medicines, like diabetes, blood pressure or cholesterol medicines, but does not include all medicines. 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.*

## Tomorrow Health DME reminder

Geisinger Health Plan works with Tomorrow Health to provide medical equipment and supplies. If you currently get medical supplies or rental equipment, there are no changes you need to make. You can keep working with your current supplier for your 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 will match your order with a supplier in the Geisinger Health Plan network that is best able to fill your order.

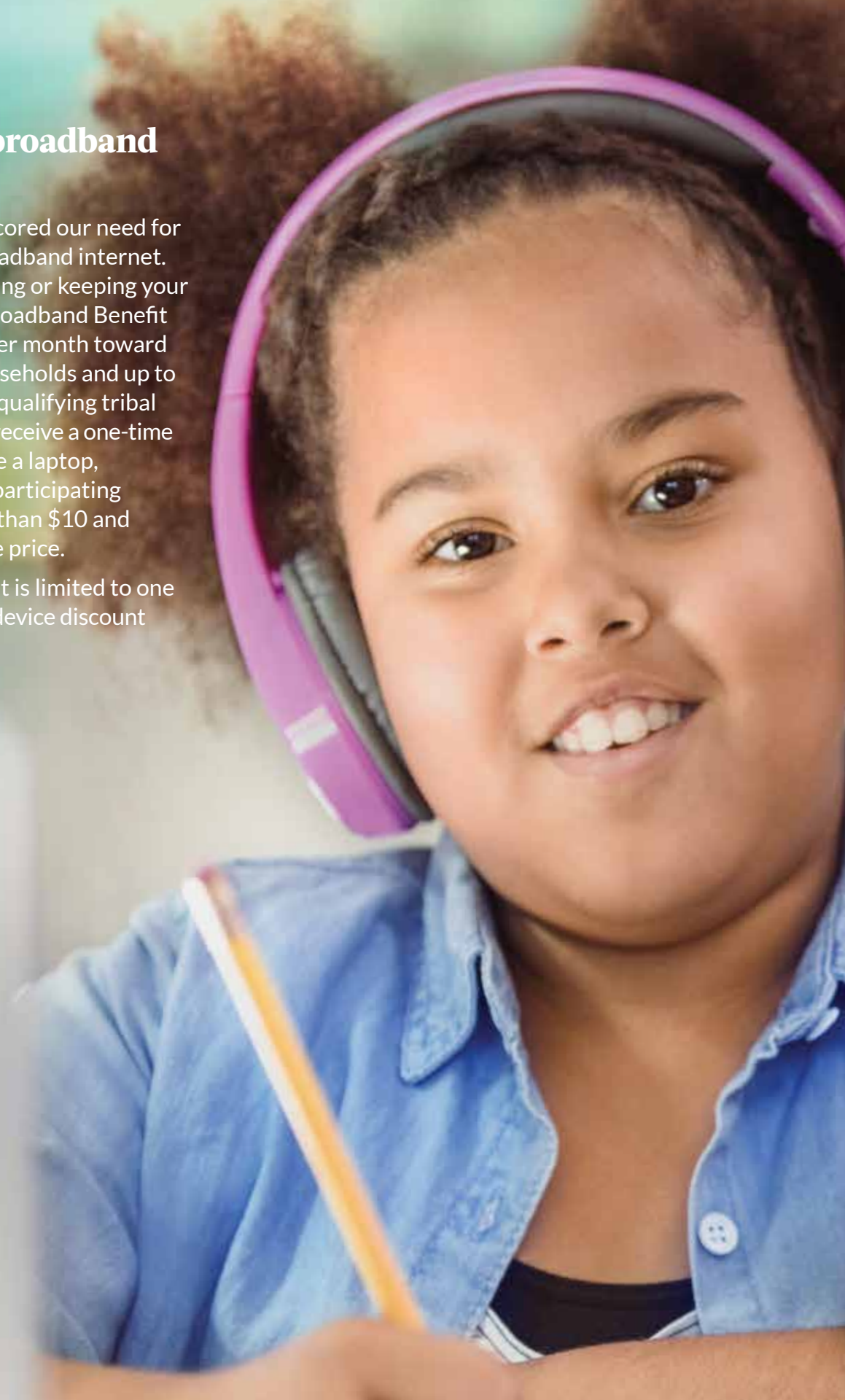
Your doctor can place your order through Tomorrow Health at [tomorrowhealth.com/referral](https://tomorrowhealth.com/referral).

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

## Stay connected with broadband benefits

The past year at home has underscored our need for the connectivity and access of broadband internet. If cost is preventing you from getting or keeping your internet access, the Emergency Broadband Benefit provides a discount of up to \$50 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household.





## We want to hear from you

Want to learn about new programs with GHP Family or give feedback about health services? Join the GHP Family Consumer Advisory Committee. Meetings are held online every 3 months, where you can voice your ideas and work 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 Friday, July 9, from 1 to 2 p.m. To join, call 855-214-8100 (PA Relay 711).

## 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.



## 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](https://GeisingerHealthPlan.com/SignIn) today!

### A household is eligible if a member of the household meets one of the criteria below:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain assistance programs, such as SNAP, Medicaid or Lifeline
- Approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019–2020 or 2020–2021 school year
- Received a Federal Pell Grant during the current award year
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020, and the household had a total income in 2020 at or below \$99,000 for single filers and \$198,000 for joint filers
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program

To find out if you qualify or learn more about the program, visit [GetEmergencyBroadband.org](https://GetEmergencyBroadband.org).

## 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](mailto: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](mailto: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:** បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អៗ 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 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.*



## Better health is easier in Selinsgrove

If you live in Selinsgrove, Sunbury, Shamokin Dam, or the nearby 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 extra services, like IV therapies, laboratory and imaging services only available before in a hospital setting.

If you’ve wanted to try telemedicine but can’t do it from 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](https://www.geisinger.org/plus).