# Table of Contents

## Section 1 – Welcome

| Introduction | What is HealthChoices? | Welcome to GHP Family! | Member Services | Member Identification Cards | Important Contact Information | Emergencies | What is an emergency? | Important Contact Information – At a Glance | Other Phone Numbers | Communication Services | Enrollment | Enrollment Services | Changing Your HealthChoices Plan | Changes in the Household | What Happens if I Move? | Loss of Benefits | Information About Providers | Picking Your Primary Care Provider (PCP) | Changing Your PCP | Office Visits | Making an Appointment with Your PCP | Appointment Standards | Referrals | After-Hours Care | Member Engagement | Suggesting Changes to Policies and Services | GHP Family Health Education Advisory Committee (HEAC) |
|--------------|------------------------|------------------------|------------------|-----------------------------|-------------------------------|-------------|------------------------|---------------------------------------------|---------------------|------------------------|------------|---------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------|----------------------|--------------------------|-----------------------------|-----------------------------|
| 2            | 2                      | 2                      | 3                | 4                           | 5                             | 5           | 6                      | 7                                           | 8                  | 8                      | 8          | 8                   | 9                           | 9                           | 9                           | 9                           | 10                          | 10                | 11                    | 12                       | 12                           | 12                           |

## Section 2 - Rights and Responsibilities

<table>
<thead>
<tr>
<th>Member Rights and Responsibilities</th>
<th>Member Rights</th>
<th>Member Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>15</td>
<td>16</td>
</tr>
</tbody>
</table>
Privacy and Confidentiality ........................................................................................................ 16
Co-payments .......................................................................................................................... 16
  What if I Am Charged a Co-payment and I Disagree? ....................................................... 17
Billing Information ............................................................................................................... 17
  When Can a Provider Bill Me? .......................................................................................... 17
  What Do I Do if I Get a Bill? .............................................................................................. 18
Third-Party Liability ............................................................................................................. 18
  Coordination of Benefits .................................................................................................. 18
Recipient Restriction/Lock-in Program .............................................................................. 19
  How Does It Work? ........................................................................................................... 19
Reporting Fraud or Abuse .................................................................................................. 20
  How Do I Report Member Fraud or Abuse? ..................................................................... 20
  How Do I Report Provider Fraud or Abuse? ..................................................................... 20

Section 3 - Physical Health Services
Covered Services .................................................................................................................. 22
Services That Are Not Covered ............................................................................................ 31
Second Opinions .................................................................................................................. 32
What is Prior Authorization? ............................................................................................... 32
What Does Medically Necessary Mean? ............................................................................. 33
Prior Authorization Process ............................................................................................... 33
  How to Ask for Prior Authorization .............................................................................. 33
  What Services, Items, or Medicines Need Prior Authorization? ..................................... 33
  Prior Authorization of a Service or Item .......................................................................... 34
  Prior Authorization of Outpatient Drugs ........................................................................ 34
  What if I Receive a Denial Notice? ................................................................................... 34
Program Exception Process ............................................................................................... 35
Service Descriptions ............................................................................................................ 35
  Emergency Services ........................................................................................................ 35
  Emergency Medical Transportation ............................................................................... 36
  Urgent Care ....................................................................................................................... 36
  Dental Care Services ....................................................................................................... 37
    Members Under 21 Years of Age ................................................................................... 37
    Members 21 Years of Age and Older ............................................................................ 39
  Dental Benefit Limit Exception ....................................................................................... 40
    Time Frames for Deciding a Benefit Limit Exception .................................................. 40
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision Care Services</td>
<td>41</td>
</tr>
<tr>
<td>Members Under 21 Years of Age</td>
<td>41</td>
</tr>
<tr>
<td>Members 21 Years of Age and Older</td>
<td>42</td>
</tr>
<tr>
<td>Pharmacy Benefits</td>
<td>42</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>42</td>
</tr>
<tr>
<td>Drug Formulary</td>
<td>43</td>
</tr>
<tr>
<td>Reimbursement for Medication</td>
<td>43</td>
</tr>
<tr>
<td>Specialty Medicines</td>
<td>43</td>
</tr>
<tr>
<td>Over-the-Counter Medicines</td>
<td>44</td>
</tr>
<tr>
<td>Tobacco Cessation</td>
<td>44</td>
</tr>
<tr>
<td>Medicines</td>
<td>44</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>44</td>
</tr>
<tr>
<td>Behavioral Health Treatment</td>
<td>44</td>
</tr>
<tr>
<td>Case Management Programs</td>
<td>45</td>
</tr>
<tr>
<td>Other Tobacco Cessation Resources</td>
<td>45</td>
</tr>
<tr>
<td>Family Planning</td>
<td>45</td>
</tr>
<tr>
<td>Maternity Care</td>
<td>45</td>
</tr>
<tr>
<td>Care During Pregnancy</td>
<td>45</td>
</tr>
<tr>
<td>Care for You and Your Baby After Your Baby is Born</td>
<td>46</td>
</tr>
<tr>
<td>Right from the Start</td>
<td>47</td>
</tr>
<tr>
<td>Durable Medical Equipment and Medical Supplies</td>
<td>47</td>
</tr>
<tr>
<td>Outpatient Services</td>
<td>48</td>
</tr>
<tr>
<td>Nursing Facility Services</td>
<td>48</td>
</tr>
<tr>
<td>Hospital Services</td>
<td>48</td>
</tr>
<tr>
<td>Preventive Services</td>
<td>49</td>
</tr>
<tr>
<td>Physical Exam</td>
<td>49</td>
</tr>
<tr>
<td>Home Health Care</td>
<td>49</td>
</tr>
<tr>
<td>Disease Management</td>
<td>49</td>
</tr>
<tr>
<td>Human Immunodeficiency Virus (HIV) Acquired Immunodeficiency Syndrome (AIDS) Services</td>
<td>51</td>
</tr>
<tr>
<td>What are the special services available for HIV/AIDS?</td>
<td>51</td>
</tr>
<tr>
<td>How do I get these special services?</td>
<td>51</td>
</tr>
<tr>
<td>What provider(s) do I need to see to treat HIV/AIDS?</td>
<td>51</td>
</tr>
<tr>
<td>Expanded Services</td>
<td>51</td>
</tr>
<tr>
<td>Local discounts</td>
<td>51</td>
</tr>
</tbody>
</table>
MyGeisinger ................................................................. 52
Member rewards ............................................................ 52
KidsHealth ................................................................. 52
Healthy Kids are Happy Kids ......................................... 53
Right from the Start ...................................................... 53
Nurse advice line ........................................................ 53
Health coaches ............................................................ 53
Special needs ............................................................. 53
ProvenHealth navigators .............................................. 53
No limit on prescriptions ............................................... 53
Human Arc ................................................................ 53
Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) .................................................. 53
When Should an EPSDT Exam be Completed? .............. 54
What Will the Provider Do During the EPSDT Exam? .... 54

Section 4 - Out-of-Network and Out-of-Plan Services
Out-of-Network Providers ............................................. 56
Getting Care While Outside of GHP Family’s Service Area 56
Out-of-Plan Services ..................................................... 56
Non-Emergency Medical Transportation .......................... 56
Medical Assistance Transportation Program (MATP) .... 57
Women, Infants, and Children Program .......................... 58
Domestic Violence Crisis and Prevention ....................... 58
Early Intervention Services ........................................... 59

Section 5 - Special Needs
Special Needs Unit ....................................................... 61
Coordination of Care ................................................... 61
Home and Community-Based Waivers and Long-Term Services and Supports ................. 61
Medical Foster Care ..................................................... 62

Section 6 - Advance Directives
Advance Directives ....................................................... 64
Living Wills ................................................................ 64
Health Care Power of Attorney ..................................... 64
What to Do if a Provider Does Not Follow Your Advance Directive ........................................... 64

Section 7 - Behavioral Health Care
Behavioral Health Care .................................................. 66
Section 8 - Complaints, Grievances, and Fair Hearings

Complaints, Grievances, and Fair Hearings

Complaints

What is a Complaint?

First Level Complaint

What Should I Do if I Have a Complaint?

When Should I File a First Level Complaint?

What Happens After I File a First Level Complaint?

What if I Do Not Like GHP Family’s Decision?

Second Level Complaint

What Should I Do if I Want to File a Second Level Complaint?

What Happens After I File a Second Level Complaint?

What if I Do Not Like GHP Family’s Decision on My Second Level Complaint?

External Complaint Review

How Do I Ask for an External Complaint Review?

What Happens After I Ask for an External Complaint Review?

External Grievance Review

How Do I Ask for External Grievance Review?

What Happens After I Ask for an External Grievance Review?

Expedited Complaints and Grievances

What Can I Do if My Health Is at Immediate Risk?

Expedited Complaint and Expedited External Complaint

Expedited Grievance and Expedited External Grievance

What Kind of Help Can I Have with the Complaint and Grievance Processes?

Persons Whose Primary Language Is Not English

Persons with Disabilities

Department of Human Services Fair Hearings

What Can I Request a Fair Hearing About, and By When Do I Have to Ask for a Fair Hearing?
How Do I Ask for a Fair Hearing? ................................................................. 83
What Happens After I Ask for a Fair Hearing? ........................................ 83
When Will the Fair Hearing Be Decided? .................................................. 84
Expedited Fair Hearing .............................................................................. 85
What Can I Do if My Health Is at Immediate Risk? ................................. 85

Appendix A
Important Telephone Numbers ..................................................................... 86
Geisinger Health Plan Family (GHP Family) Phone Numbers .................... 86
State of Pennsylvania Contacts ................................................................. 86
Behavioral Health Services County Phone Numbers and Web Sites .......... 87
Medical Assistance Transportation Program (MATP) County Phone Numbers .... 89
County Assistance Office Phone Numbers ............................................... 90
Mental Health/Intellectual Disability Services ............................................. 91
National Suicide Prevention Hotline .......................................................... 91
Crisis Intervention Services Phone Numbers ............................................ 91
Legal Aid Phone Numbers .......................................................................... 92
Section 1 – Welcome
Introduction
What is HealthChoices?
HealthChoices is Pennsylvania’s Medical Assistance managed care program. The Office of Medical Assistance Programs (OMAP) in Pennsylvania’s Department of Human Services (DHS) oversees the physical health portion of HealthChoices. Physical health services are provided through the physical health managed care organizations (PH-MCOs). Behavioral health services are provided through behavioral health managed care organizations (BH-MCOs). For more information on behavioral health services, see page 66.

Welcome to GHP Family!
GHP Family welcomes you as a “member” in HealthChoices and GHP Family. Your plan includes broad health care coverage, including:

- Nearby doctors and hospitals
- Routine check-ups and immunizations
- Prescription drugs, eye and dental care
- Emergency care
- And more!

GHP Family has a network of contracted providers, facilities, and suppliers to provide covered physical health services to members. We are licensed by the Pennsylvania Department of Health and the Pennsylvania Insurance Department. We have been providing managed care to rural Pennsylvania for over 25 years and our mission is to provide high-quality care to everyone enrolled in this plan.

We have contracted with the Department of Human Services (DHS) to offer coverage to eligible Medical Assistance recipients living in 22 Pennsylvania counties. The counties below in gold are covered by GHP Family. These counties are known as our Service Area.
GHP Family members should receive services from a participating provider, unless it is an emergency or there is an urgent need for care while out of the GHP Family service area. It is important to remember that if you get a service from a provider who is not in the GHP Family network (a non-participating provider) and GHP Family did not give prior authorization to see that provider, you may be responsible for the cost of the service.

**Member Services**

Staff at Member Services can help you with any questions you have about this plan or anything in this Handbook. Some of the things Member Services can provide to you are:

- Request for a new identification card
- Adding a new baby or other family member to your insurance
- Changing your address or telephone number
- Choosing a primary or specialty care practitioner
- Changing your primary care practitioner
- Covered services, copayments and limits to your benefits
- A list of names, business addresses, and official positions of the members of the Board of Directors or officers of Geisinger Health Plan Family
- How GHP Family protects your medical records and other private information
- A description of how we check our providers' qualifications
- Information about claims or bills
- A list of participating providers and hospitals
- A list of which drugs are covered by this plan
- A description of how you can get coverage for specific drugs: 1) prescribed by a participating provider, 2) used for an off-label purpose, 3) not included in the drug formulary, 4) requested when a similar drug on the formulary hasn’t successfully treated your disease or information about drugs that cause or are reasonably expected to cause harmful reactions to the member
- How we decide what medical devices, or treatments are covered
- How we decide what new treatments are covered
- A summary of how we pay the providers and medical facilities
- Translation services for non-English-speaking members

GHP Family’s Member Services are available:

**Mon. Tue, Thur. & Fri. from 8:00 a.m. to 5:00 p.m.**

**Wed. from 8:00 a.m. to 8:00 p.m.**

at: 855-227-1302 (toll free)

TDD/TTY users please call the (PA Relay at 711).

Member Services can also be contacted in writing at:

Geisinger Health Plan Family
M.C. 3220
100 N. Academy Ave.
Danville, PA 17822

And by secure messaging on our web site, GHPFamily.com.
Member Identification Cards

Once you are enrolled in GHP Family, you will get a GHP Family identification card for each covered member of your family. The front of your identification card includes your name, your ID number, your PCP’s name and office phone number, your Medical Record number, Rx Grp number, BIN number, PCN number, your copay amount for PCP, copay amount for SPEC (specialist), and your ER copay. The back of your GHP Family identification card includes the telephone numbers to call if you have questions about your coverage, the number for Tel-A-Nurse, the number for questions about your prescriptions, and the number for the TTY hearing impaired. The back of the card also includes our website address and the addresses to mail medical claims, dental claims, and general information. Also, on the back of your card contains information for your providers such as your benefit code number, the date the card was issued and the phone numbers for pharmacy and dental customer service. You should keep your GHP Family identification card with you always. You will need to show this card when you get a medical service. If you lose your card or need a new one, please call Member Services at 855-227-1302 (PA Relay: 711), and ask for a new card. A new card will be sent to you. Remember, your GHP Family identification card is only for you to use — don’t let anyone else use your card.

FRONT OF GHP FAMILY IDENTIFICATION CARD

BACK OF GHP FAMILY IDENTIFICATION CARD
You will also get an ACCESS card. You will need to present this card along with your GHP Family ID card at all appointments. If you lose your ACCESS card, call your County Assistance Office (CAO). The phone number for the CAO is listed below under the Important Contact Information section.

Until you get your GHP Family ID card, use your ACCESS card for your health care services that you get through HealthChoices.

Important Contact Information

The following is a list of important phone numbers you may need. If you are not sure who to call, please contact Member Services for help:

GHP Family Member Services, 855-227-1302 (PA Relay: 711).

GHP Family Member Services...............................................................855-227-1302
(8 a.m. - 5 p.m. Mon., Tue., Thurs. & Fri.; 8 a.m. - 8 p.m. Wed.)

TTY users call the (PA Relay at 711) GHP Family Case Management Department.........................800-883-6355

GHP Family Pharmacy Member Services.............................................855-552-6028

GHP Family Special Needs Unit..........................................................855-214-8100

GHP Family Fraud and Abuse hotline.................................................800-292-1627

GHP Family Quality Improvement (EPSDT services)..............................866-847-1216

Tel-A-Nurse..........................................................................................877-543-5061
(24 hours, 7 days a week)

Emergencies

Please see Section 3, Covered Physical Health Services, beginning on page 22, for more information about emergency services. If you have an emergency, you can get help by calling 911 or your local ambulance service if you need transportation to the emergency room.

An emergency is when you need to see a doctor right away. If you need medical care but you are not sure if it is an emergency, call your PCP. If you can't reach your PCP,
you can also call Tel-A-Nurse at 877-543-5061. Your PCP or the Tel-A-Nurse can help you decide if you should go to the emergency room, see your PCP or go to an urgent care center. You don’t need approval from GHP Family to get emergency treatment, and the hospital can’t deny you treatment. Any emergency transportation is also covered in an emergency.

**What is an emergency?**

An emergency is a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in: (a) placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy, (b) serious impairment to bodily functions or (c) serious dysfunction of any bodily organ or part.

Some examples of emergencies include:

- Danger of losing limb or life
- Passing out
- Sharp chest pain
- Poisoning
- Overdose of medicine or drugs
- Choking
- Trouble breathing
- Bleeding you can’t stop
- Not being able to move a body part
- Broken bones

If you have an emergency, go to the closest emergency room or call 911.

**Suicide Prevention**

If you are in crisis or know someone in crisis, call the toll-free number for the National Suicide Prevention Lifeline or dial 911. The deaf and hard of hearing can contact the Lifeline via TTY at 800-799-4889. All calls are confidential.

**National Suicide Prevention Lifeline**…………………………………800-273-TALK (8255)
## Important Contact Information – At a Glance

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information: Phone or Website</th>
<th>Support Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pennsylvania Department of Human Services Phone Numbers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>County Assistance Office/COMPASS</td>
<td>877-395-8930 or 800-451-5886 (TTY/TTD) or <a href="http://www.compass.state.pa.us">www.compass.state.pa.us</a> or myCOMPASS PA mobile app for smart phones</td>
<td>Change your personal information for Medical Assistance eligibility. See page 10 of this handbook for more information.</td>
</tr>
<tr>
<td>Fraud and Abuse Reporting Hotline, Department of Human Services</td>
<td>844-DHS-TIPS (844-347-8477)</td>
<td>Report member or provider fraud or abuse in the Medical Assistance Program. See page 20 of this handbook for more information.</td>
</tr>
<tr>
<td><strong>Other Important Phone Numbers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GHP Family Tel-A-Nurse</td>
<td>877-543-5061</td>
<td>Talk with a nurse 24 hours a day, 7 days a week, about urgent health matters. See page 13 of this handbook for information.</td>
</tr>
<tr>
<td>Enrollment Assistance Program</td>
<td>800-440-3989 or 800-618-4255 (TTY)</td>
<td>Pick or change a HealthChoices plan. See page 9 of this handbook for more information.</td>
</tr>
<tr>
<td>Insurance Department, Bureau of Consumer Services</td>
<td>877-881-6388</td>
<td>Ask for a complaint form, file a complaint, or talk to a consumer services representative.</td>
</tr>
<tr>
<td>Protective Services</td>
<td>800-490-8505</td>
<td>Report suspected abuse, neglect, exploitation, or abandonment of an adult over age 60 and an adult between age 18 and 59 who has a physical or mental disability.</td>
</tr>
</tbody>
</table>
Other Phone Numbers
Please see Appendix A at the end of this Handbook for a list of Pennsylvania contact numbers.

Communication Services
GHP Family can provide this Handbook and other information you need in languages other than English at no cost to you. GHP Family can also provide your Handbook and other information you need in other formats such as compact disc, braille, large print, DVD, electronic communication and other formats if you need them, at no cost to you. Please contact Member Services at 855-227-1302 (PA Relay: 711) to ask for any help you need. Depending on the information you need, it may take up to 5 days for GHP Family to send you the information.

GHP Family will also provide an interpreter, including for American Sign Language or TTY services if you do not speak or understand English or are deaf or hard of hearing.

These services are available at no cost to you. If you need an interpreter, call Member Services at 855-227-1302 (PA Relay: 711) and Member Services will connect you with the interpreter service that meets your needs. For TTY services, call our specialized number at (PA Relay: 711) or call Member Services who will connect you to the next available TTY line.

If your PCP or other provider cannot provide an interpreter for your appointment, GHP Family will provide one for you. Call Member Services at 855-227-1302 (PA Relay: 711) if you need an interpreter for an appointment.

Enrollment
To get services in HealthChoices, you need to stay eligible for Medical Assistance. You will get paperwork or a phone call about renewing your eligibility. It is important that you follow instructions so that your Medical Assistance does not end. If you have questions about any paperwork you get or if you are unsure whether your eligibility for Medical Assistance is up to date, call Member Services at 855-227-1302 (PA Relay: 711) or your CAO.

Enrollment Services
The Medical Assistance Program works with the Enrollment Assistance Program (EAP) to help you enroll in HealthChoices. You received information about EAP with the information you received about selecting a HealthChoices plan. Enrollment specialists can give you information about all the HealthChoices plans available in your area so that you can decide which one is best for you. If you do not pick a HealthChoices plan, a HealthChoices plan will be chosen for you. Enrollment specialists EAP can also help you if you want to change your HealthChoices plan or if you move to another county.
Enrollment specialists can help you:

- Pick a HealthChoices plan
- Change your HealthChoices plan
- Pick a PCP when you first enroll in a HealthChoices plan
- Answer questions about all the HealthChoices plans
- Ask whether you have special needs, which could help you decide which HealthChoices plan to pick
- Give you more information about your HealthChoices plan

To contact the EAP, call 800-440-3989 or 800-618-4225 (TTY).

**Changing Your HealthChoices Plan**

You may change your HealthChoices plan at any time, for any reason. To change your HealthChoices plan, call the EAP at 800-440-3989 or 800-618-4225 (TTY). They will tell you when the change to your new HealthChoices plan will start, and you will stay in GHP Family until then. It can take up to 6 weeks for a change to your HealthChoices plan to take effect. Use your GHP Family ID card at your appointments until your new plan starts.

**Changes in the Household**

Call your CAO and Member Services at 855-227-1302 (PA Relay: 711) if there are any changes to your household, for example:

- Someone in your household is pregnant or has a baby
- Your address or phone number changes
- You or a family member who lives with you gets other health insurance
- You or a family member who lives with you gets very sick or becomes disabled
- A family member moves in or out of your household
- There is a death in the family

A newborn baby is automatically assigned to the mother’s current HealthChoices plan. You may change your baby’s plan by calling the EAP at 800-440-3989. Once the change is made you will receive a new HealthChoices member ID card for your baby.

Remember that it is important to call your CAO right away if you have any changes in your household, because the change could affect your benefits.

**What Happens if I Move?**

If you move out of your county, you may need to choose a new HealthChoices plan. Contact your CAO if you move. If GHP Family also serves your new county, you can stay with GHP Family. If GHP Family does not serve your new county, the EAP can help you select a new plan.

If you move out of state, you will no longer be able to get services through HealthChoices. Your caseworker will end your benefits in Pennsylvania. You will need to apply for benefits in your new state.
Loss of Benefits
There are a few reasons why you may lose your benefits completely. They include:
• Your Medical Assistance ends for any reason. If you are eligible for Medical Assistance again within 6 months, you will be re-enrolled in the same HealthChoices plan unless you pick a different HealthChoices plan.
• You go to a nursing home outside of Pennsylvania.
• You have committed Medical Assistance fraud and have finished all appeals.
• You go to a state mental health hospital for more than 30 days in a row.
• You go to prison.

There are also reasons why you may no longer be able receive services through a physical health MCO and you will be placed in the fee-for-service program. They include:
• You are admitted to a nursing facility for more than 30 days in a row.
• You are placed in a youth development center/detention center for more than 35 days in a row.
• You are 21 years of age or older and begin receiving Medicare Part D (Prescription Drug Coverage).

You may also become eligible for Community HealthChoices. If Community HealthChoices is available where you live, and you become eligible for Medicare Part A or B, you will be moved to Community HealthChoices. For more information on Community HealthChoices visit HealthChoices.pa.gov.

You will receive a notice from DHS if you lose your benefits or if you are no longer able to receive services through a physical health MCO and will begin to receive services through the fee-for-service system or Community HealthChoices.

Information About Providers
The GHP Family’s provider directory has information about the providers in GHP Family’s network. The provider directory is located online at GHPFamily.com. You may call Member Services at 855-227-1302 (PA Relay: 711) to ask that a copy of the provider directory be sent to you. The provider directory includes the following information about network providers:

• Name, address, website address, email address, telephone number
• If the provider is accepting new patients
• Days and hours of operation
• The credentials and services offered by providers
• If the provider speaks languages other than English and, if so, which languages
• If the provider locations are wheelchair accessible
Picking Your Primary Care Provider (PCP)

Your PCP is the doctor or doctors’ group who provides and works with your other health care providers to make sure you get the health care services you need. Your PCP refers you to specialists you need and keeps track of the care you get by all your providers.

A PCP may be a family doctor, a general practice doctor, a pediatrician (for children and teens) or an internist (internal medicine doctor). You may also pick a certified registered nurse practitioner (CRNP) as a PCP. A CRNP works under the direction of a doctor and can do many of the same things a doctor can do such as prescribing medicine and diagnosing illnesses.

Some doctors have other medical professionals who may see you and provide care and treatment under the supervision of your PCP. Some of these medical professionals may be:
• Physician Assistants
• Medical Residents
• Certified Nurse-Midwives

If you have Medicare, you can stay with the PCP you have now even if your PCP is not in GHP Family’s network. If you do not have Medicare, your PCP must be in GHP Family’s network.

If you have special needs, you can ask for a specialist to be your PCP. The specialist needs to agree to be your PCP and must be in GHP Family’s network.

Enrollment specialists can help you pick your first PCP with GHP Family. If you do not pick a PCP through the EAP within 14 days of when you picked GHP Family, GHP Family will pick your PCP for you.

Changing Your PCP

If you want to change your PCP for any reason, call Member Services at 855-227-1302 (PA Relay: 711) to ask for a new PCP. If you need help finding a new PCP, you can go to GHPFamily.com, which includes a provider directory, or ask Member Services to send you a printed provider directory.

GHP Family will send you a new ID card with the new PCP’s name and phone number on it. The Member Services representative will tell you when you can start seeing your new PCP.

When you change your PCP, GHP Family will send your medical records from your old PCP to your new PCP. In emergencies, GHP Family will help to transfer your medical records as soon as possible.

If you have a pediatrician or pediatric specialist as a PCP, you may ask for help to change to a PCP who provides services for adults.
Office Visits

Making an Appointment with Your PCP
To make an appointment with your PCP, call your PCP’s office. If you need help making an appointment, please call GHP Family Member Services at 855-227-1302 (PA Relay 711).

If you need help getting to your doctor’s appointment, please see the Medical Assistance Transportation Program (MATP) section in Appendix A, of this Handbook or call GHP Family Member Services at 855-227-1302 (PA Relay: 711).

If you do not have your GHP Family ID card by the time of your appointment, take your ACCESS card with you. You should also tell your PCP that you selected GHP Family as your HealthChoices plan.

Appointment Standards
GHP Family’s providers must meet the following appointment standards: Your PCP should see you within 10 business days of when you call for a routine appointment.

• You should not have to wait in the waiting room longer than 30 minutes unless the doctor has an emergency.
• If you have an urgent medical condition, your provider should see you within 24 hours of when you call for an appointment.
• If you have an emergency, the provider must see you immediately or refer you to an emergency room.
• If you are pregnant, and in your first trimester, your provider must see you within 10 business days of GHP Family learning you are pregnant.
  o In your second trimester, your provider must see you within 5 business days of GHP Family learning you are pregnant.
  o In your third trimester, your provider must see you within 4 business days of GHP Family learning you are pregnant.
  o Have a high-risk pregnancy, your provider must see you within 24 hours of GHP Family learning you are pregnant.

Referrals
A referral is when your PCP sends you to a specialist. A specialist is a doctor (or a doctor’s group) or a CRNP who focuses his or her practice on treating one disease or medical condition or a specific part of the body. If you go to a specialist without a referral from your PCP, you may have to pay the bill.

If GHP Family does not have at least 2 specialists in your area and you do not want to see the specialist in your area, GHP Family will work with you to see an out-of-network specialist at no cost to you. Your PCP must contact GHP Family to let GHP Family know you want to see an out-of-network specialist and get approval from GHP Family before you see the specialist.
Your PCP will help you make the appointment with the specialist. The PCP and the specialist will work with you and with each other to make sure you get the health care you need.
Sometimes you may have a special medical condition where you need to see the specialist often. When your PCP refers you for several visits to a specialist, this is called a standing referral.

For a list of specialists in GHP Family’s network, please see the provider directory on our website at GHPFamily.com or call Member Services to ask for a printed provider directory.

**After-Hours Care**

You can call your PCP for non-emergency medical problems 24 hours a day, 7 days a week. On-call health care professionals will help you with any care and treatment you need.

GHP Family has Tel-A-Nurse. Tel-A-Nurse is a toll-free nurse hotline that you can call 24 hours a day, 7 days a week and a nurse will talk with you about your urgent health matters. Call Tel-A-Nurse at 877-543-506.

**Member Engagement**

**Suggesting Changes to Policies and Services**

GHP Family would like to hear from you about ways to make your experience with HealthChoices better. If you have suggestions for how to make the program better or how to deliver services differently, please contact Member Services at 855-227-1302 (PA Relay: 711).

**GHP Family Health Education Advisory Committee (HEAC)**

GHP Family has a Health Education Advisory Committee (HEAC) that includes members and network providers. The Committee provides advice to GHP Family about the experiences and needs of members like you. For more information about the Committee, please call the Special Needs Unit at 855-214-8100 or visit the website at GHPFamily.com.
Section – 2 Rights and Responsibilities
Member Rights and Responsibilities
GHP Family and its network of providers do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, gender identity, or any other basis prohibited by law.

As a GHP Family member, you have the following rights and responsibilities.

**Member Rights**

You have the right:

1. To be treated with respect, recognizing your dignity and need for privacy, by GHP Family staff and network providers.
2. To get information in a way that you can easily understand and find help when you need it.
3. To get information that you can easily understand about GHP Family, its services, and the doctors and other providers that treat you.
4. To pick the network health care providers that you want to treat you.
5. To get emergency services when you need them from any provider without GHP Family approval.
6. To get information that you can easily understand and talk to your providers about your treatment options, without any interference from GHP Family.
7. To make all decisions about your health care, including the right to refuse treatment. If you cannot make treatment decisions by yourself, you have the right to have someone else help you make decisions or make decisions for you.
8. To talk with providers in confidence and to have your health care information and records kept confidential.
9. To see and get a copy of your medical records and to ask for changes or corrections to your records.
10. To ask for a second opinion.
11. To file a grievance if you disagree with GHP Family's decision that a service is not medically necessary for you.
12. To file a complaint if you are unhappy about the care or treatment you have received.
13. To ask for a DHS Fair Hearing.
14. To be free from any form of restraint or seclusion used to force you to do something, to discipline you, to make it easier for the provider or to punish you.
15. To get information about services that GHP Family or a provider does not cover because of moral or religious objections and about how to get those services.
16. To exercise your rights without it negatively affecting the way DHS, GHP Family and network providers treat you.
**Member Responsibilities**
Members need to work with their health care service providers. GHP Family needs your help so that you get the services and supports you need.

These are the things you should do:

1. Provide, to the extent you can, information needed by your providers.
2. Follow instructions and guidelines given by your providers.
4. Work with your providers to create and carry out your treatment plans.
5. Tell your providers what you want and need.
6. Learn about GHP Family coverage, including all covered and non-covered benefits and limits.
7. Use only network providers unless GHP Family approves an out-of-network provider.
8. Get a referral from your PCP to see a specialist.
9. Respect other patients, provider staff, and provider workers.
10. Make a good-faith effort to pay your co-payments.
11. Report fraud and abuse to the DHS Fraud and Abuse Reporting Hotline.

**Privacy and Confidentiality**
GHP Family must protect the privacy of your personal health information (PHI). GHP Family must tell you how your PHI may be used or shared with others. This includes sharing your PHI with providers who are treating you or so that GHP Family can pay your providers. It also includes sharing your PHI with DHS. This information is included in GHP Family’s Notice of Privacy Practices. To get a copy of GHP Family’s Notice of Privacy Practices, please call Member Services at 855-227-1302 (PA Relay: 711) or visit [GHPFamily.com](http://GHPFamily.com).

**Co-payments**
A co-payment is the amount you pay for some covered services. It is usually only a small amount. You will be asked to pay your co-payment when you get the service, but you cannot be denied a service if you are not able to pay a co-payment at that time. If you did not pay your co-payment at the time of the service, you may receive a bill from your provider for the co-payment.

Co-payment amounts can be found in the Covered Services chart starting on page 22 of this Handbook.

The following members do not have to pay co-payments:
- Members under age 18
- Pregnant women (including 60 days after the child is born (the post-partum period))
- Members who live in a long-term care facility or other medical institution
- Members who live in a personal care home or domiciliary care home
- Members eligible for benefits under the Breast and Cervical Cancer Prevention and Treatment Program
- Members eligible for benefits under Title IV-B Foster Care and Title IV-E Foster Care and Adoption Assistance
The following services do not require a co-payment:

- Emergency services
- Laboratory services
- Family planning services, including supplies
- Hospice services
- Home health services
- Tobacco cessation services
- Covered dental services
- Covered vision services
- Primary Care Provider visits
- Specialist office visits
- Maternity care visits
- Urgent care of convenience care visits
- Ambulance transportation
- Renal dialysis
- Physical, occupational, speech or rehabilitative therapy
- Skilled nursing facility care

**What if I Am Charged a Co-payment and I Disagree?**

If you believe that a provider charged you the wrong amount for a co-payment or for a co-payment you believe you should not have to pay, you can file a complaint with GHP Family. Please see Section 8, Complaints, Grievances, and Fair Hearings for information on how to file a Complaint, or call Member Services at 855-227-1302 (PA Relay: 711).

**Billing Information**

Providers in GHP Family’s network may not bill you for services that GHP Family covers. Even if your provider has not received payment or the full amount of his or her charge from GHP Family, the provider may not bill you. This is called balance billing.

**When Can a Provider Bill Me?**

Providers may bill you if:

- You did not pay your co-payment.
- You received services from an out-of-network provider without approval from GHP Family and the provider told you before you received the service that the service would not be covered, and you agreed to pay for the service.
- You received services that are not covered by GHP Family and the provider told you before you received the service that the service would not be covered, and you agreed to pay for the service.
- You received a service from a provider that is not enrolled in the Medical Assistance Program.
What Do I Do if I Get a Bill?
If you get a bill from a GHP Family network provider and you think the provider should not have billed you, you can call Member Services at 855-227-1302 (PA Relay: 711). You can also call the provider and make sure they have your current insurance information.

If you get a bill from a provider for one of the above reasons that a provider can bill you for, you should pay the bill or call the provider.

Third-Party Liability
You may have Medicare or other health insurance. Medicare or your other health insurance is your primary insurance. This other insurance is known as “third party liability” or TPL. Having other insurance does not affect your Medical Assistance eligibility. In most cases, your Medicare or other insurance will pay your PCP or other provider before GHP Family pays. GHP Family can only be billed for the amount that your Medicare or other health insurance does not pay.

You must tell both your CAO and Member Services at 855-227-1302 (PA Relay: 711), if you have Medicare or other health insurance. When you go to a provider or to a pharmacy you must show the provider or pharmacy your Medicare card or insurance card and your GHP Family ID card. This helps make sure your health care bills are paid.

Coordination of Benefits
If you have Medicare and the service or other care you need is covered by Medicare, you can get care from any Medicare provider you pick. The provider does not have to be in GHP Family’s network. You also do not have to get prior authorization from GHP Family or referrals from your Medicare PCP to see a specialist. GHP Family will work with Medicare to decide if it needs to pay the provider after Medicare pays first if the provider is enrolled in the Medical Assistance Program.

If you need a service that is not covered by Medicare but is covered by GHP Family, you must get the service from a GHP Family network provider. All GHP Family rules, such as prior authorization and specialist referrals, apply to these services.

If you do not have Medicare but you have other health insurance and you need a service or other care that is covered by your other insurance, you must get the service from a provider that is in both the network of your other insurance and GHP Family’s network. You need to follow the rules of your other insurance and GHP Family, such as prior authorization and specialist referrals. GHP Family will work with your other insurance to decide if it needs to pay for the services after your other insurance pays the provider first.

If you need a service that is not covered by your other insurance, you must get the services from a GHP Family network provider. All GHP Family rules, such as prior authorization and specialist referrals, apply to these services.
Recipient Restriction/Lock-in Program

The Recipient Restriction/Member Lock-In Program requires a member to use specific providers if the member has abused or overused his or her health care or prescription drug benefits. GHP Family works with DHS to decide whether to limit a member’s doctor, pharmacy, hospital, dentist, or other provider.

How Does It Work?
GHP Family reviews the health care and prescription drug services you have used. If GHP Family finds overuse or abuse of health care or prescription services, GHP Family asks DHS to approve putting a limit on the providers you can use. If approved by DHS, GHP Family will send you a written notice that explains the limit.

You can pick the providers, or GHP Family will pick them for you. If you want a different provider than the GHP Family picked for you, call Member Services at 855-227-1302 (PA Relay: 711). The limit will last for 5 years even if you change HealthChoices plans.

If you disagree with the decision to limit your providers, you may appeal the decision by asking for a DHS Fair Hearing, within 30 days of the date of the letter telling you that GHP Family has limited your providers.

You must sign the written request for a Fair Hearing and send it to:

Department of Human Services
Office of Administration
Bureau of Program Integrity - DPPC
Recipient Restriction Section
P.O. Box 2675
Harrisburg, Pennsylvania 17105-2675

If you need help asking for a Fair Hearing, please call Member Services at 855-227-1302 (PA Relay: 711) or contact your local legal aid office.

If your appeal is postmarked within 10 days of the date on GHP Family’s notice, the limits will not apply until your appeal is decided. If your appeal is postmarked more than 10 days but within 30 days from the date on the notice, the limits will be in effect until your appeal is decided. The Bureau of Hearings and Appeals will let you know, in writing, of the date, time, and place of your hearing. You may not file a Grievance or Complaint through GHP Family about the decision to limit your providers.

After 5 years, GHP Family will review your services again to decide if the limits should be removed or continued and will send the results of its review to DHS. GHP Family will tell you the results of the review in writing.
Reporting Fraud or Abuse
How Do I Report Member Fraud or Abuse?
If you think that someone is using your or another member’s GHP Family card to get services, equipment, or medicines, is forging or changing their prescriptions, or is getting services they do not need, you can call the GHP Family Fraud and Abuse Hotline at 800-292-1627 to give GHP Family this information. You may also report this information to the DHS Fraud and Abuse Reporting Hotline at 844-DHS-TIPS (844-347-8477).

How Do I Report Provider Fraud or Abuse?
Provider fraud is when a provider bills for services, equipment, or medicines you did not get or bills for a different service than the service you received. Billing for the same service more than once or changing the date of the service are also examples of provider fraud. To report provider fraud, you can call the GHP Family’s Fraud and Abuse Hotline at 800-292-1627. You may also report this information to the DHS Fraud and Abuse Reporting Hotline at 844-DHS-TIPS (844-347-8477).
Section 3 –
Physical Health Services
### Covered Services

The chart below lists the services that are covered by GHP Family when the services are medically necessary. Some of the services have limits or co-payments and some of the services may need a referral from your PCP or prior authorization by GHP Family. If you need services beyond the limits listed below, your provider can ask for an exception, as explained below in this section. Limits do not apply if you are under age 21 or pregnant.

<table>
<thead>
<tr>
<th>Service, Copayments, Limits</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Care Provider (PCP)</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Specialist (physician)</strong></td>
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<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Certified Registered Nurse Practitioner (CRNP)</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
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<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Family Planning Clinic</strong></td>
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</tr>
<tr>
<td>Copayment</td>
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<td>$0</td>
</tr>
<tr>
<td>Limits</td>
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<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Federally-Qualified Health Center/Rural Health Center (FQHC/RHC)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Copayment</td>
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<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Independent Clinic</td>
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<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
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<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Referral needed</td>
<td>Referral needed</td>
</tr>
<tr>
<td>Maternity – (physician, certified nurse midwives, birth centers)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Urgent Care or Convenience Care Centers (within GHP Family network)</td>
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<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
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<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Service</td>
<td>Covered 1</td>
<td>Covered 2</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Ambulance (emergency)</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Non-emergency Medical Transport</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
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<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td><strong>Chiropractic Services</strong></td>
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<td>Copayment</td>
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<tr>
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</tr>
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<td>None</td>
</tr>
<tr>
<td><strong>Dental Services (routine)</strong></td>
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<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>2 per calendar year (every 6 months. More if medically necessary)</td>
<td>2 per calendar year (every 6 months. More if medically necessary)</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Optometrist Services</td>
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<td>Covered</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
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<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>2 visits (exams) per benefit year</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
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<td>No</td>
</tr>
<tr>
<td><strong>Eyeglass Lenses</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>4 lenses per calendar year (more if medically necessary)</td>
<td>4 lenses per calendar year (more if medically necessary)</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Eyeglass Frames</strong></td>
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<td>Yes</td>
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<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>2 frames per calendar year (more if medically necessary)</td>
<td>2 frames per calendar year (more if medically necessary)</td>
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<td><strong>Prior authorization/referral needed</strong></td>
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<td><strong>Contact Lenses</strong></td>
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<td>$0</td>
</tr>
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<td><strong>Limits</strong></td>
<td>4 lenses per calendar year (instead of glasses)</td>
<td>4 lenses per calendar year (instead of glasses)</td>
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<td>No</td>
</tr>
<tr>
<td>Service</td>
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<td>Covered</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>Podiatrist Services</strong></td>
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<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
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<td>None</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>Referral needed</td>
<td>Referral needed</td>
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<tr>
<td><strong>Laboratory</strong></td>
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</tr>
<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>None</td>
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<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>No</td>
<td>No</td>
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<tr>
<td><strong>Radiology - X-ray</strong></td>
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<td>Covered</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
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<td><strong>Limits</strong></td>
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<td>None</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Radiology (for example, MRI, CAT scans)</strong></td>
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<td><strong>Copayment</strong></td>
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<td>$1.00 per service</td>
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<td>None</td>
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<tr>
<td>Service Description</td>
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</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Renal Dialysis</td>
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<tr>
<td>Copayment</td>
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<td>$0</td>
</tr>
<tr>
<td>Limits</td>
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<td>None</td>
</tr>
<tr>
<td>Initial training for home dialysis is limited to 24 session per patient per calendar year. Backup visits to the facility limited to no more than 75 per calendar year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Therapy (Physical, occupational, speech) Rehabilitative or Habilitative</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Outpatient Hospital Clinic</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Referral needed</td>
<td>Referral needed</td>
<td>Referral needed</td>
</tr>
<tr>
<td>Outpatient Hospital Short Procedure Unit (SPU)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$3.00</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Service</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Outpatient Ambulatory Surgical Center (ASC)</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$3.00</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Emergency Room</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Inpatient Acute Hospital</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$3 per day, $21 maximum per admission</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td><strong>Inpatient Rehab Hospital</strong></td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$3 per day, $21 maximum per admission</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td><strong>Intermediate Care Facilities for Individuals with an Intellectual Disability or Other Related Condition</strong></td>
<td>Covered</td>
<td>Covered, requires an institutional level of care</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Service</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Skilled Nursing Facility (SNF)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>365 days per calendar year</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Home Healthcare (including nursing aide and therapy services)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>Unlimited for first 28 days; limited to 15 days every month thereafter</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Hospice Care</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>Covered, respite care may not exceed a total of five days in a 60-day certification period</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Durable Medical Equipment (DME)</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$2</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Medical Supplies</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Limits</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Prior authorization/referral needed</td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Orthotics and Prosthetics</td>
<td>Covered</td>
<td>Limited coverage</td>
</tr>
<tr>
<td>----------------------------</td>
<td>---------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Copayment</td>
<td>$0</td>
<td>$2</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>Diabetic shoes only</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Nutritional Supplements</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>Prior authorization needed</td>
<td>Prior authorization needed</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$1.00 Generic prescriptions, $1.00 Over-the-counter medications, $3.00 Brand name prescriptions $0 for contraceptive and other family planning prescriptions</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Tobacco cessation</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td><strong>Copayment</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Limits</strong></td>
<td>None</td>
<td>70 visits per calendar year</td>
</tr>
<tr>
<td><strong>Prior authorization/referral needed</strong></td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Services That Are Not Covered
Listed below are the physical health services that GHP Family does not cover. If you have any questions about whether GHP Family covers a service for you, please call Member Services at 855-227-1302 (PA Relay: 711).

- Experimental medical procedures, medicines, and equipment.
- A service obtained without a referral, when a referral was required.
- A sterilization performed on individuals 20 years of age or younger.
- Abortion procedures performed on individuals if a Physician Certification for an Abortion form has not been completed.
- Acupuncture and experimental procedures.
- Care in a skilled nursing or intermediate care facilities for over 30 days in a row.
- Cosmetic surgery (except after a mastectomy, for correction of a congenital defect or correction of a defect due to a birth abnormality, sickness, accidental injury or incidental to surgery).
- Covered services that are not medically necessary.
- Experimental or investigational organ transplants.
- Hearing aids for members 21 and older.
- Home modifications, such as chair lifts, wheelchair ramps and bathroom handrails (except as those which may be required to be covered under a special program).
- Hysterectomies for the sole purpose of sterilization.
- Infertility procedures such as in vitro fertilization, embryo transplants, artificial insemination and similar procedures.
- Long-term care in a nursing home
- Medical services or surgical procedures performed on an inpatient basis that could have been performed in the physician’s office, a clinic, the emergency room, or a short procedure unit without endangering the life or health of the patient.
- Methadone maintenance programs are not a covered benefit. If methadone is required for treatment of substance abuse disorders this is covered by your HealthChoices behavioral health plan (see Section 7, page 65).
- Non-emergency routine transportation.
- Non-emergency treatment by non-participating providers (except for family planning).
- Non-medical items or services.
- Orthodontia (braces) for members 21 and older.
- Orthoptic training by an optometrist (limited coverage for children and pregnant women).
- Paternity testing.
- Personal items or services in the hospital (for example, television or phone).
- Prescribed medications and medical supplies provided in a clinic or emergency room. Laboratory services provided in a clinic or emergency room.
- Private duty skilled nursing and/or private duty home health aide services for members 21 and older.
- Respite care (short-term, temporary relief to those who are caring for family members in the home).
- Reversal of voluntary sterilization.
- Routine foot care including the cutting or removal of corns, callouses, the trimming of nails and other routine hygienic care.
- Services provided outside of the United States.
- Services covered by other insurance, such as workers' compensation.
- Services not considered to be a "medical service" under Medical Assistance.
- Services not on the Medical Assistance Program fee schedule.
- Services requiring prior authorization which did not receive prior authorization.
- Sunglasses or tinted lenses.
- The following are not covered even if prescribed by podiatrist: tennis shoes, sneakers, slippers, sandals or other types of footwear that are not an orthopedic or molded shoe; shoe inserts for orthopedic or molded shoes; modifications to orthopedic or molded shoes (except as necessary for the application of a brace or splint); orthopedic shoe recipients who are 21 years of age and older.
- Transition® Lenses, Varilux® (Progressive) Lenses, Polarized Lenses.
- Sunglasses or tinted lenses.
- Anti-Reflective (AR) Coating, Ultraviolet (UV) Coating, Scratch Resistant Coating, and Mirror Coating on your glasses.
- Deluxe eyeglass frames.
- Colored contact lenses

This is not a list of all non-covered services. If you have any questions about if a service is covered for you by GHP Family, please call Member Services at 855-227-1302, (PA Relay: 711).

Second Opinions
You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for you. A second opinion may give you more information that can help you make important decisions about your treatment. A second opinion is available to you at no cost other than a copay.

Call your PCP to ask for the name of another GHP Family network provider to get a second opinion. If there are not any other providers in GHP Family’s network, you may ask GHP Family for approval to get a second opinion from an out-of-network provider.

What is Prior Authorization?
Some services or items need approval from GHP Family before you can get the service. This is called Prior Authorization. For services that need prior authorization, GHP Family decides whether a requested service is medically necessary before you get the service. You or your provider must make a request to GHP Family for approval before you get the service.
**What Does Medically Necessary Mean?**

Medically necessary means that a service, item, or medicine does one of the following:

- It will, or is reasonably expected to, prevent an illness, condition, or disability;
- It will, or is reasonably expected to, reduce or improve the physical, mental, or developmental effects of an illness, condition, injury or disability;
- It will help you to get or keep the ability to perform daily tasks, taking into consideration both your abilities and the abilities or someone of the same age.

If you need any help understanding when a service, item, or medicine is medically necessary or would like more information, please call Member Services at **855-227-1302 (PA Relay: 711)**.

**Prior Authorization Process**

Your PCP or other health care provider will request that the service be covered and will give us information about the service to show that it is medically necessary.

- GHP Family staff will review the information sent in by your provider. We will use guidelines approved by the Department of Human Services (DHS) to help decide if the service is medically necessary.
- If the request cannot be approved by a GHP Family nurse, a GHP Family Medical Director (who is a doctor), will review the request.
- If the request is approved, we will let you and your provider know that it was approved.
- If the request is not approved, we will send a letter to you and your provider telling you the reason we did not approve the request.
- If you disagree with the decision, you may file a complaint or grievance and/or request a fair hearing. See Section 15 for more information on complaints, grievances and fair hearings. You can call Member Services at **855-227-1302 (PA Relay: 711)**, for help in filing a complaint, grievance and/or fair hearing.

**How to Ask for Prior Authorization**

Your provider will request the prior authorization from us; you don’t need to do anything to request it. You will then receive a written notification of our decision. It is important to make sure you have received notice of prior approval from GHP Family for a service requiring prior authorization before getting the service. If you don’t, you may have to pay the bill.

If you need help to better understand the prior authorization process, talk to your PCP or specialist or call Member Services at **855-227-1302 (PA Relay: 711)**.

**What Services, Items, or Medicines Need Prior Authorization?**

For a listing of services needing prior authorization, see the covered benefits and services chart in Section 3 (Page 22). The chart will tell you for each service if prior authorization is required. You can also call Member Services at **855-227-1302 (PA Relay: 711)** and ask if a specific service requires prior authorization.
For those services that have limits, if you or your provider believes that you need more services than the limit on the service allows, you or your provider can ask for more services through the prior authorization process.

If you are or your provider is unsure about whether a service, item, or medicine requires prior authorization, call Member Services at 855-227-1302 (PA Relay: 711).

**Prior Authorization of a Service or Item**

GHP Family will review the prior authorization request and the information you or your provider submitted. GHP Family will tell you of its decision within two business days of the date GHP Family received the request if GHP Family has enough information to decide if the service or item is medically necessary.

If GHP Family does not have enough information to decide the request, GHP Family must tell your provider within 48 hours of receiving the request that GHP Family needs more information to decide the request and allow 14 days for the provider to give GHP Family more information. GHP Family will tell you of GHP Family’s decision within 2 business days after GHP Family receives the additional information.

You and your provider will get a written notice telling you if the request is approved or denied and, if it was denied, the reason it was denied.

**Prior Authorization of Outpatient Drugs**

GHP Family will review a prior authorization request for outpatient drugs, which are drugs that you do not get in the hospital, within 24 hours from when GHP Family gets the request. You and your provider will get a written notice telling you if the request is approved or denied and, if it was denied, the reason it was denied.

If you go to a pharmacy to fill a prescription and the prescription cannot be filled because it needs prior authorization, the pharmacist will give you a temporary supply unless the pharmacist thinks the medicine will harm you. If you have not already been taking the medicine, you will get a 5-day supply. If you have already been taking the medicine, you will get a 15-day supply. Your provider will still need to ask GHP Family for prior authorization as soon as possible.

The pharmacist will not give you the 15-day supply for a medicine that you have been taking if you get a denial notice from GHP Family 10 days before your prescription ends telling you that the medicine will not be approved again and you have not filed a Grievance.

**What if I Receive a Denial Notice?**

If GHP Family denies a request for a service, item, or drug or does not approve it as requested, you can file a Grievance or a Complaint. If you file a Complaint or a Grievance for denial of an ongoing medication, GHP Family must authorize the medication until the Complaint or Grievance is resolved. See Section 8, Complaints, Grievances, and Fair Hearings, starting on page 69 of this Handbook for detailed information on Complaints and Grievances.
Program Exception Process
For those services that have limits, if you or your provider believes that you need more services than the limits on the service allows, you or your provider can ask for a program exception (PE). The PE process is different from the Dental Benefit Limit Exception process described on page 40.

Your provider can ask for an exception, by calling GHP Family at 855-227-1302 or sending the request to:

GHP Family
Medical Management Department
M.C 3218
100 N. Academy Ave.
Danville, PA 17822

We will let you know if the exception is granted within the time listed below.

• If your provider asks for an exception before you receive the service, you will get a response within 21 days of the date we get the request.
• If your provider asks for an exception before you receive the service, and your provider tells us you have an urgent need for a quick response, you will get a response within 48 hours of the date we get the request.
• If your provider asks for an exception after you received the service, you will get a response within 30 days of the date we get the request.
• A program exception request made after the service has been received must be submitted no later than 60 days from the date GHP Family rejects the claim because the service is over the benefit limit. Benefit exception requests made after 60 days from the claim rejection date will be denied.
• Both you and your provider will receive written notice of the approval or denial of the exception request. For requests sent before the service is provided, if you or the provider are not notified of the decision within 21 days of the date we received the request, the exception will be granted.

If you disagree with the response you get from GHP Family, you can file a complaint and request a Fair Hearing (see Section 8).

Service Descriptions
Emergency Services
Emergency services are services needed to treat or evaluate an emergency medical condition. An emergency medical condition is an injury or illness that is so severe that a reasonable person with no medical training would believe that there is an immediate risk to a person's life or long-term health. If you have an emergency medical condition, go to the nearest emergency room, dial 911, or call your local ambulance provider. You do not have to get approval from GHP Family to get emergency services and you may use any hospital or other setting for emergency care.

Below are some examples of emergency medical conditions and non-emergency medical conditions:
Emergency medical conditions
• Heart attack
• Chest pain
• Severe bleeding
• Intense pain
• Unconsciousness
• Poisoning

Non-emergency medical conditions
• Sore throat
• Vomiting
• Cold or flu
• Backache
• Earache
• Bruises, swelling, or small cuts

If you are unsure if your condition requires emergency services, call your PCP or the GHP Family Nurse Hotline at 877-543-5061, 24 hours a day, 7 days a week.

Emergency Medical Transportation
GHP Family covers emergency medical transportation by an ambulance for emergency medical conditions. If you need an ambulance, call 911 or your local ambulance provider. Do not call MATP (listed in Appendix A of this Handbook) for emergency medical transportation.

Urgent Care
GHP Family covers urgent care for an illness, injury, or condition which if not treated within 24 hours, could rapidly become a crisis or an emergency medical condition. This is when you need attention from a doctor, but not in the emergency room.

If you need urgent care, but you are not sure if it is an emergency, call your PCP or the GHP Family Nurse Hotline at 877-543-5061 first. Your PCP or the hotline nurse will help you decide if you need to go to the emergency room, the PCP’s office, or an urgent care center near you. In most cases if you need urgent care, your PCP will give you an appointment within 24 hours. If you are not able to reach your PCP or your PCP cannot see you within 24 hours and your medical condition is not an emergency, you may also visit an urgent care center or walk-in clinic within GHP Family’s network. Prior authorization is not required for services at an Urgent Care center.
Some examples of medical conditions that may need urgent care include:

- Vomiting
- Coughs and fever
- Sprains
- Rashes
- Earaches
- Diarrhea
- Sore throats
- Stomach aches

If you have any questions, please call Member Services at 855-227-1302 (PA Relay: 711).

**Dental Care Services**

Dental care is a very important part of staying healthy. It is important to have regular visits with your dentist. With GHP Family, you do not need to pick one dentist for all your dental care; you can go to any dentist in the GHP Family network. To find a list of the dentists in our network go to our Web site at GHPFamily.com, or call Member Services at 855-227-1302 (PA Relay: 711).

Members are eligible to receive all medically necessary dental services. No referral is needed for a dentist visit.

**Members Under 21 Years of Age**

GHP Family provides all medically necessary dental services for children under 21 years of age. Children may go to a participating dentist within the GHP Family network.

Dental visits for children do not require a referral. If your child does not have a dentist, you can ask your child’s PCP to refer your child to a dentist for the purposes of regular Early and Periodic Screening, Diagnosis and Treatment (EPSDT) well-child screens. For more information on dental services, contact GHP Family Member Services at 855-227-1302, (PA Relay: 711).

Parents are encouraged to have their child seen and examined by a dentist as early as the eruption of the child’s first tooth.
Dental services that are covered for children under the age of 21 include the following, when medically necessary:

<table>
<thead>
<tr>
<th>Service</th>
<th>Limits</th>
<th>Copayments</th>
<th>Prior Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams / Checkups</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Cleanings</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fillings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Varnish</td>
<td>4 per calendar year for children 16 years of age and younger</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Topical Application</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Bitewings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Intraoral, complete series</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Panoramic Film</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Sealants</td>
<td>No Limit</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Anesthesia</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Bony Impacted Teeth</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Braces</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Crowns</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Dentures</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Extractions</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Periodontal Services</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Root Canals</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Members 21 Years of Age and Older
GHP Family covers some dental benefits for members 21 years of age and older through dentists in the GHP Family network. Some dental services have limits.

<table>
<thead>
<tr>
<th>Service</th>
<th>Limits</th>
<th>Copayments</th>
<th>Prior Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams / Check ups</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Cleanings</td>
<td>1 every 180 days</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fillings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Fluoride Varnish</td>
<td>Not Covered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fluoride Topical Application</td>
<td>Not Covered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bitewings</td>
<td>No limits</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Intraoral, complete series</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Panoramic Film</td>
<td>1 per 5 years</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Sealants</td>
<td>Not Covered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anesthesia</td>
<td>Covered when performed in a hospital short procedure unit, ambulatory surgical center, emergency room or inpatient hospital</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Bony Impacted Teeth</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Braces</td>
<td>Not Covered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crowns</td>
<td>No Limit</td>
<td>$0</td>
<td>Benefit Limit Exception</td>
</tr>
<tr>
<td>Dentures</td>
<td>1 per lifetime</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Extractions</td>
<td>No Limit</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Periodontal Services</td>
<td>No Limit</td>
<td>$0</td>
<td>Benefit Limit Exception</td>
</tr>
<tr>
<td>Root Canals</td>
<td>No Limit</td>
<td>$0</td>
<td>Benefit Limit Exception</td>
</tr>
</tbody>
</table>
Dental Benefit Limit Exception

Some dental services are only covered with a Benefit Limit Exception (BLE). You or your dentist can also ask for a BLE if you or your dentist believes that you need more dental services than the limits allow.

GHP Family will approve a BLE if:
You have a serious or chronic illness or health condition and without the additional service your life would be in danger; OR
• You have a serious or chronic illness or health condition and without the additional service your health would get much worse; OR
• You would need more expensive treatment if you do not get the requested service; OR
• It would be against federal law for GHP Family to deny the exception.

To ask for a BLE before you receive the service, you or your dentist can call GHP Family Member Services at 855-227-1302 (PA Relay: 711), or send the request to:

GHP Family
Medical Management Department
M.C 3218
100 N. Academy Ave.
Danville, PA 17822

BLE requests must include the following information:
• Your name
• Your address
• Your phone number
• The service you need
• The reason you need the service
• Your provider’s name
• Your provider’s phone number

Time Frames for Deciding a Benefit Limit Exception

If you or your provider asks for an exception before you get the service, GHP Family will let you know if the BLE is approved within 30 days of the date we get the request.

If your dentist asks for an exception after you got the service, GHP Family will let you know if the BLE request is approved within 30 days of the date GHP Family gets the request.

If you disagree with or are unhappy with GHP Family’s decision, you may file a Complaint or Grievance with GHP Family. For more information on the Complaint and Grievance process, please see Section 8 of this Handbook, “Complaints, Grievances, and Fair Hearings” on page 69.
Vision Care Services

Regular eye exams are important. Call your eye doctor to schedule a routine eye exam. If you need specialty eye care (for example, treatment of accidental injury or trauma to the eyes or treatment of eye disease), you must go to your PCP first. Your PCP will refer you to a specialist. With GHP Family, you do not need to pick one eye doctor for all your eye appointments; you can go to any eye doctor in the GHP Family network. To find a list of the eye doctors in our network, look in the Provider Directory, go to our website at GHPFamily.com or call Member Services at 855-227-1302 (PA Relay: 711).

Members Under 21 Years of Age

GHP Family covers all medically necessary vision services for children under 21 years of age. Children may go to a participating vision provider within the GHP Family network. This list does not include non-covered services or services you may have to pay extra for. For a list of services that are not covered see Services That are not Covered or for questions about your GHP Family vision coverage call Member Services at 855-227-1302 (PA Relay: 711).

<table>
<thead>
<tr>
<th>Service</th>
<th>Limits</th>
<th>Copayments</th>
<th>Prior Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision Examination and Refraction</td>
<td>2 examinations per calendar year</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Standard* Eyeglass Lenses</td>
<td>4 lenses per calendar year</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Standard* Eyeglass Frames</td>
<td>2 frames per calendar year</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Contact Lenses</td>
<td>4 lenses (2 pair) per calendar year</td>
<td>$0</td>
<td>No</td>
</tr>
<tr>
<td>Low Vision Aids</td>
<td>1 every 2 years</td>
<td>$0</td>
<td>Yes</td>
</tr>
<tr>
<td>Eye Prostheses</td>
<td>1 every 2 years</td>
<td>$0</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Members 21 Years of Age and Older

GHP Family covers some vision services for members 21 years of age and older through providers within the GHP Family network. This list does not include noncovered services or services you may have to pay extra for. For a list of services that are not covered see Services That are not Covered or for questions about your GHP Family vision coverage call Member Services at 855-227-1302 (PA Relay: 711).

<table>
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<tr>
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<td>1 every 2 years</td>
<td>$0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Pharmacy Benefits

GHP Family covers pharmacy benefits that include prescription medicines and over-the-counter medicines and vitamins with a doctor’s prescription.

Prescriptions

When a provider prescribes a medication for you, you can take it to any pharmacy that is in GHP Family’s network. You will need to have your GHP Family prescription ID card with you and you may have a co-payment if you are over the age of 18. GHP Family will pay for any medicine listed on GHP Family’s drug formulary and may pay for other medicines if they are prior authorized. Either your prescription or the label on your medicine will tell you if your doctor ordered refills of the prescription and how many refills you may get. If your doctor ordered refills, you may only get 1 refill at a time. You may be required to receive a 90-day supply of medications that you take on an ongoing basis. You can obtain these medications at a participating retail pharmacy or participating mail order pharmacy. If you have questions about which medications are considered maintenance medications you can check online at
healthplan.geisinger.org/pharmacy/pharmacy.aspx?strip=true&style=OneGeisinger or call GHP Family Pharmacy services at (855) 552-6028 or (570) 214–3554. You will be allowed to receive two 34-day supplies before you are required to obtain a 90-day supply. If your physician feels you should continue to receive a 34-day supply, they can call GHP Family Pharmacy services at (855) 552-6028 or (570) 214–3554 to request an exception. Your copay will be the same as a one-month supply for a 90-day supply. If you have questions about whether a prescription medicine is covered, if you are required to receive a 90-day supply of a certain medication, need help finding a pharmacy in GHP Family’s network, or have any other questions, please call Pharmacy Member Services at 855-552-6028, (PA Relay: 711).

**Drug Formulary**

A formulary, also called a preferred drug list (PDL), is a list of medicines that GHP Family covers. This is what your PCP or other doctor should use when deciding what medicines you should take. The formulary has both brand name and generic drugs. Generic drugs contain the same active ingredients as brand name drugs. Any medicine prescribed by your doctor that is not on GHP Family’s formulary needs prior authorization. The formulary can change from time to time, so you should make sure that your provider has the latest information when prescribing a medicine for you.

If you have any questions or to get a copy of the drug formulary, call Pharmacy Member Services at **855-552-6028**, (PA Relay: 711) or visit GHP Family’s website at [GHPFamily.com](http://GHPFamily.com).

**Reimbursement for Medication**

Members can be reimbursed directly if they had to pay out of pocket for formulary medications because of an emergency, the prescription cannot be filled at a participating pharmacy or the prescription is written by a non-participating physician. Members can call the GHP Family Pharmacy Help Desk at **855-552-6028** (PA Relay: **711**) for help with finding a participating provider or questions about getting reimbursement for prescriptions.

**Specialty Medicines**

The drug formulary includes medicines that are called specialty medicines. A prescription for these medicines needs prior authorization. To see the drug formulary and a complete list of specialty medicines visit GHP Family’s website at [GHPFamily.com](http://GHPFamily.com).

You will need to get these medicines from a specialty pharmacy. A specialty pharmacy can mail your medicines directly to you at no cost to you and will contact you before sending them. The pharmacy can also answer any questions you have about the process. You can pick any specialty pharmacy that is in GHP Family’s network. If you are taking a specialty medicine or if you have a question about finding a specialty pharmacy, please call **MedImpact Direct Specialty at (877) 391-1103** or see the specialty drug and pharmacy list on GHP Family’s website at [GHPFamily.com](http://GHPFamily.com). For any other questions or more information please call Pharmacy Member Services at **855-552-6028**, (PA Relay: **711**).
Over-the-Counter Medicines
GHP Family covers some over-the-counter medicines. You must have a prescription from your provider for these medicines for GHP Family to pay for them. You will need to have your GHP Family prescription ID card with you and you may have a co-payment.
The following are the covered over-the-counter medicines:
• Sinus and allergy medicine
• Tylenol or aspirin
• Vitamins
• Cough medicine
• Heartburn medicine

You can find more information about covered over-the-counter medicines by visiting GHP Family’s website at GHPFamily.com or by calling Pharmacy Member Services at 855-552-6028, (PA Relay: 711).

Tobacco Cessation
Do you want to quit smoking? GHP Family wants to help you quit!
If you are ready to be smoke free, no matter how many times you have tried to quit smoking, we are here to help you.

Medicines
GHP Family covers the following medicines to help you quit smoking.
• Generic Zyban™ (bupropion) and Chantix (varenicline) are covered for the purpose of smoking cessation.
• Generic over-the-counter (OTC) tobacco cessation lozenges, patches and chewing gum are covered with a prescription.

Contact your PCP for an appointment to get a prescription for a tobacco cessation medicine.

Counseling Services
Counseling support may also help you to quit smoking. GHP Family covers counseling services. You can enroll by phone or online for this program. For more information, call Member Services at 855-227-1302 (PA Relay: 711) or our case management department at 800-833-6355. You can also find more information online at GHPFamily.com under the member section.

Behavioral Health Treatment
Some people may be stressed, anxious, or depressed when they are trying to become smoke-free. GHP Family members are eligible for services to address these side effects, but these services are covered by your BH-MCO. You can find the BH-MCO in your county and its contact information on page 66 in this Handbook. You can also call GHP Family Member Services at 855-227-1302 (PA Relay: 711), for help in contacting your BH-MCO.
Case Management Programs
Our case management department can help you to quit smoking. Contact case management at 800-883-6355.

Other Tobacco Cessation Resources
- GHP Family members may call the Tel-A-Nurse audio library at 877-543-5061.
- Quitline phone counseling is available 24 hours a day, 7 days a week through the following organizations:
  - American Cancer Society at 800-227-2345
  - American Lung Association at 800-LUNG USA (800-586-4872)
  - National Cancer Institute Smoking Quitline 877-44U-QUIT (877-448-7848)
- If you have Internet access, you can go to the following Web site to get a list of programs available in your county at no cost to you: DSF.health.state.pa.us/health.
- Visit the federal government’s SmokeFree website at SmokeFree.gov to view an outline step-by-step cessation guide, get state quitline phone numbers, instant message a National Cancer Institute (NCI) LifeHelp expert and download publications about smoking cessation.

Remember GHP Family is here to help support you in becoming healthier by becoming smoke-free. Do not wait! Please call Member Services at 855-227-1302 (PA Relay: 711) so we can help to get you started.

Family Planning
GHP Family covers family planning services. You do not need a referral from your PCP for family planning services. These services include pregnancy testing, testing and treatment of sexually transmitted diseases, birth control supplies, and family planning education and counseling. You can see any doctor that is a Medical Assistance provider, including any out-of-network provider that offers family planning services. There is no co-payment for these services. When you go to a family planning provider that is not in the GHP Family network, you must show your GHP Family and Access ID cards.

For more information on covered family planning services or to get help finding a family planning provider, call Member Services at 855-227-1302 (PA Relay: 711).

Maternity Care
Care During Pregnancy
Prenatal care is the health care a woman receives through her pregnancy and delivery from a maternity care provider, such as an obstetrician (OB or OB/GYN) or a nurse midwife. Early and regular prenatal care is very important for you and your baby’s health. Even if you have been pregnant before, it is important to go to a maternity care provider regularly through each pregnancy.
If you think you are pregnant and need a pregnancy test, see your PCP or a family planning provider. If you are pregnant, you can:

• Call or visit your PCP, who can help you find a maternity care provider in the GHP Family’s network.
• Visit a network OB or OB/GYN or nurse-midwife on your own. You do not need a referral for maternity care.
• Visit a network health center that offers OB or OB/GYN services.
• Call Member Services at 855-227-1302 (PA Relay: 711) to find a maternity care provider.

You should see a doctor as soon as you find out you are pregnant. Your maternity care provider must schedule an appointment to see you within these timeframes:

• 10 business days when you are in your first 3 months of pregnancy (first trimester)
• 5 business days when you are in your second 3 months of pregnancy (second trimester)
• 4 business days when you are in your last 3 months of pregnancy (third trimester)
• 24 hours when you have a high-risk pregnancy

It is important that you stay with the same maternity care provider throughout your pregnancy and postpartum care (60 days after your baby is born). They will follow your health and the health of your growing baby closely. It is also a good idea to stay with the same HealthChoices plan during your entire pregnancy.

GHP Family has specially trained maternal health coordinators who know what services and resources are available for you.

If you are pregnant and are already seeing a maternity care provider when you enroll in GHP Family, you can continue to see that provider even if they are not in GHP Family’s network. The provider will need to be enrolled in the Medical Assistance Program and must call GHP Family for approval to treat you.

**Care for You and Your Baby After Your Baby is Born**

You should visit your maternity care provider between 4 – 6 weeks after your baby is delivered for a check-up unless the doctor tells you to come in sooner.

Your baby should have an appointment with the baby’s PCP when they are 2 to 4 weeks old, unless the doctor wants to see your baby sooner. It is best to pick a doctor for your baby while you are still pregnant. If you need help picking a doctor for your baby, please call Member Services at 855-227-1302 (PA Relay: 711).
Right from the Start
GHP Family has a special program for pregnant women called **Right from the Start**. The Right from the Start program is designed to help you and your baby get the care you both need while you are pregnant and after the baby is born. The program is meant to teach you how to stay healthy throughout your pregnancy. It also helps you get the care and services you need to get while you are pregnant and helps you keep your appointments with your doctor. It is very important to see your doctor regularly during your pregnancy. Your doctor will tell you how often you need to have appointments. It is also important to make healthy choices while you are pregnant such as quitting smoking (if you smoke), avoiding second-hand smoke, eating properly and understanding what is happening to your body while you are pregnant. We can help you with these things through our Right from the Start program.

This program also offers coverage for childbirth preparation and classes, parenting classes, nutrition education, and breastfeeding classes. The program begins when you find out you are pregnant and call Member Services and ask to speak to the Special Needs Unit. Our nurses will give you information that will help you have a healthy pregnancy. They can also help you with scheduling appointments, getting transportation to appointments, and any other needs you may have while you are pregnant. Please contact the Special Needs Unit for more information about benefits you may be entitled to as soon as you find out you are pregnant.

GHP Family contracts with Right from the Start Providers in your local community. Call Member Services at **855-227-1302 (PA Relay: 711)** for more information about the Right from the Start program.

**Durable Medical Equipment and Medical Supplies**
GHP Family covers Durable Medical Equipment (DME) and medical supplies. DME is a medical item or device that can be used in your home many times and is generally not used unless a person has an illness or injury. Medical supplies are usually disposable and are used for a medical purpose. Some of these items need prior authorization, and your PCP or other provider must order them. DME suppliers must be in the GHP Family network. You may have a co-payment.

Examples of DME include:
- Oxygen tanks
- Wheelchairs
- Crutches
- Walkers
- Splints
- Special medical beds

Examples of medical supplies include:
- Diabetic supplies
- Gauze pads
- Dressing tape
- Underpads
If you have any questions about DME or medical supplies, or for a list of network suppliers, please call Member Services at 855-227-1302 (PA Relay: 711).

**Outpatient Services**

GHP Family covers outpatient services such as physical, occupational, and speech therapy as well as x-rays and laboratory tests. Your PCP will arrange for these services with one of GHP Family’s network providers.

Some outpatient services may require a referral or a prior authorization. Your PCP will tell you if the service you are receiving needs a referral or prior authorization or you can call member services at 855-227-1302 (PA Relay: 711) and ask a representative.

**Nursing Facility Services**

GHP Family covers up to 30 days of nursing facility services. If you need nursing facility services for more than 30 days and the Community HealthChoices Program is available in the area where you live, you will be evaluated to see if you are eligible for participation in the Community HealthChoices Program. If Community HealthChoices is not available in the area where you live you will be disenrolled from GHP Family and will receive your services through the Medical Assistance fee-for-service system.

**Hospital Services**

GHP Family covers inpatient hospital services. If you need to be admitted to a hospital and it is not an emergency, your PCP or specialist will arrange for you to go to a hospital in GHP Family’s network and will follow your care even if you need other doctors during your hospital stay. Inpatient hospital stays may need to be approved by GHP Family. To find out if a hospital is in the GHP Family network, please call Member Services at 855-227-1302 (PA Relay: 711), or check the provider directory on GHP Family’s website at GHPFamily.com. If you have any other questions on hospital services, please call Member Services at 855-227-1302 (PA Relay: 711).

If you have an emergency and are admitted to the hospital, you or a family member or friend should let your PCP know as soon as possible but no later than 24 hours after you were admitted to the hospital.

It is very important to make an appointment see your PCP within 7 days after you leave the hospital. Seeing your PCP right after your hospital stay will help you follow any instructions you got while you were in the hospital and prevent you from having to be readmitted to the hospital.
Preventive Services
GHP Family covers preventive services, which can help keep you healthy. Preventive services include more than just seeing your PCP once a year for a check-up. They also include immunizations (shots), lab tests, and other tests or screenings that let you and your PCP know if you are healthy or have any health problems. Visit your PCP for preventive services. They will guide your health care according to the latest recommendations for care.

Women can also go to a participating OB/GYN for their yearly Pap test and pelvic exam, and to get a prescription for a mammogram.

Physical Exam
You should have a physical exam by your PCP at least once a year. This allows your PCP to know about any problems that you may or may not know about. Your PCP may order tests based on your health history, age, and sex. Your PCP will also check if you are up to date on immunizations and preventive services to help keep you healthy.

If you are unsure if you are up to date with your health care needs, please call your PCP or Member Services at 855-227-1302 (PA Relay: 711). Member Services can also help you make an appointment with your PCP.

Home Health Care
GHP Family covers home health care provided by a home health agency. Home health care is care provided in your home and includes skilled nursing services; help with activities of daily living such as bathing, dressing, and eating; and physical, speech, and occupational therapy. Your PCP or specialist must order home health care. If you are over age 21, GHP Family does not require prior authorization for the initial home health visit. Future home health visits will be authorized through review by GHP Family. Home health providers must be providers in the GHP Family network.

You should contact Member Services at 855-227-1302 (PA Relay: 711), if you have been approved for home health care and that care is not being provided as approved.

Disease Management
GHP Family has voluntary programs to help you take better care of yourself if you have one of the health conditions listed below. GHP Family has care managers who will work with you and your providers to make sure you get the services you need. You do not need a referral from your PCP for these programs, and there is no co-payment.

By following your provider’s plan of care and learning about your disease or condition, you can stay healthier. GHP Family care managers are here to help you understand how to take better care of yourself by following your doctor’s orders, teaching you about your medicines, helping you to improve your health, and giving you information to use in your community. If you have any questions or need help, please call Member Services at 855-227-1302 (PA Relay: 711).
• **Asthma** (adult and pediatric) – Nurses will work with you and your family to help you understand asthma and how to manage this condition. Nurses will teach you about asthma medications and the proper use and cleaning of inhalers, spacers and nebulizers. We also assist you and your provider with developing an action plan to control asthma symptoms and manage attacks when they happen.

• **Coronary artery disease (CAD)** – CAD can include heart disease, stroke and poor circulation in your legs. It can occur as a result of high blood pressure, diabetes, high cholesterol and/or family history. The key to managing CAD is diet, exercise and taking the medications that are prescribed by your doctor. Our program will provide you with tools to understand the role of sodium (salt) and fat in your diet, and we will work with your provider on the best way to control your cholesterol, blood pressure and/or blood sugar.

• **Chronic kidney disease** – We will help you learn about the importance of proper nutrition, medications and blood pressure control. We will provide other important health care information that will help you manage this condition.

• **Chronic Obstructive Pulmonary Disease (COPD)** – This program helps you manage chronic lung disease (also known as emphysema). We focus on medication management, including taking the right medications and using inhalers properly. Other information about stopping tobacco use, exercising and monitoring your condition is also included in the program.

• **Diabetes** – Our program will teach you about diabetes and how diet, exercise and medications will help you control and manage your diabetes and prevent complications. Our nurses will teach you how to monitor your blood glucose (blood sugar) and how to know the signs and symptoms of high and low blood glucose and how to treat these effects. We will also teach you the best care for your eyes, kidneys and feet when you have diabetes.

• **Heart Failure** – Our case managers will help you understand the importance of medications, diet and healthy lifestyle habits to improve management of heart failure. We will work with you and your doctor to develop a plan of care that will help you manage this condition.

• **Hypertension (High Blood Pressure)** – Our nurse case managers/health managers will help you learn how to control your blood pressure and reduce the risk of developing other related health problems. We will help you understand that taking the right medications, reducing stress and following your doctor’s advice will all help you better control your blood pressure.

• **Osteoporosis** - Osteoporosis can affect both women and men and puts you at risk for bone fractures (broken bones). We will teach you the importance of diet and exercise and monitoring bone density. We will work with your doctor to determine proper medications for you.

• **Tobacco Cessation** – **Stop Tobacco Use** will provide you with professional support from our nurses by phone, group, or Web-based programs. The goal will be to help you break your addiction to tobacco products such as cigarettes, pipes and smokeless tobacco. You will be given the tools and support needed to help you live a healthy life.

• **Weight Management** – This program focuses on helping you develop a healthy lifestyle, rather than just dieting. You will work with your health manager on setting goals, eating healthy and staying active to help you manage your weight.
Human Immunodeficiency Virus (HIV)
Acquired Immunodeficiency Syndrome (AIDS) Services

HIV is a virus that is very harmful to a person’s body and requires special care to treat. AIDS is caused by HIV and applies to the most serious stages of the HIV infection. GHP Family provides special care for members with HIV/AIDS.

What are the special services available for HIV/AIDS?
Members with HIV/AIDS may need services in their home or certain community services to help them with their disease. Any member with AIDS or who is symptomatic for HIV can get these special services.

Examples of these special services are:
• More skilled nursing visits than what are covered by regular Medical Assistance
• More home health aide services than what are covered by regular Medical Assistance
• Homemaker services are non-medical services to help you if you can’t do every-day things due to your illness. Some examples of homemaker services are: dressing, bathing, light housekeeping, preparing meals and grocery shopping.
• Medical supplies and nutritional supplements
• Nutritional education with a registered dietitian
• Specialized medical equipment

How do I get these special services?
Your PCP or other provider can help with a referral for these services. A GHP Family participating provider will provide the services. You must get prior authorization from GHP Family for nutritional supplements and homemaker services. Your PCP or other provider will request an authorization for these services for you.

What provider(s) do I need to see to treat HIV/AIDS?
Your PCP can treat you for HIV/AIDS. Your PCP may also refer you to a specialist who can treat you. You can call Member Services at 855-227-1302 (PA Relay: 711) for information on participating HIV/AIDS specialists.

Expanded Services
The following are benefits available to you through GHP Family. If you have questions on any of these benefits, call Member Services at 855-227-1302 (PA Relay: 711).

Local discounts
GHP Family Members are eligible for discounts on services that are not normally covered under a benefit plan, like acupuncture and massage therapy services, fitness center memberships, Lasik surgery, baby safety products, and more.
MyGeisinger
You can manage your care through the MyGeisinger patient portal. You can access your medical records and appointments, and message your doctor, through MyGeisinger at no cost to you. Just go to MyGeisinger.org and sign up.

You can view:
• Your online medical record including lab and test results, doctor notes, and your health summary
• Your account balances and ability to pay online
• Health-related app recommendations
• Health-related educational resources
• Community events

Communicate with your doctor's office for:
• Prescription renewals
• Appointment requests
• Medical advice for non-urgent questions or concerns.

The mobile app — Use MyChart Mobile to access MyGeisinger. The app is available for iPhone® and Android™ users. You must first sign up through MyGeisinger.org for the mobile app to work.

What is it?
MyChart Mobile is an application (app) for Android™ phones and tablets and Apple® devices such as an iPhone®, iPad™, and iPod touch®. This app provides a MyGeisinger user with secure access to frequently-used features of MyGeisinger such as messaging providers, viewing your own and family medical records, upcoming and past appointments, test results and much more. Now you no longer need to be in front of your computer to access your MyGeisinger account. Please note, not all MyGeisinger functionality is currently available on the mobile app version.

How do I get it?
The MyChart Mobile app is free and is only available for Android™ and Apple® devices. To obtain the app, you need an Android™ phone and/or tablet, iPhone®, iPad™, and iPod touch®. Using one of these devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

Member rewards
Rewards for members who successfully meet health goals or complete wellness/educational programs

KidsHealth
An on-line resource available at no cost to you that contains important health information that engages the whole family. Content is review by physicians and includes age-specific educational materials and videos. KidsHealth is an expert at communicating with parents, kids and teens through content and interactive features created specifically for each audience.
Healthy Kids are Happy Kids
This program offers services to families with young children, including information about important care and screenings that their child may need.

Right from the Start
A program available at no cost for expectant mothers to help your pregnancy be a great experience for Mom, family and baby. A dedicated nursing staff helps you get the right care you need.

Nurse advice line
A service for after-hours advice from nurses who are available by telephone or email, which is available at no cost to you.

Health coaches
Available to help you or your children improve your health through programs related to weight management, quitting smoking, exercise and stress reduction.

Special needs
Our dedicated special needs unit can help you with your complex medical problems. The staff includes nurses, health coaches and social workers who can help you work through important health issues and get access to care in a timely manner.

ProvenHealth navigators
Professional nursing staff located in your primary care office or available by telephone to help you get the care you need.

No limit on prescriptions
GHP Family has made the decision not to limit the number of prescriptions that a member can receive monthly. Anyone having difficulty with multiple prescriptions can receive help from a GHP Family pharmacist. They will work with you and your physician to make it easier to stay on the medication that is important for you to take.

Human Arc
GHP Family works with Human Arc to see if you may be eligible for disability. If you think you may qualify for disability you can call Human Arc at 866-879-0988 or visit their website at HumanArc.com.

Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)
EPSDT services are available for children under the age of 21. They are sometimes also referred to as well-baby or well-child checkups. Your child may be seen by a pediatrician, family practice doctor or CRNP. The provider you choose for your child will be your child’s PCP. The purpose of this service is to detect potential health problems early and to make sure your child stays healthy. If you have questions or want more information, contact Member Services at 855-227-1302 (PA Relay: 711).
When Should an EPSDT Exam be Completed?
Children and young adults should have their examinations completed based on the schedule listed below. It is important to follow this schedule even if your child is not sick. Your provider will tell you when these visits should occur. Infants and toddlers will need several visits per year, while children between the ages of 3 to 20 will need just 1 visit per year.

<table>
<thead>
<tr>
<th>Recommended Screening Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-5 Days</td>
</tr>
<tr>
<td>6-8 Months</td>
</tr>
<tr>
<td>18 Months</td>
</tr>
</tbody>
</table>

Children ages 3-20 should be screened yearly

What Will the Provider Do During the EPSDT Exam?
Your provider will ask you and your child questions, perform tests, and check how much your child has grown. The following services are some of the services that may be performed during an exam depending on the child's age and needs of the child:

- A complete physical exam
- Immunizations
- Vision test
- Hearing test
- Autism screening
- Tuberculosis screening
- Oral health examination
- Blood pressure check
- Health and safety education
- Check of the child’s body mass index (BMI)
- Screen and/or counsel for tobacco and alcohol use and substance use starting at age 11
- Urinalysis screening
- Blood lead screening test

GHP Family covers services that are needed to treat health problems that are identified during the EPSDT exam.

Additional services are available for children with special needs. Talk to your provider about whether your child may need these additional services.
Section 4 – Out-of-Network and Out-of-Plan Services
Out-of-Network Providers
An out-of-network provider is a provider that does not have a contract with GHP Family to provide services to GHP Family’s members. There may be a time when you need to use a doctor or hospital that is not in the GHP Family network. If this happens, you can ask your PCP to help you. Your PCP has a special number to call to ask GHP Family that you be allowed to go to an out-of-network provider. GHP Family will check to see if there is another provider in your area that can give you the same type of care you or your PCP believes you need. If GHP Family cannot give you a choice of at least 2 providers in your area, GHP Family will cover the treatment by the out-of-network provider.

Getting Care While Outside of GHP Family’s Service Area
If you are outside of GHP Family’s service area and have a medical emergency, go to the nearest emergency room or call 911. For emergency medical conditions, you do not have to get approval from GHP Family to get care. If you need to be admitted to the hospital, you should let your PCP know.

If you need care for a non-emergency condition while outside of the service area, call your PCP or Member Services at 855-227-1302 (PA Relay: 711) who will help you to get the most appropriate care.

GHP Family will not pay for services received outside of the United States (including emergency services outside of the United States).

Out-of-Plan Services
You may be eligible to get services other than those provided by GHP Family. Below are some services that are available but are not covered by GHP Family. If you would like help in getting these services, please call Member Services at 855-227-1302 (PA Relay: 711).

Non-Emergency Medical Transportation
GHP Family does not cover non-emergency medical transportation for most HealthChoices members. GHP Family can help you arrange transportation to covered service appointments through programs such as Shared Ride or the MATP described below.

GHP Family does cover non-emergency medical transportation if:

- You live in a nursing home, and need to go to any medical appointment or an urgent care center or a pharmacy for any Medical Assistance service, DME or medicine
- You need specialized non-emergency medical transportation, such as if you need to use a stretcher to get to your appointment

If you have questions about non-emergency medical transportation, please call Member Services at 855-227-1302 (PA Relay: 711).
Medical Assistance Transportation Program (MATP)

MATP provides non-emergency transportation to medical appointments and pharmacies, at no cost to you if you need help getting to your appointment or to the pharmacy. The MATP in the county where you live will determine your need for the Program and provide the right type of transportation for you. Transportation services are typically provided in the following ways:

- Where public transportation is available, MATP provides tokens or passes or reimburses you for the fare for public transportation.
- If you can use your own or someone else’s car, MATP may pay you an amount per mile plus parking and tolls with valid receipts.
- Where public transportation is not available or is not right for you, MATP provides rides in paratransit vehicles, which include vans, lift-equipped vans, or taxis. Usually the vehicle will have more than 1 rider with different pick-up and drop-off locations.

If you need transportation to a medical appointment or the pharmacy, contact MATP to get more information and register for services or visit the DHS MATP website at http://matp.pa.gov/CountyContact.aspx.

<table>
<thead>
<tr>
<th>County</th>
<th>Local Phone Number</th>
<th>Toll Free Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradford</td>
<td>570-888-7330</td>
<td>800-242-3484</td>
</tr>
<tr>
<td>Carbon</td>
<td>570-669-6380</td>
<td>800-990-4287</td>
</tr>
<tr>
<td>Centre</td>
<td>814-355-6807</td>
<td>Same as Local</td>
</tr>
<tr>
<td>Clinton</td>
<td>570-323-7575</td>
<td>800-222-2468</td>
</tr>
<tr>
<td>Columbia</td>
<td>570-784-8807</td>
<td>866-936-6800</td>
</tr>
<tr>
<td>Juniata</td>
<td>717-242-2277</td>
<td>800-348-2277</td>
</tr>
<tr>
<td>Lackawanna</td>
<td>570-963-6482</td>
<td>Same as Local</td>
</tr>
<tr>
<td>Luzerne</td>
<td>570-288-8420</td>
<td>800-679-4135</td>
</tr>
<tr>
<td>Lycoming</td>
<td>570-323-7575</td>
<td>800-222-2468</td>
</tr>
<tr>
<td>Mifflin</td>
<td>717-242-2277</td>
<td>800-348-2277</td>
</tr>
</tbody>
</table>

MATP will work with GHP Family to confirm that the medical appointment you need transportation for is a covered service. GHP Family works with MATP to help you arrange transportation. You can also call Member Services for more information at 855-227-1302, (PA Relay: 711).
**Women, Infants, and Children Program**
The Women, Infants, and Children Program (WIC) provides healthy foods and nutrition services to infants, children under the age of 5, and women who are pregnant, have given birth, or are breastfeeding. WIC helps you and your baby eat well by teaching you about good nutrition and giving you food vouchers to use at grocery stores. WIC helps babies and young children eat the right foods, so they can grow up healthy. You can ask your maternity care provider for a WIC application at your next visit or call 800-WIC-WINS (800-942-9467). For more information visit the WIC website at [Pawic.com](http://Pawic.com).

**Domestic Violence Crisis and Prevention**
Everyone knows a victim of domestic violence. They could be your neighbors, your coworkers, or members of your family. Most victims of domestic violence are women, but men can be victims, too. Domestic violence happens in a family or an intimate relationship as a way for a person to control another person.

Domestic violence includes physical abuse such as hitting, kicking, choking, shoving, or using objects like knives and guns to injure the victim. It also includes harming someone emotionally by threats, name-calling, and put-downs. Victims may be raped or forced into unwanted sex acts. A spouse or partner may steal money and other items, destroy personal belongings, hurt pets, threaten children, or not allow someone to leave the home, work, or see their friends and family.

If any of these things is happening to you, or you are afraid of your partner, you may be in an abusive relationship. Domestic violence is a crime and legal protections are available to you. Leaving a violent relationship is not easy, but you can get help.

**Where to get help:**

**National Domestic Violence Hotline**
800-799-7233 (SAFE)
800-787-3224 (TTY)

**Pennsylvania Coalition Against Domestic Violence**
The services provided to domestic violence victims include: crisis intervention; counseling; going along to police, medical, and court appointments; and temporary emergency shelter for victims and their dependent children. Prevention and educational programs are also provided to lower the risk of domestic violence in the community.
800-932-4632 (in Pennsylvania)
800-537-2238 (national)
Early Intervention Services

While all children grow and develop in unique ways, some children experience delays in their development. Children with developmental delays and disabilities can benefit from the Early Intervention Program.

The Early Intervention Program provides support and services to families with children birth to age of 5 who have developmental delays or disabilities. Services are provided in natural settings, which are settings where a child would be if the child did not have a developmental delay or disability.

Early Intervention supports and services are designed to meet the developmental needs of children with a disability as well as the needs of the family and address the following areas:

• Physical development, including vision and hearing
• Cognitive development
• Communication development
• Social or emotional development
• Adaptive development

Parents who have questions about their child's development may contact the CONNECT Helpline at 800-692-7288 or visit ConnectPA.net. The CONNECT Helpline assists families in locating resources and providing information regarding child development for children from birth to age 5. In addition, CONNECT can help parents with contacting their county Early Intervention Program or local preschool Early Intervention Program.
Section 5 – Special Needs
Special Needs Unit

GHP Family wants to make sure all our members get the care they need. We have trained case managers in the GHP Family Special Needs Unit that help our members with special needs have access to the care they need. The case managers of the unit help members with physical or behavioral disabilities, complex or chronic illnesses, and other special needs. GHP Family understands that you and your family may need help with issues that may not be directly related to your health care needs. The Special Needs Unit can assist you with finding programs and agencies in the community that can help you and your family address these needs.

If you think you have or someone in your family has a special need, and you would like the Special Needs Unit to help you, please contact them by calling 855-214-8100, Monday through Friday from 8:00 a.m. to 5:00 p.m.

Coordination of Care

The GHP Family Special Needs Unit will help you coordinate care for you and your family. In addition, GHP Family can assist in connecting you with other state and local programs.

If you need help with any part of your care; your child’s care; or coordinating that care with another state, county, or local program; please contact the GHP Family Special Needs Unit for assistance.

The GHP Family Special Needs Unit will also assist members in transitioning care from services received in a hospital or temporary medical setting to care received at home. We want our members to be able to move back home as soon as possible. Please contact your GHP Family Special Needs Unit for assistance in help receiving care in your home.

Home and Community-Based Waivers and Long-Term Services and Supports

The Office of Developmental Programs (ODP) administers the Consolidated Waiver, Community Living Waiver, Person/Family Directed Supports Waiver, and the Adult Autism Waiver for individuals with intellectual disabilities and autism. If you have questions regarding any of these waivers, you may contact ODP’s Customer Service Hotline at 888-565-9435, or request assistance from the Special Needs Unit at GHP Family.

The Office of Long-Term Living (OLTL) administers services for seniors and individuals with physical disabilities. Currently individuals receive services through the Attendant Care Waiver, Independence Waiver, Aging Waiver and OBRA Waivers.
HealthChoices (CHC) is a managed care program for beneficiaries who also have Medicare coverage and disabled adults age 21 and over. The CHC Program serves beneficiaries in the southwest zone and will begin serving beneficiaries on January 1, 2019 in the southeast zone, and January 1, 2020 for the remaining northeast, northwest and Lehigh/capital zones. If you have questions regarding what services are available and how to apply, you may contact OLTL’s Participant Helpline at 800-757-5042 or request assistance from the GHP Family Special Needs Unit at 855-214-8100.

Medical Foster Care
The Office of Children Youth and Families has oversight of medical foster care for children under the authority of county children and youth programs. If you have questions about this program, please contact the Special Needs Unit at 855-214-8100.
Section 6 – Advance Directive
Advance Directives
There are two types of advance directives: Living Wills and Health Care Powers of Attorney. These allow for your wishes to be respected if you are unable to decide or speak for yourself. If you have either a Living Will or a Health Care Power of Attorney, you should give it to your PCP, other providers, and a trusted family member or friend so that they know your wishes.

If the laws regarding advance directives are changed, GHP Family will tell you in writing what the change is within 90 days of the change. For information on GHP Family’s policies on advance directives, call Member Services at 855-227-1302 (PA Relay: 711), or visit the GHP Family’s website at GHPFamily.com.

Living Wills
A Living will is a document that you create. It states what medical care you do, and do not, want to get if you cannot tell your doctor or other providers the type of care you want. Your doctor must have a copy and must decide that you are unable to make decisions for yourself for a Living Will to be used. You may revoke or change a Living Will at any time.

Health Care Power of Attorney
A Health Care Power of Attorney is also called a Durable Power of Attorney. A Health Care or Durable Power of Attorney is a document in which you give someone else the power to make medical treatment decisions for you if you are physically or mentally unable to make them yourself. It also states what must happen for the Power of Attorney to take effect. To create a Health Care Power of Attorney, you may but do not have to get legal help. You may contact 855-227-1302 (PA Relay: 711) for more information or direction to resources near you.

What to Do if a Provider Does Not Follow Your Advance Directive
Providers do not have to follow your advance directive if they disagree with it as a matter of conscience. If your PCP or other provider does not want to follow your advance directive, GHP Family will help you find a provider that will carry out your wishes. Please call Member Services at 855-227-1302 (PA Relay: 711), if you need help finding a new provider.

If a provider does not follow your advance directive, you may file a Complaint. Please see page 70 in Section 8 of this Handbook, Complaints, Grievances, and Fair Hearings for information on how to file a Complaint; or call Member Services at 855-227-1302 (PA Relay: 711).
Section 7 – Behavioral Health Services
Behavioral Health Care

Behavioral health services are available through your behavioral health managed care organization (BH-MCO). These services include mental health and drug and alcohol treatment. Contact information for the BH-MCO is listed below. You can also call Member Services at 855-227-1302 (PA Relay: 711) to get contact information for your BH-MCO.

You can call your BH-MCO toll-free 24 hours a day, 7 days a week.

<table>
<thead>
<tr>
<th>County</th>
<th>Behavioral Health Plan</th>
<th>Phone number</th>
<th>En Español</th>
<th>TTY/TDD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bradford</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Carbon</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-473-5862</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Centre</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Clinton</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>855-520-9787</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Columbia</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Juniata</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Lackawanna</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-668-4696</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Luzerne</td>
<td>Community Care Behavioral Health&lt;br&gt;[link]</td>
<td>866-668-4696</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>County</td>
<td>Community Care Behavioral Health</td>
<td>Phone 1</td>
<td>Phone 2</td>
<td>Phone 3</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Lycoming</td>
<td>Community Care Behavioral Health</td>
<td>855-520-9787</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Mifflin</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Monroe</td>
<td>Community Care Behavioral Health</td>
<td>866-473-5862</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Montour</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Northumberland</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Pike</td>
<td>Community Care Behavioral Health</td>
<td>866-473-5862</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Schuylkill</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Snyder</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Sullivan</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Susquehanna</td>
<td>Community Care Behavioral Health</td>
<td>866-668-4696</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Tioga</td>
<td>Community Care Behavioral Health</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Union</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Wayne</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>866-878-6046</td>
<td>166-229-3187</td>
<td>877-877-3580</td>
</tr>
</tbody>
</table>

You do not need a referral from your PCP to get behavioral health services, but your PCP will work with your BH-MCO and behavioral health providers to help get you the care that best meets your needs. You should let your PCP know if you, or someone in your family, is having a mental health or drug and alcohol problem.

Covered behavioral health services include:
- Inpatient psychiatric hospital services
- Inpatient drug and alcohol services
- Mental health partial hospitalization
- Outpatient mental health services
- Outpatient drug and alcohol services
- Methadone maintenance
- Peer support services
- Mental health crisis intervention services
- Mental health targeted case management
- Community-based services
- Clozaril support
- Tobacco cessation counseling services
- Lab and diagnostic tests
- Residential treatment services for individuals under the age of 21
- Family-based mental health services for individuals under the age of 21

Your BH-MCO can help you get transportation to your appointments.
Section 8 – Complaints, Grievances, and Fair Hearings
Complaints, Grievances, and Fair Hearings

If a provider or GHP Family does something that you are unhappy about or do not agree with, you can tell GHP Family or the Department of Human Services what you are unhappy about or that you disagree with what the provider or GHP Family has done. This section describes what you can do and what will happen.

Complaints

What is a Complaint?

A complaint is when you tell GHP Family you are unhappy with GHP Family or your provider or do not agree with a decision by GHP Family.

Some things you may complain about:
• You are unhappy with the care you are getting.
• You cannot get the service or item you want because it is not a covered service or item.
• You have not gotten services that GHP Family has approved.
• You were denied a request to disagree with a decision that you have to pay your provider.

First Level Complaint

What Should I Do if I Have a Complaint?

To file a first level Complaint:
• Call GHP Family at 855-227-1302 (PA Relay: 711), and tell GHP Family your Complaint, or
• Write down your Complaint and send it to GHP Family by mail or fax, or
• If you received a notice from GHP Family telling you GHP Family’s decision and the notice included a Complaint/Grievance Request Form, fill out the form and send it to GHP Family by mail or fax.

GHP Family
ATTN: Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220

Your provider can file a Complaint for you if you give the provider your consent in writing to do so.

When Should I File a First Level Complaint?

Some Complaints have a time limit on filing. You must file a Complaint within 60 days of getting a notice telling you that:
• GHP Family has decided that you cannot get a service or item you want because it is not a covered service or item.
• GHP Family will not pay a provider for a service or item you got.
• GHP Family did not tell you its decision about a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
• GHP Family has denied your request to disagree with GHP Family’s decision that you must pay your provider.

You must file a Complaint **within 60 days of the date you should have gotten a service or item** if you did not get a service or item. The time by which you should have received a service or item is listed below:

<table>
<thead>
<tr>
<th>New member appointment for your first examination…</th>
<th>We will make an appointment for you…</th>
</tr>
</thead>
<tbody>
<tr>
<td>members with HIV/AIDS</td>
<td>with PCP or specialist no later than 7 days after you become a member in GHP Family unless you are already being treated by a PCP or specialist.</td>
</tr>
<tr>
<td>members who receive Supplemental Security Income (SSI)</td>
<td>with PCP or specialist no later than 45 days after you become a member in GHP Family, unless you are already being treated by a PCP or specialist.</td>
</tr>
<tr>
<td>members under the age of 21</td>
<td>with PCP for an EPSDT exam no later than 45 days after you become a member in GHP Family, unless you are already being treated by a PCP or specialist.</td>
</tr>
<tr>
<td>all other members</td>
<td>with PCP no later than 3 weeks after you become a member in GHP Family.</td>
</tr>
</tbody>
</table>

**Members who are pregnant:**

<table>
<thead>
<tr>
<th>We will make an appointment for you…</th>
</tr>
</thead>
<tbody>
<tr>
<td>pregnant women in their first trimester</td>
</tr>
<tr>
<td>pregnant women in their second trimester</td>
</tr>
<tr>
<td>Pregnant women in their third trimester</td>
</tr>
<tr>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Pregnant women with high-risk pregnancies</td>
</tr>
<tr>
<td>Appointment with…</td>
</tr>
<tr>
<td><strong>PCP</strong></td>
</tr>
<tr>
<td>Urgent medical condition</td>
</tr>
<tr>
<td>Routine appointment</td>
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<tr>
<td>Health assessment/general physical exam</td>
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<tr>
<td><strong>Specialist (When referred by PCP)</strong></td>
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<tr>
<td>Urgent medical condition</td>
</tr>
<tr>
<td>Routine appointment with one of the following specialist: Otolaryngology</td>
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<tr>
<td>Dermatology</td>
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<tr>
<td>Dentist</td>
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<tr>
<td>Orthopedic Surgery</td>
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<tr>
<td>Pediatric Endocrinology</td>
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<tr>
<td>Pediatric General Surgery</td>
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<tr>
<td>Pediatric Infectious Disease</td>
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<tr>
<td>Pediatric Neurology</td>
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<td>Pediatric Pulmonology</td>
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<td>Pediatric Gastroenterology</td>
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<td>Pediatric Rheumatology</td>
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<td>Pediatric Hematology</td>
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<td>Pediatric Oncology</td>
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<td>Pediatric Rehab Medicine</td>
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<td>Pediatric Urology</td>
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<tr>
<td>Pediatric Dentistry</td>
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<tr>
<td>Pediatric Allergy &amp; Immunology</td>
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<tr>
<td>Pediatric Nephrology</td>
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<tr>
<td>All other specialties</td>
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You may file all other Complaints at any time.
What Happens After I File a First Level Complaint?
After you file your Complaint, you will get a letter from GHP Family telling you that GHP Family has received your Complaint, and about the First Level Complaint review process.

You may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to GHP Family.

You may attend the Complaint review if you want to attend it. GHP Family will tell you the location, date, and time of the Complaint review at least 7 days before the day of the Complaint review. You may appear at the Complaint review in person, by phone or video conference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

A committee of one or more GHP Family staff who were not involved in and do not work for someone who was involved in the issue you filed your Complaint about will meet to decide about your Complaint. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. GHP Family will mail you a notice within 35 days from the date you filed your First Level Complaint to tell you the decision on your First Level Complaint. The notice will also tell you what you can do if you do not like the decision.

If you need more information about help during the Complaint process, see page 81.

What to do to continue getting services:
If you have been getting the services or items that are being reduced, changed or denied and you file a Complaint verbally, or that is faxed, postmarked, or hand-delivered within 10 days of the date on the notice telling you that the services or items you have been receiving are not covered services or items for you, the services or items will continue until a decision is made.

What if I Do Not Like GHP Family’s Decision?
You may ask for an external Complaint review, a Fair Hearing, or an external Complaint review and a Fair Hearing if the Complaint is about one of the following:
• GHP Family’s decision that you cannot get a service or item you want because it is not a covered service or item.
• GHP Family’s decision to not pay a provider for a service or item you got.
• GHP Family’s failure to decide a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
• You not getting a service or item within the time by which you should have received it.
• GHP Family’s decision to deny your request to disagree with GHP Family’s decision that you must pay your provider.
You must ask for an external Complaint review within 15 days of the date you got the First Level Complaint decision notice.

You must ask for a Fair Hearing within 120 days from the mail date on the notice telling you the Complaint decision.

For all other Complaints, you may file a Second Level Complaint within 45 days of the date you got the Complaint decision notice.

For information about Fair Hearings, see page 82
For information about External Complaint Review, see page 75
If you need more information about help during the Complaint process, see page 81

Second Level Complaint
What Should I Do if I Want to File a Second Level Complaint?
To file a Second Level Complaint:

• Call GHP Family at 866-577-7733, option 0, and tell GHP Family your Second Level Complaint, or
• Write down your Second Level Complaint and send it to GHP Family by mail or fax, or
• Fill out the Complaint Request Form included in your Complaint decision notice and send it to GHP Family by mail or fax.

GHP Family’s address and fax number for Second Level Complaints
GHP Family
ATTN: Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220

What Happens After I File a Second Level Complaint?
After you file your Second Level Complaint, you will get a letter from GHP Family telling you that GHP Family has received your Complaint, and about the Second Level Complaint review process.

You may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint about at no cost to you. You may also send information that you have about your Complaint to GHP Family.

You may attend the Complaint review if you want to attend it. GHP Family will tell you the location, date, and time of the Complaint review at least 15 days before the Complaint review. You may appear at the Complaint review in person, by phone, or by videoconference. If you decide that you do not want to attend the Complaint review, it will not affect the decision.
A committee of 3 or more people, including at least 1 person who does not work for GHP Family, will meet to decide your Second Level Complaint. The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about. If the Complaint is about a clinical issue, a licensed doctor will be on the committee. GHP Family will mail you a notice within 45 days from the date your Second Level Complaint was received to tell you the decision on your Second Level Complaint. The letter will also tell you what you can do if you do not like the decision.

If you need more information about help during the Complaint process, see page 81.

What if I Do Not Like GHP Family’s Decision on My Second Level Complaint?

You may ask for an external review by either the Department of Health or the Insurance Department.

You must ask for an external review within 15 days of the date you got the Second Level Complaint decision notice.

External Complaint Review
How Do I Ask for an External Complaint Review?
You must send your request for external review of your Complaint in writing to either:

Pennsylvania Department of Health
Bureau of Managed Care
Health and Welfare Building, Room 912
625 Forster Street
Harrisburg, PA 17120-0701
Telephone Number: 888-466-2787

Pennsylvania Insurance Department
Bureau of Consumer Services
Room 1209, Strawberry Square
Harrisburg, Pennsylvania 17120
Telephone Number: 877-881-6388

Or

If you ask, the Department of Health will help you put your Complaint in writing.

The Department of Health handles Complaints that involve the way a provider gives care or services. The Insurance Department reviews Complaints that involve GHP Family’s policies and procedures. If you send your request for external review to the wrong Department, it will be sent to the correct Department.
**What Happens After I Ask for an External Complaint Review?**
The Department of Health or the Insurance Department will get your file from GHP Family. You may also send them any other information that may help with the external review of your Complaint.

You may be represented by an attorney or another person such as your representative during the external review.

A decision letter will be sent to you after the decision is made. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

**What to do to continue getting services:**

If you have been getting the services or items that are being reduced, changed or denied and your request for an external Complaint review is postmarked or hand delivered within 10 days of the date on the notice telling you GHP Family’s First Level Complaint decision that you cannot get services or items you have been receiving because they are not covered services or items for you, the services or items will continue until a decision is made.

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**Grievances**

**What is a Grievance?**

When GHP Family denies, decreases, or approves a service or item different than the service or item you requested because it is not medically necessary, you will get a notice telling you GHP Family’s decision.

A Grievance is when you tell GHP Family you disagree with GHP Family’s decision.

**What Should I Do if I Have a Grievance?**

To file a Grievance:

- Call GHP Family at 855-227-1302 (PA Relay: 711) and tell GHP Family your Grievance, or
- Write down your Grievance and send it to GHP Family by mail or fax, or
- Fill out the Complaint/Grievance Request Form included in the denial notice you got from GHP Family and send it to GHP Family by mail or fax.

GHP Family’s address and fax number for Grievances:

GHP Family ATTN: Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220
Fax: 570-271-7225

Your provider can file a Grievance for you if you give the provider your consent in writing to do so. If your provider files a Grievance for you, you cannot file a separate Grievance on your own.
When Should I File a Grievance?
You must file a Grievance within **60 days from the date you get the notice** telling you about the denial, decrease, or approval of a different service or item for you.

What Happens After I File a Grievance?
After you file your Grievance, you will get a letter from GHP Family telling you that GHP Family has received your Grievance, and about the Grievance review process.

You may ask GHP Family to see any information that GHP Family used to make the decision you filed your Grievance about at no cost to you. You may also send information that you have about your Grievance to GHP Family.

You may attend the Grievance review if you want to attend it. GHP Family will tell you the location, date, and time of the Grievance review at least 7 days before the day of the Grievance review. You may appear at the Grievance review in person, by phone, or by videoconference. If you decide that you do not want to attend the Grievance review, it will not affect the decision.

A committee of three or more people, including a licensed doctor, will meet to decide your Grievance. **The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about. GHP Family will mail you a notice within 30 days from the date your Grievance was received to tell you the decision on your Grievance. The notice will also tell you what you can do if you do not like the decision.**

**If you need more information about help during the Grievance process, see page 81.**

What to do to continue getting services:

If you have been getting services or items that are being reduced, changed, or denied and you file a Grievance verbally, or that is faxed, postmarked, or hand-delivered within 10 days of the date on the notice telling you that the services or items you have been receiving are being reduced, changed, or denied, the services or items will continue until a decision is made.

What if I Do Not Like GHP Family’s Decision?
You may ask for an external Grievance review or a Fair Hearing or you may ask for both an external Grievance review and a Fair Hearing. An external Grievance review is a review by a doctor who does not work for GHP Family.

You must ask for an external Grievance review within **15 days of the date you got the Grievance decision notice.**
You must ask for a Fair Hearing from the Department of Human Services within 120 days from the date on the notice telling you the Grievance decision.

For information about Fair Hearings, see page 82.
For information about External Grievance Review, see below
If you need more information about help during the Grievance process, see page 81.

**External Grievance Review**
**How Do I Ask for External Grievance Review?**

To ask for an external Grievance review:
- Call GHP Family 866-577-7733, option 0, and tell GHP Family your Grievance, or
- Write down your Grievance and send it to GHP Family by mail to:

  GHP Family ATTN:
  Appeals Department 100
  North Academy Ave.
  Danville, PA 17822-3220
  Fax: 570-271-7225

GHP Family will send your request for external Grievance review to the Department of Health.

**What Happens After I Ask for an External Grievance Review?**
The Department of Health will notify you of the external Grievance reviewer’s name, address and phone number. You will also be given information about the external Grievance review process.

GHP Family will send your Grievance file to the reviewer. You may provide additional information that may help with the external review of your Grievance to the reviewer within 15 days of filing the request for an external Grievance review.

You will receive a decision letter within 60 days of the date you asked for an external Grievance review. This letter will tell you all the reason(s) for the decision and what you can do if you do not like the decision.

**What to do to continue getting services:**

If you have been getting the services or items that are being reduced, changed, or denied and you ask for an external Grievance review verbally or in a letter that is postmarked or hand-delivered within 10 days of the date on the notice telling you GHP Family’s Grievance decision, the services or items will continue until a decision is made.
Expedited Complaints and Grievances
What Can I Do if My Health Is at Immediate Risk?
If your doctor or dentist believes that waiting 45 days to get a decision about your Complaint or Grievance could harm your health, you or your doctor or dentist may ask that your Complaint or Grievance be decided more quickly. For your Complaint or Grievance to be decided more quickly:

- You must ask GHP Family for an early decision by calling GHP Family at 855-2271302, (PA Relay: 711) or faxing a letter or the Complaint/Grievance Request Form to 570-271-7225.

- Your doctor or dentist should fax a signed letter to 570-271-7225 within 72 hours of your request for an early decision that explains why GHP Family taking 45 days to tell you the decision about your Complaint or Grievance could harm your health.

If GHP Family does not receive a letter from your doctor or dentist and the information provided does not show that taking the usual amount of time to decide your Complaint or Grievance could harm your health, GHP Family will decide your Complaint or Grievance in the usual time frame of 45 days from when GHP Family first got your Complaint or Grievance.

Expedited Complaint and Expedited External Complaint
Your expedited Complaint will be reviewed by a committee that includes a licensed doctor. Members of the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Complaint about.

You may attend the expedited Complaint review if you want to attend it. You can attend the Complaint review in person but may have to appear by phone or by videoconference because GHP Family has a short amount of time to decide an expedited Complaint. If you decide that you do not want to attend the Complaint review, it will not affect the decision.

GHP Family will tell you the decision about your Complaint within 48 hours of when GHP Family gets your doctor’s or dentist’s letter explaining why the usual time frame for deciding your Complaint will harm your health or within 72 hours from when GHP Family gets your request for an early decision, whichever is sooner, unless you ask GHP Family to take more time to decide your Complaint. You can ask GHP Family to take up to 14 more days to decide your Complaint. You will also get a notice telling you the reason(s) for the decision and how to ask for expedited external Complaint review if you do not like the decision.

If you did not like the expedited Complaint decision, you may ask for an expedited external Complaint review from the Department of Health within two business days from the date you get the expedited Complaint decision notice. To ask for expedited external review of a Complaint:
Call GHP Family at 866-577-7733, option 0, or (PA Relay: 711), and tell GHP Family your Complaint, or
Write down your Complaint and send it to GHP Family by mail or fax:

GHP Family ATTN:
Appeals Department
100 N. Academy Ave.
Danville, PA 17822-3220
Fax: 570-271-7225

Expedited Grievance and Expedited External Grievance
A committee of three or more people, including a licensed doctor, will meet to decide your Grievance. The GHP Family staff on the committee will not have been involved in and will not have worked for someone who was involved in the issue you filed your Grievance about.

You may attend the expedited Grievance review if you want to attend it. You can attend the Grievance review in person but may have to appear by phone or by videoconference because GHP Family has a short amount of time to decide the expedited Grievance. If you decide that you do not want to attend the Grievance review, it will not affect our decision.

GHP Family will tell you the decision about your Grievance within 48 hours of when GHP Family gets your doctor’s or dentist’s letter explaining why the usual time frame for deciding your Grievance will harm your health or within 72 hours from when GHP Family gets your request for an early decision, whichever is sooner, unless you ask GHP Family to take more time to decide your Grievance. You can ask GHP Family to take up to 14 more days to decide your Grievance. You will also get a notice telling you the reason(s) for the decision and what to do if you do not like the decision.

If you do not like the expedited Grievance decision, you may ask for an expedited external Grievance review or an expedited Fair Hearing by the Department of Human Services or both an expedited external Grievance review and an expedited Fair Hearing.
You must ask for expedited external Grievance review by the Department of Health within 2 business days from the date you get the expedited Grievance decision notice. To ask for expedited external review of a Grievance:

- Call GHP Family at 866-577-7733, option 0, or (PA Relay: 711), and tell GHP Family your Grievance, or
- Write down your Grievance and send it to GHP Family by mail or fax:

  GHP Family ATTN:  
  Appeals Department  
  100 N. Academy Ave.  
  Danville, PA 17822-3220  
  Fax: 570-271-7225

GHP Family will send your request to the Department of Health within 24 hours after receiving it.

You must ask for a Fair Hearing within 120 days from the date on the notice telling you the expedited Grievance decision.

**What Kind of Help Can I Have with the Complaint and Grievance Processes?**

If you need help filing your Complaint or Grievance, a staff member of GHP Family will help you. This person can also represent you during the Complaint or Grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your Complaint or Grievance.

You may also have a family member, friend, lawyer or other person help you file your Complaint or Grievance. This person can also help you if you decide you want to appear at the Complaint or Grievance review.

At any time during the Complaint or Grievance process, you can have someone you know represent you or act for you. If you decide to have someone represent or act for you, tell GHP Family, in writing, the name of that person and how GHP Family can reach him or her.

You or the person you choose to represent you may ask GHP Family to see any information GHP Family has about the issue you filed your Complaint or Grievance about at no cost to you.

You may call GHP Family’s toll-free telephone number at 855-227-1302 (PA Relay: 711), if you need help or have questions about Complaints and Grievances. You can contact your local legal aid office (see Appendix A for phone numbers) or call the Pennsylvania Health Law Project at 800-274-3258.
**Persons Whose Primary Language Is Not English**
If you ask for language services, GHP Family will provide the services at no cost to you.

**Persons with Disabilities**
GHP Family will provide persons with disabilities with the following help in presenting Complaints or Grievances at no cost, if needed. This help includes:

- Providing sign language interpreters;
- Providing information submitted by GHP Family at the Complaint or Grievance review in an alternative format. The alternative format version will be given to you before the review; and
- Providing someone to help copy and present information.

**Department of Human Services Fair Hearings**
In some cases, you can ask the Department of Human Services to hold a hearing because you are unhappy about or do not agree with something GHP Family did or did not do. These hearings are called “Fair Hearings.” You can ask for a Fair Hearing after GHP Family decides your First Level Complaint or decides your Grievance.

**What Can I Request a Fair Hearing About, and By When Do I Have to Ask for a Fair Hearing?**
Your request for a Fair Hearing must be postmarked within **120 days from the date on the notice** telling you GHP Family's decision on your First Level Complaint or Grievance about the following:

- The denial of a service or item you want because it is not a covered service or item.
- The denial of payment to a provider for a service or item you got and the provider can bill you for the service or item.
- GHP Family’s failure to decide a First Level Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
- The denial of your request to disagree with GHP Family’s decision that you have to pay your provider.
- The denial of a service or item, decrease of a service or item, or approval of a service or item different from the service or item you requested because it was not medically necessary.
- You’re not getting a service or item within the time by which you should have received a service or item.

You can also request a Fair Hearing within 120 days from the date on the notice telling you that GHP Family failed to decide a First Level Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance.
How Do I Ask for a Fair Hearing?
Your request for a Fair Hearing must be in writing. You can either fill out and sign the Fair Hearing Request Form included in the Complaint or the Grievance decision notice or write and sign a letter.

If you write a letter, it needs to include the following information:
• Your (the member’s) name and date of birth;
• A telephone number where you can be reached during the day;
• Whether you want to have the Fair Hearing in person or by telephone;
• The reason(s) you are asking for a Fair Hearing; and
• A copy of any letter you received about the issue you are asking for a Fair Hearing about.

You must send your request for a Fair Hearing to the following address:

Department of Human Services
Office of Medical Assistance Programs – HealthChoices Program
Complaint, Grievance and Fair Hearings
PO Box 2675
Harrisburg, PA 17105-2675

What Happens After I Ask for a Fair Hearing?
You will get a letter from the Department of Human Services’ Bureau of Hearings and Appeals telling you where the hearing will be held and the date and time for the hearing. You will receive this letter at least 10 days before the date of the hearing.

You may come to where the Fair Hearing will be held or be included by phone. A family member, friend, lawyer or other person may help you during the Fair Hearing. You MUST participate in the Fair Hearing.

GHP Family will also go to your Fair Hearing to explain why GHP Family made the decision or explain what happened.

You may ask GHP Family to give you any records, reports and other information about the issue you requested your Fair Hearing about at no cost to you.
When Will the Fair Hearing Be Decided?
The Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with GHP Family, not including the number of days between the date on the written notice of the GHP Family’s First Level Complaint decision or Grievance decision and the date you asked for a Fair Hearing.

If you requested a Fair Hearing because GHP Family did not tell you its decision about a Complaint or Grievance you told GHP Family about within 30 days from when GHP Family got your Complaint or Grievance, your Fair Hearing will be decided within 90 days from when you filed your Complaint or Grievance with GHP Family, not including the number of days between the date on the notice telling you that GHP Family failed to timely decide your Complaint or Grievance and the date you asked for a Fair Hearing.

The Department of Human Services will send you the decision in writing and tell you what to do if you do not like the decision.

If your Fair Hearing is not decided within 90 days from the date the Department of Human Services receives your request, you may be able to get your services until your Fair Hearing is decided. You can call the Department of Human Services at 800-798-2339 to ask for your services.

What to do to continue getting services:

If you have been getting the services or items that are being reduced, changed or denied and you ask for a Fair Hearing and your request is postmarked or hand delivered within 10 days of the date on the notice telling you GHP Family’s First Level Complaint or Grievance decision, the services or items will continue until a decision is made.
Expedited Fair Hearing
What Can I Do if My Health Is at Immediate Risk?
If your doctor or dentist believes that waiting the usual time frame for deciding a Fair Hearing could harm your health, you may ask that the Fair Hearing take place more quickly. This is called an expedited Fair Hearing. You can ask for an early decision by calling the Department at 800-798-2339 or by faxing a letter or the Fair Hearing Request Form to 717-772-6328. Your doctor or dentist must fax a signed letter to 717772-6328 explaining why taking the usual amount of time to decide your Fair Hearing could harm your health. If your doctor or dentist does not send a letter, your doctor or dentist must testify at the Fair Hearing to explain why taking the usual amount of time to decide your Fair Hearing could harm your health.

The Bureau of Hearings and Appeals will schedule a telephone hearing and will tell you its decision within 3 business days after you asked for a Fair Hearing.

If your doctor does not send a written statement and does not testify at the Fair Hearing, the Fair Hearing decision will not be expedited. Another hearing will be scheduled, and the Fair Hearing will be decided using the usual time frame for deciding a Fair Hearing.

You may call GHP Family’s toll-free telephone number at 855-227-1302 (PA Relay 711) if you need help or have questions about Fair Hearings, you can contact your local legal aid office (see Appendix A for phone numbers) or call the Pennsylvania Health Law Project at 800-274-3258.
Appendix A
Important Telephone Numbers

Geisinger Health Plan Family (GHP Family) Phone Numbers

GHP Family Member Services .............................................................. 855-227-1302
(8 a.m. - 5 p.m. Mon., Tue., Thurs., Fri.; Wed. 8 a.m. - 8 p.m.) TTY users call (PA Relay 711)

GHP Family Case Management Department ...................................... 800-883-6355

GHP Family Pharmacy Member Services .......................................... 855-552-6028

GHP Family Special Needs Unit .......................................................... 855-214-8100

GHP Fraud and Abuse Hotline ............................................................ 800-292-1627

GHP Family Quality Improvement (EPSDT Services) ......................... 866-847-1216

Tel-A-Nurse ....................................................................................... 877-543-5061
(24 hours, 7 days a week)

State of Pennsylvania Contacts

PA Enrollment Assistance ................................................................. 800-440-3989
TTY: 800-618-4225

PA Medical Assistance Provider Compliance Hotline ....................... 866-379-8477
(for reporting suspected fraud and/or abuse – see Section 2 of this Handbook)

Pennsylvania Medical Assistance Customer Service Call Center ........ 866-542-3015
TTY: 877-202-3021

The Department of Human Services Hotline .................................... 800-692-7462
(for information on eligibility and other requirements for DHS programs)

Pennsylvania Tobacco Cessation Information ................................... 800-QUIT-NOW

WIC Hotline ....................................................................................... 800-942-9467
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<th>County</th>
<th>Behavioral Health Plan</th>
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<td>Centre</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
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<td>Clinton</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>855-520-9787</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
</tr>
<tr>
<td>Columbia</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
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<td>Montour</td>
<td>Community Care Behavioral Health <a href="http://www.ccbh.com">http://www.ccbh.com</a></td>
<td>866-878-6046</td>
<td>866-229-3187</td>
<td>877-877-3580</td>
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<tr>
<td>Region</td>
<td>Community Care Behavioral Health</td>
<td>Northumberland</td>
<td>866-878-6046</td>
<td>866-229-3187</td>
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<tr>
<td>Pike</td>
<td>Community Care Behavioral Health</td>
<td></td>
<td>866-473-5862</td>
<td>866-229-3187</td>
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<td>Schuylkill</td>
<td>Community Care Behavioral Health</td>
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<td>866-878-6046</td>
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<td>Snyder</td>
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<td>866-878-6046</td>
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<td>Sullivan</td>
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<td>866-878-6046</td>
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<td>814-355-6807</td>
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<td>Clinton</td>
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<td>717-242-2277</td>
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<td>800-479-2626</td>
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<td>570-296-3408</td>
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<td>866-278-9332</td>
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<td>Tioga</td>
<td>570-659-5330</td>
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<td>570-288-8420</td>
<td>800-679-4135</td>
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## County Assistance Office Phone Numbers

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<thead>
<tr>
<th>County</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Bradford</td>
<td>Toll Free: 800-542-3938 Local: 570-265-9186</td>
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<td>Carbon</td>
<td>Toll Free: 800-314-0963 Local: 610-577-9020</td>
</tr>
<tr>
<td>Centre</td>
<td>Toll Free: 800-355-6024 Local: 814-863-6571</td>
</tr>
<tr>
<td>Clinton</td>
<td>Toll Free: 800-820-4159 Local: 570-748-2971</td>
</tr>
<tr>
<td>Columbia</td>
<td>Toll Free: 877-211-1322 Local: 570-265-9186</td>
</tr>
<tr>
<td>Juniata</td>
<td>Toll Free: 800-586-4282 Local: 717-436-2158</td>
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<tr>
<td>Lackawanna</td>
<td>Toll Free: 877-431-1887 Local: 570-963-4842</td>
</tr>
<tr>
<td>Luzerne</td>
<td>Toll Free: 866-220-9320 Local: 570-826-2100</td>
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<tr>
<td>Lycoming</td>
<td>Toll Free: 877-867-4014 Local: 570-327-3300</td>
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<tr>
<td>Mifflin</td>
<td>Toll Free: 800-382-5253 Local: 717-248-6746</td>
</tr>
<tr>
<td>Monroe</td>
<td>Toll Free: 877-905-1495 Local: 570-424-3030</td>
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<tr>
<td>Montour</td>
<td>Toll Free: 866-596-5944 Local: 570-275-7430</td>
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<td>Northumberland</td>
<td>Toll Free: 800-368-8390 Local: 570-988-5900</td>
</tr>
<tr>
<td>Pike</td>
<td>Toll Free: 866-267-9181 Local: 570-296-6114</td>
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<tr>
<td>Schuylkill</td>
<td>Toll Free: 877-306-5439 Local: 570-621-3000</td>
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<td>Snyder</td>
<td>Toll Free: 866-713-8584 Local: 570-374-8126</td>
</tr>
<tr>
<td>Sullivan</td>
<td>Toll Free: 877-265-1681 Local: 570-946-7174</td>
</tr>
<tr>
<td>Susquehanna</td>
<td>Toll Free: 888-753-6328 Local: 570-278-3891</td>
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<tr>
<td>Tioga</td>
<td>Toll Free: 800-525-6842 Local: 570-724-4051</td>
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<tr>
<td>Union</td>
<td>Toll Free: 877-628-2003 Local: 570-524-2201</td>
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<tr>
<td>Wayne</td>
<td>Toll Free: 877-879-5267 Local: 570-253-7100</td>
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Mental Health/Intellectual Disability Services
855-214-8100
National Suicide Prevention Hotline
800-273-TALK (8255)

Crisis Intervention Services Phone Numbers

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<th>Toll Free Phone Number</th>
<th>Toll Phone Number</th>
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<tr>
<td>Bradford</td>
<td>877-724-7142</td>
<td>N/A</td>
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<tr>
<td>Carbon</td>
<td>800-338-6467</td>
<td>610-377-0773 (MH/DS); 570-992-0879; TTY 570-420-1904</td>
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<tr>
<td>Centre</td>
<td>800-643-5432</td>
<td>N/A</td>
</tr>
<tr>
<td>Clinton</td>
<td>800-525-7938 Drug &amp; Alcohol 888-941-2721</td>
<td>570-748-2262; D&amp;A 570-323-8543</td>
</tr>
<tr>
<td>Columbia</td>
<td>800-222-9016</td>
<td>570-275-4962 (Daytime, weekdays only)</td>
</tr>
<tr>
<td>Juniata</td>
<td>800-929-9583</td>
<td>N/A</td>
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<tr>
<td>Lackawanna</td>
<td>N/A</td>
<td>570-348-6100</td>
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<tr>
<td>Luzerne</td>
<td>Child Crisis only 888-8291341</td>
<td>570-552-6000</td>
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<tr>
<td>Lycoming</td>
<td>800-525-7938 Drug &amp; Alcohol 888-941-2721</td>
<td>570-326-7895; D&amp;A 570-323-8543</td>
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<td>800-929-9583</td>
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<td>Monroe</td>
<td>800-338-6467</td>
<td>570-421-2901(MH/DS); 570-992-0879; TTY 570-420-1904</td>
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<tr>
<td>Montour</td>
<td>800-222-9016</td>
<td>570-275-4962 (Daytime, weekdays only)</td>
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<tr>
<td>Northumberland</td>
<td>800-222-9016</td>
<td>570-495-2040 or 570-495-2041 (Daytime only)</td>
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<tr>
<td>Pike</td>
<td>800-338-6467</td>
<td>570-296-6484(MH/DS); 570-992-0879; TTY 570-420-1904</td>
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<td>Schuylkill</td>
<td>877-993-4357</td>
<td>570-628-0152; 570-628-4731</td>
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<td>Snyder</td>
<td>800-222-9016</td>
<td>570-275-4962 (Daytime, weekdays only)</td>
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<td>Sullivan</td>
<td>877-724-7142</td>
<td>N/A</td>
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<td>Wyoming</td>
<td>Child Crisis only 888-829-1341</td>
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## Legal Aid Phone Numbers

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<td>Centre</td>
<td>800-326-9177</td>
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<tr>
<td>Clinton</td>
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<tr>
<td>Wayne</td>
<td>877-953-4250</td>
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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, 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, or
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, or
Email: RA-PWEOAO@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 https://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
1-800-368-1019, 800-537-7697 (TDD)

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）。

Melhorada: Êa kient terná la langué, ñan xamnamen mën-mëna nguléy tétoñwëfak.Lé mép 800-447-4000 (PA RELAY: 711).

ध्यान दिनेंहौसः तपाईले नेपाली बोल्नुहुँदा भने तपाईको निजिक भाषा सहायता सेवाहरू लिने शुल्क रूपमा उपलब्ध छ ।

फोन गनेंहौस 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.

প্রতিবাদী ভাষাতে সহায়তা হবে, অফিসিয়াল সহায়তার জন্য নিজের ভাষায় কর্মকান্ড পরিচালনা বা ফোন নমুনা 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).

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800-447-4000 (PA RELAY: 711) entre 24 et 48h.

ATANSYC: Si w pale Kreyòl Ayisyen, gen sèvis ed 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).

लक्ष्य करन: यदि आपने बांग्ला, कथा बनने पारें, तब दुपार दिनशिकार भाषा सहायता परिषद उपलब्ध है। कॉल करन 800-447-4000 (PA RELAY: 711)।

KUJDES: Nëse filiti shqip, për ju ka ndëroprezion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-447-4000 (PA RELAY: 711).

सुधाना: जै तमे गुजराती भोलता हो, तो नि:शुल्क भाषा सहायता सेवाओं तमाम मात्रे उपलब्ध है। कॉल करो 800-447-4000 (PA RELAY: 711).