

GEISINGER HEALTH PLAN FAMILY

# Member Update

Winter 2021

# Geisinger

## It's not too late to get your flu shot

Getting a flu shot early in the fall is best, but if it slipped your mind, don't worry. Getting one now can still protect you for the remainder of the flu season. Flu viruses change, so the annual vaccine is updated to protect against the virus strains that are expected to go around this year.

Because of the pandemic, getting a flu shot is especially smart this year. Vaccination against the flu helps in two ways. First, if it keeps you from being hospitalized with the flu, that puts less strain on your local healthcare system. Second, it can prevent a disease with symptoms that are very similar to those of COVID-19.

Older adults should get a seasonal flu vaccine every year — especially if you have chronic health conditions. Contact your doctor today to schedule your flu shot. Then you can breathe easy for the rest of flu season.



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Food



Housing



Childcare



Transportation



Utilities



Education



Healthcare



Legal services



Financial services

## Neighborly offers a helping hand

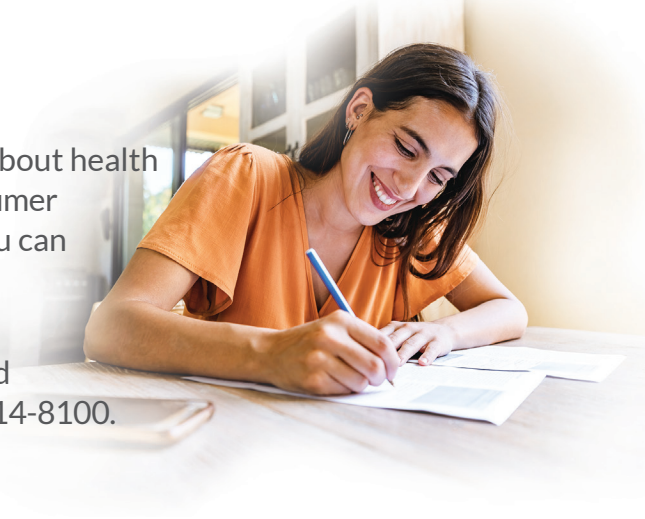
Neighborly, powered by Geisinger, is an easy-to-use online tool that helps connect you to free and reduced-cost programs and services, including food, housing, childcare, transportation, utility assistance, education, healthcare, legal services and financial assistance. Because everyone needs help sometimes — but may not know how or where to go to get it — our goal is to make these services available through our website, NeighborlyPA.com. So you can find resources right in your neighborhood.

As the days get colder, connect to heating and utility assistance services so you can spend lots of warm time with your loved ones. Find the local resources you need, from food to housing to medical care, right in your community — that's Neighborly.

## 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 more. This committee is for GHP Family members only. To join, call 855-214-8100.



## Prescriptions at your doorstep

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](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.*

*\*\*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.*



## Geisinger's GED program for members

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.

Geisinger's GED funding covers the cost for your training materials, practice testing, the GED test and two retests (reapplication is necessary after the second retest). Want to request an application or have questions? Call Health and Wellness at 866-415-7138, Monday through Friday from 8 a.m. to 5 p.m.

You can also 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."

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).



## Keep moving this winter

Most people find it easier to be active during the warmer weather. But don't let winter wreck your activity level. Sure, it's cold outside and gets dark early, but if you can stay motivated and keep moving as a family, you'll all stay healthier, keep your weight down and beat those winter blues!

The first step? Avoid hibernating indoors. We all need sunshine for vitamin D to boost our mood and fresh air to feel energized. Before you and the kids head out, have them warm up their muscles with exercises like jumping jacks or jogging in place so they won't feel as cold going outside. Wear layers so clothes can be removed if they get too warm. Then get out there and do some shoveling, go sled-riding or ice skating, build a snowman or fort or just take a brisk walk around the neighborhood.

If getting outside isn't your thing, try some at-home activities. Hop on a treadmill or stationary bike or follow along with an exercise video. To get kids involved, play some tunes and have a dance party in your living room, play hide and seek or anything to get moving.

Mix it up — you don't have to do the same thing every day. The trick is to keep moving, however you want to do it.





## Help with hypertension and diabetes during pregnancy

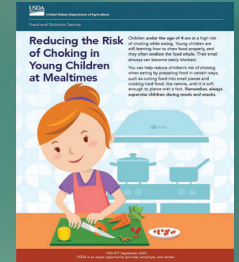
Do you need help managing and monitoring high blood pressure (hypertension) during your pregnancy? Our OB nurse case managers can enroll you in our hypertension program if you have been diagnosed with chronic or gestational hypertension while you're pregnant. We'll monitor your blood pressure right at home through Bluetooth technology. The case manager will alert your doctor of any high readings and give you any education and guidance you need. This program is available throughout the GHP coverage area.



## Reduce your child's risk of choking at mealtimes

Because children under the age of 4 are at risk of choking while eating, the U.S. Department of Agriculture offers parents and caregivers a colorful four-page resource guide. It includes tips on:

- Preparing foods to make them easier to chew
- Choking hazards to avoid
- Ways to model and teach good eating habits



Download this resource in English or Spanish at: [fns.usda.gov/tn/reducing-risk-choking-young-children-mealtimes](https://fns.usda.gov/tn/reducing-risk-choking-young-children-mealtimes).

## New home medical equipment and supplies program


Beginning January 1, 2021, Geisinger Health Plan (GHP) will be working with Tomorrow Health to streamline the ordering and delivery of your home medical equipment and supplies. Tomorrow Health is a comprehensive platform that will match your order to the most appropriate supplier in GHP's network.

### To ensure you receive the best care experience, Tomorrow Health offers:

- Premium service: Tomorrow Health's dedicated team of care advocates are available by phone and email and can assist with everything from product selection to prescription and insurance coordination.
- Reliable delivery and product support: Tomorrow Health will support you from order placement and delivery through in-home setup.







*This resource was developed as a collaboration between USDA Food and Nutrition Service Child Nutrition Programs, Office of Food Safety, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and Supplemental Nutrition Assistance Program Education (SNAP-Ed).*

We'll also close the loop with your provider, so that you stay on track with your care plan.

- Easy ordering: Health care providers and members can place orders for home medical equipment and supplies securely online or by phone.

### Existing orders

If you currently receive a recurring home medical supply order or equipment rental, there is nothing you need to do at this time. Tomorrow Health will reach out to you directly in 2021 should your orders be impacted.

### New orders

Visit [home.TomorrowHealth.com/ghp](https://home.TomorrowHealth.com/ghp) or call 844-402-4344, and Tomorrow Health's care advocate team can help you navigate your needs. Your provider may also place new orders directly through the Tomorrow Health platform.

Tomorrow Health was founded on the belief that patients deserve an exceptional experience for care

at home. With that, they've brought together personal service and modern technology to get you the products and supplies you need, covered by your insurance, delivered and set up in your home. Tomorrow Health is looking forward to serving you.



## 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 ដោយមិនគិតថ្លៃល 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).



# Geisinger

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100 N. Academy Ave.  
Danville, PA 17822

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## We're keeping you updated with the latest coronavirus news

Want current information about COVID-19? Visit [geisinger.org/coronavirus](https://www.geisinger.org/coronavirus) for the latest information, updated visitor policies, community resources and more. Have specific questions about coronavirus? Just click the messaging icon at the bottom right of the [geisinger.org](https://www.geisinger.org) page and a health and wellness professional can answer them.



You can also call the COVID-19 hotline 24/7 with your questions at 570-284-3657.

