

GEISINGER HEALTH PLAN FAMILY

Member Update

Summer 2022



Geisinger

Tick talk

Found a tick attached? Don't panic. Knowing how to remove a tick — and how to avoid a bite in the first place — can help you enjoy the great outdoors.

Some ticks can spread Lyme disease and other diseases, but not all do. Symptoms of Lyme disease include:

- Fever
- Fatigue
- Headache
- Rash

Lyme disease is treated with antibiotics and goes away after a few weeks. However, sometimes fatigue and muscle aches can last up to six months. So be sure to properly remove a tick as soon as you find it.

1. Use clean tweezers. Don't use other methods, or the tick could burrow deeper.
2. Grasp the tick firmly close to your skin and pull upward in a steady motion.
3. Use soap and water or rubbing alcohol to clean the area where the tick was attached.
4. Dispose of the tick in a sealed bag or container. Or you can flush it down the toilet or dunk it in rubbing alcohol. But don't crush it — that increases the risk of infection with a tick-borne illness.



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After removing the tick, watch for any signs of Lyme disease. Call your doctor if you notice any. To prevent tick bites in the first place:

- Apply insect repellent to clothing and exposed skin before going outside
- Wear long pants and sleeves
- Stick to areas without high weeds and grass



When you come in, always check for ticks on yourself, your family and your pets. Because avoiding the bite altogether is always the best tac-tick.

How do I talk to my kids about tragedies?

Recent tragedies, such as mass shootings, can have a big impact on our children. Kids may have questions and feel anxious or fearful. It may be uncomfortable to talk about these events with young ones, but it's important to address them. Tawnya Meadows, PhD, Geisinger director of pediatric primary care behavioral health, offers tips to help parents get these conversations started.

Reduce anxiety and stress.

- Limit media exposure and don't watch coverage 24/7.
- Be mindful of your conversations and the words you choose. Try not to show frustration or hate.

Children pick up on our moods and overhear conversations that can make anxiety and negative feelings worse.

Make time to discuss your child's feelings on their level.

For elementary or middle school children, you could have a conversation while coloring, playing catch or kicking a soccer ball. This can help children feel relaxed and able to express their emotions.

High-schoolers, who are more aware of tragic events, may have conversations with their friends to find

comfort and understanding. Ask them to be mindful of others when talking in public. And stress that if they see something that looks suspicious, they should say something.

Be a good listener.

Find out what your child knows about the subject and their feelings on it. Don't have these conversations right before bedtime, though, as it could cause kids to have trouble sleeping.

Be reassuring.

Let your child know that they're safe and that in general, schools and other public places are safe. Talk about the security measures in your child's school. Remind them about the adults who are around to protect them.

There's no easy way to discuss tragedies with children. But listening to their feelings and understanding their concerns can go a long way toward helping reassure your children and making them feel safe. Dr. Meadows advises, "Teach your children to choose kindness and notice the kindness in others."



Domestic violence and substance use

Some people who experience domestic violence also use substances. Some survivors may use these to cope with the abuse. Some abusers force survivors to use drugs and alcohol. Abusers may also:

- Threaten to tell someone about substance use.
- Keep someone from using to cause withdrawal symptoms.
- Claim the abuse happens because of substance use.
- Force someone to sell drugs.



Drug and alcohol use to deal with domestic violence is often misunderstood. Survivors might fear judgment if they talk about it. They might be afraid they will lose custody of their children. They may also be scared they will lose access to housing or other resources.

Domestic violence survivors who use substances do not have to deal with what is happening alone. Some resources that might be able to help are:

- Domestic violence programs have information about local resources. This includes connecting people who use drugs or alcohol with help. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence programs are free and confidential. pcadv.org/find-help
- The Substance Abuse and Mental Health Service Administration (SAMHSA) has a 24/7 national, confidential helpline that connects people to resources. It is 800-662-4357.
- Pennsylvania's Department of Health has resources for someone who uses drugs or in each county. You can find more information at this website: ddap.pa.gov/Get%20Help%20Now/Pages/Treatment.aspx

Healthcare providers from A to Z

Wondering what someone's role is in your care? A string of letters after their name on an ID badge doesn't always make it clear. So here's a crash course in common healthcare credentials.

MD is a doctor of medicine. An MD focuses on diagnosis and treatment of diseases. The training includes four years of medical school, then three to seven years in a residency program. Some doctors may also continue specialty training in a fellowship program.

DO is a doctor of osteopathic medicine. A DO also focuses on diagnosis and treatment. But sometimes, instead of treating symptoms with medication, they use a more hands-on approach by moving, stretching and putting mild pressure on muscles and joints to treat and prevent pain and illness. A DO goes through the same training as an MD, but attends a different type of medical school.

CRNP is a certified registered nurse practitioner — a registered nurse who has specialized education and training in clinical practice. They can diagnose illnesses and prescribe medications. A CRNP (sometimes called an NP) has a master's degree, and may also complete a PhD program or a doctor of nursing practice (DNP) program.

PA is a physician assistant. They are nationally certified, state licensed providers trained to assess, diagnose and treat patients. They can also prescribe medications. Most PA programs require at least two years of college (and some require a bachelor's degree) before applying to PA school, which takes about three years to complete. And many require prior healthcare experience such as EMT or paramedic work.

RN is a registered nurse. These nurses can assess patients, record medical history and symptoms, give medications, draw blood, start IVs and do physical exams, among many other duties. An RN must have at least an associate degree, but may also hold a bachelor's or master's degree.

Know where to go for care

Getting the right care in the right place protects you physically and financially. But which is the best place to go when you need medical attention?

Your main choices are primary care, urgent care and emergency care. Keep in mind that emergency care not only comes with a pricey copay, but drives up healthcare costs for everyone. So use this helpful chart to decide what type of care you need — and only use the ER for life-threatening conditions.

To find an urgent care location near you, visit go.geisinger.org/urgentcare.

Where to go	Why to go
<p>Day-to-day care: Your first stop should be your primary care physician (PCP), who oversees your health needs.</p>	<ul style="list-style-type: none"> • Asthma • Cold or flu • Depression • Headache • High blood pressure • Sinus infection • Skin rash or allergies • Stomach problems • Urinary tract infection
<p>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 later.</p>	<ul style="list-style-type: none"> • Diarrhea • Eye irritation • Fever • Minor broken bone • Muscle strain • Skin rash • Stitches • Vomiting
<p>If care can't wait: Call 911 or go to the nearest ER for treatment of life-threatening issues.</p>	<ul style="list-style-type: none"> • Chest pain • Difficulty breathing • Fainting • Poisoning • Serious head, neck or back injury • Stroke • Sudden, severe pain • Uncontrolled bleeding

We ask because we care.

If you've started seeing a new Geisinger doctor recently, you may have noticed that we added questions about sexual orientation and gender identity to our intake process. We also ask your preferred name during registration.

This information is crucial — because accepting and understanding each patient is the basis of quality care. Knowing each person's sexual orientation and gender identity helps us deliver appropriate health services and culturally sensitive care to everyone.

Geisinger Jersey Shore makes best hospitals list

Geisinger Jersey Shore Hospital was one of only 21 hospitals in 10 states to be recognized in Becker's Hospital Review's list of the best hospitals for patient experience in the eastern United States.

With an overall star rating of four stars, and a patient survey rating of five stars, Geisinger Jersey Shore has the highest scores in all of Lycoming County.



Preventing HIV with PrEP

What is HIV PrEP?

PrEP stands for "pre-exposure prophylaxis." This medication works to prevent or control the spread of HIV (human immunodeficiency virus — a virus that causes AIDS) in your body. PrEP is medicine for people who are HIV negative and are at risk for getting HIV. It's used to prevent getting HIV from sex or injection drug use. When taken as prescribed, PrEP is highly effective in preventing HIV.

Is HIV PrEP right for me?

You first have to test negative for HIV. PrEP may be right for you if any of these apply to you:

- You've had anal or vaginal sex in the past six months, and you:
 - Have a sexual partner with HIV
 - Have not consistently used a condom
 - Have been diagnosed with an STD in the past six months
- You inject drugs, and you:
 - Have an injection partner with HIV
 - Share needles, syringes or other equipment to inject drugs
- You have been prescribed post-exposure prophylaxis (PEP), and you:
 - Report continued risk behavior
 - Have used multiple courses of PEP
- You are a woman who has a partner with HIV and are considering getting pregnant

The good news

PrEP reduces the risk of getting HIV from sex by about 99%. And it reduces the risk of getting HIV from injection drug use by at least 74%.

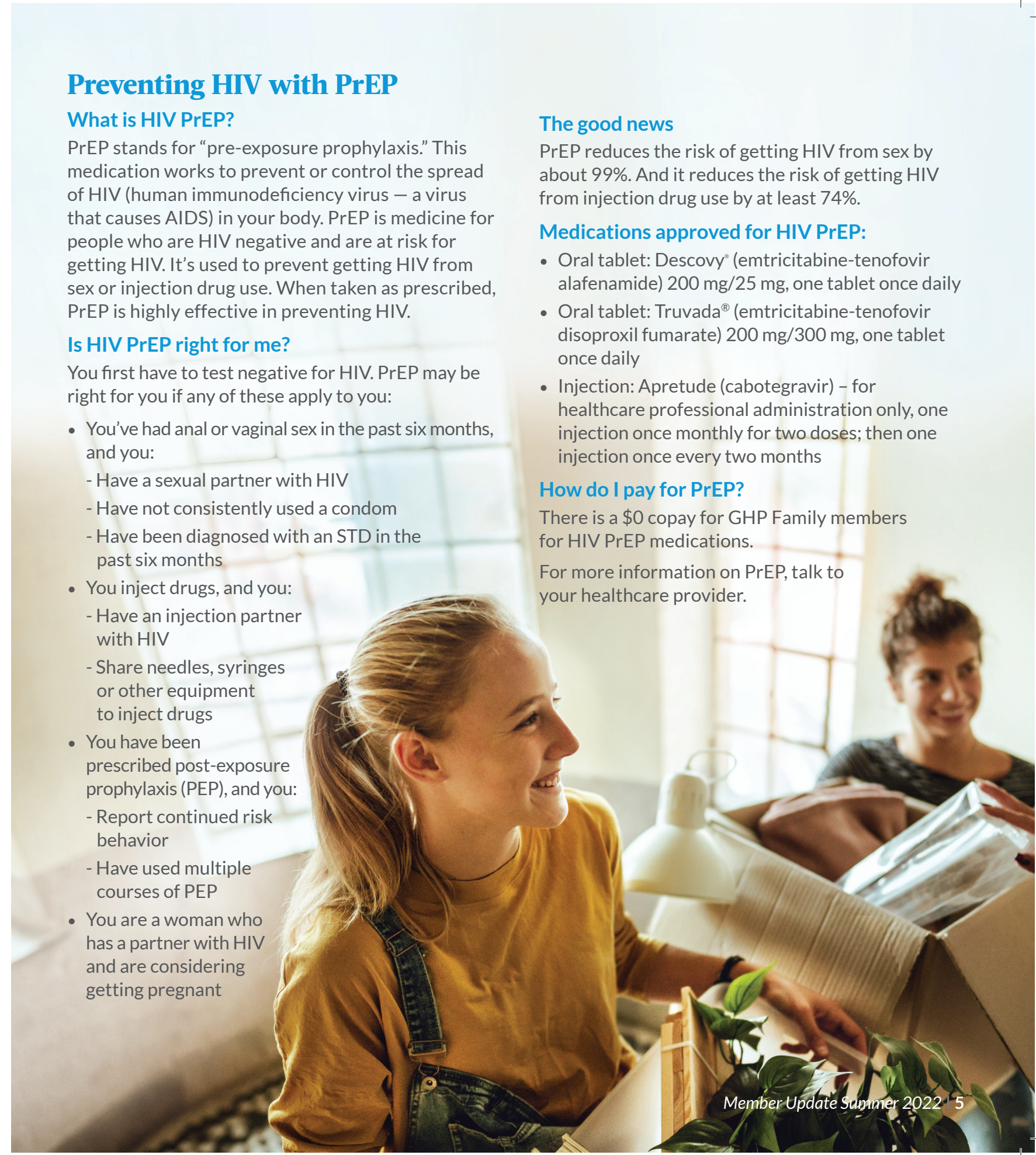
Medications approved for HIV PrEP:

- Oral tablet: Descovy® (emtricitabine-tenofovir alafenamide) 200 mg/25 mg, one tablet once daily
- Oral tablet: Truvada® (emtricitabine-tenofovir disoproxil fumarate) 200 mg/300 mg, one tablet once daily
- Injection: Apretude (cabotegravir) – for healthcare professional administration only, one injection once monthly for two doses; then one injection once every two months

How do I pay for PrEP?

There is a \$0 copay for GHP Family members for HIV PrEP medications.

For more information on PrEP, talk to your healthcare provider.



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, 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 والبرايل: 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, សេវាជំនួយភាសា ដោយមិនគិតល្អល 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၍ သင့်သည် 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).

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M.C. 40-20
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 health care delivery and coverage organization.

Questions about GHP Family? Call us at 855-227-1302 (PA Relay 711) on Monday, Tuesday, Thursday and Friday, 7 a.m. – 7 p.m.; Wednesday, 7 a.m. – 8 p.m.; and Saturday, 8 a.m. – 2 p.m.



Medical Assistance eligibility

When the federal government ends the COVID-19 public health emergency, your Medical Assistance eligibility could be affected. Learn more about keeping the healthcare coverage you need at dhs.pa.gov/phe.

Speak your mind!

Tell us what newsletter topics you love (and don't) so we can give you more of what you want. Scan the QR code or visit go.geisinger.org/family_survey to take our quick survey. It's only three questions and takes about two minutes. Thanks!



Keep an eye on your EOB

Fraud costs our nation billions of dollars every year. Most healthcare providers are honest and only bill for the care they deliver, but some may add or exaggerate the medical treatment provided to get more money. Why does this matter to you? Because you may need treatment in the future that could be denied because fraudulent billing shows you already received it.

Carefully review the explanation of benefits (EOB) mailed to you after you've been treated. Does the billing make sense? Are there charges for something you know was not part of your treatment? If so, contact the Special Investigations Unit at 800-292-1627 or email fa@thehealthplan.com to report the fraud.

