

Member Update

Winter 2022



Geisinger

Debunking flu myths

Still haven't gotten your flu shot? It's not too late — flu season begins in the fall and ends in the spring. If you're hesitating because you're not sure you should get the vaccine, Dr. Stanley Martin, infectious diseases specialist at Geisinger, helps us debunk the top myths about the flu and the flu shot.

Myth 1: I don't need a flu shot, because I'm still wearing a mask, washing my hands and keeping my distance from others.

While it's true that the things you do to protect against COVID-19 help lower your risk of getting the flu, they're still not 100% foolproof.

"Because the flu and COVID-19 are transmitted in similar ways, practicing these measures can reduce your risk," says Dr. Martin. "However, with fewer people wearing masks — and activities moving indoors where transmission is more likely — your risk increases."

Getting a flu shot helps reduce the risk for everyone. Dr. Martin says, "It just takes respiratory droplets from one cough or sneeze to get infected or infect someone else."

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Myth 2: The flu shot will give me the flu.

The flu vaccine is made from a dead virus that can't make you sick. Instead, it builds your immunity to help you stay healthy.

If you feel under the weather after getting the flu shot, it's because it triggers your immune system — not because it gave you the flu. Mild side effects, like a headache or muscle aches, are normal and should lessen within a day.

Myth 3: It's not safe to get the COVID and flu vaccines at the same time.

The best way to protect yourself from the flu and COVID is by getting vaccinated against each one. Even if you just got your COVID vaccine or booster dose, it's safe to get your flu shot right away. It's possible to catch COVID and the flu at the same time, so getting vaccinated against both can save you from dealing with both viruses and keep you out of the hospital.

Myth 4: I'm healthy, so I don't need the flu shot.

Even strong, healthy people can get the flu. Getting vaccinated protects you from catching it, but if you do get the flu, it also reduces the severity of your illness. "Everyone 6 months of age and older should get a flu shot annually," says Dr. Martin.

If you're ready to schedule your flu shot, ask for it at your PCP's office, check with your local pharmacy or visit [geisinger.org/flu](https://www.geisinger.org/flu) to find locations.

Tomorrow Health means quality and lower costs

If you use durable medical equipment and supplies, Tomorrow Health can help keep it simple. They match your doctor's prescription to high-quality suppliers in the Geisinger network, coordinate all the paperwork and help you along the way with a special team of care advocates. Find out more at [HomeTomorrowHealth.com/GHP](https://www.HomeTomorrowHealth.com/GHP).



We want to hear from you

Want to learn about new programs with GHP Family or give feedback about health services already offered? Join the GHP Family Consumer Advisory Committee. Meetings are held online every three months, where you can voice your ideas and work together with community providers and staff. You'll also hear about ways to prevent disease, get information about programs for long-term conditions, learn about ways to help the community and much more. This committee is for GHP Family members only.

The next meeting is Friday, April 22, from 11 a.m. to noon. To join, call 855-214-8100 (TTY: 711).

Drug list

Geisinger Health Plan, like all other Medicaid managed care plans, follows the statewide Preferred Drug List (PDL). The statewide PDL is put together by the Department of Human Services Pharmacy and Therapeutics Committee and is updated every year. You can see the 2022 statewide PDL at papdl.com/preferred-drug-list. If coverage changes for one of your medications, you and your prescribing healthcare provider will receive a letter.

Improved provider search

One of the best ways to take charge of your health? Find the right doctor. That's why we've redesigned our HealthSparq provider search homepage. Featuring faster, more interactive search tools and improved results, HealthSparq will help you find any service or provider you need in the Geisinger Health Plan network. Check us out at [GeisingerHealthPlan.com/Find](https://www.geisingerhealthplan.com/Find).



Intimate partner violence and pregnancy

Domestic violence can happen during pregnancy. The abuse is not always physical. There are many types of abuse. Some things abusers may do during pregnancy are:

- Make survivors miss checkups
- Cancel insurance
- Keep survivors away from family and friends
- Will not buy items for the baby
- Insult a survivor's changing body

Domestic violence survivors may be afraid to talk about what is going on. Pregnant survivors may worry about being judged. They may be afraid their abuser will find out they have been talking about it. Survivors are the experts in their safety. Their decisions should be respected.



Resources that may be able to help pregnant survivors are:

- Domestic violence programs have information about resources. They might be able to help with healthcare needs. They can discuss housing options. They can talk about safe next steps.
- Pregnant people can call the Healthy Baby Helpline. New parents can also call for support. The phone number is 800-986-2229.
- "Presumptive Eligibility" is a program about health insurance. It can help pregnant people get healthcare. Pennsylvania's Consumer Service Center for Health Care Coverage has information about this program. Their phone number is 866-550-4355. Local County Assistance Offices may also be able to help.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

- pcadv.org/find-help/find-your-local-domestic-violence-program
- The National Domestic Violence Helpline: 800-799-SAFE (7233) or to chat: [TheHotline.org](https://www.thehotline.org)

Career help for veterans

Just left the military and aren't sure about your next move? Want to further your education or find new opportunities? Your skills and experiences can move you forward on your career path at Geisinger. Here, you'll find:

- One-on-one support and career guidance on everything from resumes to interviews
- VetNet — a resource network group that connects with local veteran organizations and helps recruit military talent
- Reserves or National Guard benefits during military leave

Visit jobs.geisinger.org/veterans for more information and to sign up for job alerts.



Neighborly offers a helping hand

Get connected to free and reduced-cost programs and services through Neighborly, powered by Geisinger. This easy-to-use online tool can locate food, housing, childcare, transportation, education, healthcare, legal services and financial assistance.

As the days get colder, you can even connect to heating and utility assistance services so you can spend lots of warm time with your loved ones.

Everyone needs help sometimes — but if you don't know how or where to go to get it, visit NeighborlyPA.com to find resources right in your neighborhood.



Community events and classes

Better health is within reach — near you. Find community events and classes focused on senior health, pediatric health & wellness, childbirth, adult wellness & prevention, fitness, nutrition and sports health.

Just visit geisinger.org/events, call 866-910-6484 or email CommunityConnections@geisinger.edu.

Keeping kids protected from COVID-19

With the recent approval of the Pfizer vaccine for children ages 5 to 11, now even younger kids can roll up their sleeve and take a shot at protecting themselves and their family from COVID.

The COVID-19 vaccine is safe and effective — and it's the best way to protect your child from illness and potentially serious complications like multisystem inflammatory syndrome in children (MIS-C).

Schedule your child's first-dose appointment today at one of our child-friendly vaccination centers, staffed by pediatricians and pediatric staff.

Questions or concerns?

Read our COVID-19 vaccine FAQs at Go.Geisinger.org/CovidVaccineKidsFAQs or send your child's pediatrician a MyGeisinger message.

SKYGEN for dental care

Dental benefits were previously handled by Avesis, but as of Jan. 1, 2022, dental benefits are through SKYGEN. You'll need to use a SKYGEN network provider, so make sure you check to see if your dentist is in the SKYGEN network.

Visit Geisinger.ScionDental.com or call the customer care number on the back of your insurance ID card. We're happy to help you find a dental provider.



Keep your info safe and secure

When you know the latest scams and security threats, it's easier to keep your information secure. Visit geisinger.org/home/about-geisinger/security for the most recent updates and tips to protect yourself. Have questions or need help? Fill out the online form or call 570-271-8119, Monday to Friday, 8 a.m. to 5 p.m.



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: 711: PA RELAY).

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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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.

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



Ready to get your GED? We can help!

Preparing to earn your high school equivalency diploma? If you're a GHP member, Geisinger offers financial GED® support.

You can 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." Questions? Call 866-415-7138, 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://www.ged.com).