

Member Update

Summer 2021

Do kids really need to wear sunscreen?

Shielding your child's skin from the sun's ultraviolet (UV) rays right now lowers their risk of skin cancer later in life. Most skin cancers can be prevented by using lots of sunscreen.

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 sunscreen on your kids before they go outside. Sun damage can happen in as little as 15 minutes!
- Use a lot — about a golf ball size amount for their entire body and a gumball size for their face.
- Reapply it every couple of hours and after they've been swimming or sweating.
- Give the sunscreen a boost by covering their skin with clothing, having them play in the shade and having them wear a hat. Try to keep kids inside when the sun is strongest (10 a.m. to 2 p.m.).

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For older children, talk to them about the risks of indoor tanning. The U.S. Food and Drug Administration warns that indoor tanning should not be used by anyone younger than 18. Tanning beds' intense UV rays can cause even more skin damage than the sun. Teach kids to love their natural skin color and take care of the skin they're in!

If your child is 12 or older, they're eligible for a COVID-19 vaccine. For more information or to schedule an appointment for your child, visit [geisinger.org/COVIDVax](https://www.geisinger.org/COVIDVax) or [health.pa.gov](https://www.health.pa.gov).



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.

First call resolution is used to measure a contact center's efficiency and effectiveness in resolving your inquiries the first time you call. This award recognizes Geisinger Health Plan (GHP) for improving first call resolution by at least 5% over the previous year, a feat only 5% of contact centers accomplish.

"Healthcare should be easy and that starts with an excellent member experience," said Kurt J. Wrobel, GHP president and executive vice president of insurance operations. "While this year brought many uncertainties, our members didn't have to worry about their healthcare questions going unanswered. All they have to do was give us a call and we are here for them. That's what family, friends and neighbors do for each other."

SQM annually benchmarks more than 500 contact centers across all industries and has been conducting customer experience surveys since 1996. Awards and benchmarks are based on customer responses about service experience, issue resolution and overall satisfaction.

The survey also rates GHP in the top 25% of all call centers in nine categories for customer satisfaction, including percentage of calls resolved, call center satisfaction, representative satisfaction, organization-wide satisfaction and net promoter score.

SQM recognized the 2020 Contact Center Industry Award of Excellence winners at the 22nd Annual Awards ceremony, held virtually on May 20.

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 or 844-402-4344.



Keep up with checkups

How to make sure kids get the medical checkups, tests and vaccines they need to prevent childhood diseases and illnesses? Enter a special healthcare program called EPSDT (Early and Periodic Screening, Diagnosis and Treatment). Your child's doctor offers these EPSDT services:

- Well-child visits with complete physical exam
- Vaccines
- Lab tests, including blood and urine
- Vision and hearing tests
- Dental screenings and referrals
- TB testing
- Health education
- Blood-lead level test
- Health and developmental history
- Development and nutritional checks
- Referrals to a specialist, when needed



By keeping up with regular checkups from birth through the teen years, your child's doctor can find any health issue that needs attention. When found early, it's much more likely to have a good outcome.

Your kids can stay healthy with the help of extra services from GHP Kids. Some of these include:

- Mental health and substance use resources
- Health and wellness services
- Back-to-school programs and education
- Fun activities for kids

You won't miss out on any of these benefits if you re-enroll for GHP Kids. Three quick and easy ways to renew your coverage:

- Call 866-621-5235
- Verify your information at compass.state.pa.us/Compass.Web
- Return the paper form sent with your renewal notification letter



Respiratory therapy pediatric case management

Does your child have asthma? You can get education and follow-up over the phone or through in-person home visits from the GHP Respiratory Therapy pediatric case management program. By coordinating care between your family and providers, respiratory therapists can make sure your child gets the respiratory care they need.

As of March 2021, the program had the best rates of asthma medication ratio and asthma-related emergency room visits out of similar programs across the state.

What does that mean? Asthma medication ratio refers to the number of rescue medication (albuterol) refills compared with the number of controller (preventive) medication refills. When your child takes their controller medication as prescribed, they have fewer symptoms and don't need rescue medication as often. So they have fewer ER visits, better school attendance and a more active life. Which lets you breathe a sigh of relief.





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.

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

¹These lists are not all-inclusive.

²For 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.

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 today!

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 your order through Tomorrow Health Platform at tomorrowhealth.com/referral.

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

Convenience, delivered.

Want to run one less errand? With Geisinger Mail-Order Pharmacy, you'll receive 90-day supplies of medications mailed right to your doorstep.* Shipping is free, you can save up to 50% on drug copays and you can sign up for automatic refills.

To get started, call the Geisinger Mail-Order Pharmacy at 844-878-5562 on weekdays from 6:30 a.m. to 5 p.m. or visit 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.*

Take advantage of these extras from GHP Kids

We have many programs to support good health for your child. Getting them involved in their healthcare at a young age helps to build a lifetime of healthy habits. Here are some programs we offer to help:

Certified health coaches: The coaches help manage a variety of conditions with unlimited coaching sessions on topics such as weight control, blood sugar, tobacco use and stress.

Online education workshops: Our online wellness portal offers a personalized experience for wellness education. Your child can join in workshops such as hand washing, mindfulness and nutrition, sync activity trackers and work with the mobile app.

Health programs: Age-specific, hands-on interactive programs are fun for kids and motivate them to improve their health.

Challenges: Kids learn health habits through individual and team challenges based on exercise, nutrition, sleep and more.

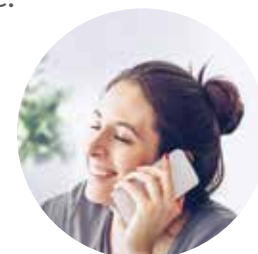
Presentations: Virtual presentations offer families 20- to 30-minute sessions on a variety of health, safety and wellness topics

Neighborly: Get connected to free and reduced-cost programs and services for a range of needs such as food, transportation and housing. For resources available in your community, visit NeighborlyPA.com.

Tel-A-Nurse hotline: Call the toll-free hotline at 877-543-5061 24/7 to talk to a nurse about your non-emergency health issues.

Thanks for making the choice to enroll your child with GHP Kids. We're here to help them stay healthy and provide the best care possible.

For more information on these programs and other GHP Kids benefits, visit GHPKids.com, or contact our customer care team at 866-621-5235.



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, 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 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 ដោយមិនគិតល្អ្លល 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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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.



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](https://www.geisinger.org/plus).

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.