Warm up with these GHP Family perks

All members can enjoy discounts on fitness center memberships, eyeglasses and contact lenses, amusement parks, event tickets and recreational activities.

You can also take advantage of no-cost preventive services, such as well-child visits and health screenings. This includes vaccines like tetanus, hepatitis, polio, chickenpox, and the flu shot!

Good stuff, right? Call us at 855-227-1302 (PA RELAY: 711) to learn more! Be sure to ask about our no-cost health management programs and special needs unit too.

GHP welcomes Penn State Health!

Penn State Health is now part of our provider network! This means you have additional access to more than 2,000 physicians in 127 Penn State Health locations, including providers at Hershey Medical Center, St. Joseph Medical Center in Reading and Penn State Children’s Hospital.

To find a Penn State Health participating provider, visit our online provider search at GeisingerHealthPlan.com

Geisinger recently announced it intends to transfer ownership of Holy Spirit to Penn State Health in June 2020. If this happens, keep smiling! Penn State Health plans to keep Holy Spirit and its affiliated locations as part of our provider network.

* Select narrow networks are not included in this agreement.

In this issue

2-3 Real world WIC
4 Sexual health
5 Drug list changes
5 Opioid treatments
Mail order pharmacy
List of covered drugs
Making a positive impact: WIC in the real world

Submitted by Alyssa Dicker, Bureau of WIC, student intern from Millersville University

Thankful. That’s the word Aimee from Coopersburg used to describe the 11 years her family has been enrolled in the WIC program. Aimee is the proud mother of six children, ranging from 6 months old to 11 years old, including a set of twins. WIC has been helping her family ever since their first child and has been a staple in their life and their family’s overall health and nutrition.

As busy moms like Aimee know, life only gets busier with each child. “Though I have six kids, each is different and it’s helpful to have people who studied nutrition to help you out. At the appointments, it’s especially helpful to have guidelines to help your child stay on track.” —Aimee

She’s grateful WIC monitors each child individually, so they not only get nutritional information, but specific healthy foods for each child. Aimee appreciates how the nutritionists help her set goals, cook creatively, understand the impact of too much sugar and replace unhealthy options with healthy ones.

Being an experienced parent, Aimee knows her teaching is only as good as her example. With help from WIC, Aimee can confidently model healthy eating habits for her children. She knows if she doesn’t eat well, her children won’t either. The nutritional advice goes a long way in their household, but it’s just the beginning of why Aimee is thankful.
Aimee’s 6-month-old has allergies and needs a specific type of formula, which is difficult to obtain. With a doctor’s note, Aimee was able to get the formula at WIC and it is now shipped directly to her home. She was also glad to have WIC when her husband was discharged from the Army and they went from a full-time salary to unemployment while he looked for a new job.

“We had to learn how to budget our food, but WIC made it so that we didn't need to budget certain food items.” — Aimee

Aimee recognizes WIC cares about moms like her. Since nutrition plays a vital role in overall health, WIC partners with moms to help them maintain healthy pregnancy and postpartum weights so they can feel their best both physically and emotionally. Despite her strong support system at home, Aimee is glad WIC nutritionists ask if moms are content, especially as many are dealing with postpartum depression.

“WIC helped remind me to take care of myself. If I can’t take care of myself, I can’t take care of others.” — Aimee

With all the ways WIC helps and cares about Aimee and her family, Aimee said more than anything, she is grateful.

“What does WIC in the real world look like? Partnering with moms like Aimee and her family to help them live happy and healthy lives. WIC offers professional nutritional advice, helps families save on grocery bills, accommodates special needs, and shows they care for each family all while making a positive impact. To learn more about WIC, go to pawic.com or call 1-800-WIC-WINS.
Protecting sexual health

Submitted by Department of Health and Human Services

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a sexually transmitted infection (STI). If partners refuse to use condoms they are at risk for spreading an STI. If an STI is not treated it can cause serious health problems.

1 in 5 women being abused by a partner report that they were forced to have a baby. Some said their partner hid their birth control pills, or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never okay. It is a sign of an unhealthy relationship.

If you are with a partner who wants to have a baby and you don’t, there are some forms of birth control that are easy to hide.

• Plan B/Emergency contraception  • IUD
• Nexplanon  • Depo Provera

Make sure you talk to your doctor about which birth control option is best for you. Remember that none of these will prevent an STI. If you are worried about STIs, talk to your doctor about getting tested. If your partner is making you feel unsafe, or forcing you to have sex, use these resources to find help:

pcar.org/help-pa/find-services
pcadv.org/find-help/find-your-local-domestic-violence-program/
loveisrespect.org/for-yourself/contact-us/
plannedparenthood.org/get-care/our-services

Naloxone aids in opioid treatments

Naloxone, a medication that can help reverse the overdose effects of opioids, is now recommended* for all members who are taking increased amounts of opioid medications for pain treatments. Geisinger Health Plan offers a variety of Naloxone products, including syringes, cartridges and nasal sprays. If you are a member who is prescribed opioids for pain treatment, please talk with your doctor or pharmacist for more information.

* cdc.gov/drugoverdose/pdf/guide lines_at-a-glance-a.pdf
Changes to your preferred drug list (PDL)

As of January 1, GHP Family will be required to use a new statewide preferred drug list (formulary) developed by the Department of Human Services Pharmacy and Therapeutics Committee.

This will result in medication changes, but we’re here to help! If you are impacted by these changes, you will receive a letter telling you which medications need to be changed and what similar medications are covered as part of the new PDL.*

Make sure to talk to your doctor, too. If your doctor thinks you should continue your current medication, he or she must contact GHP Family to submit a request for a prior authorization.

To view the new preferred drug list, visit papdl.com/preferred-drug-list.

Have questions? Call us at 855-552-6028 (PA Relay: 711).

* Some preferred alternatives may have an age restriction, quantity limit, or require prior authorization.

Mail order madness!

Take advantage of Geisinger’s mail order pharmacy to receive 90-day supplies of medications mailed right to your doorstep!*

Visit GeisingerHealthPlan.com/rx and fill out the enrollment form or contact CareSite Mail Order Pharmacy by phone at 844-878-5562 (PA RELAY: 711), 6:30 a.m. - 5 p.m., Monday – Friday.

* This benefit includes maintenance medications, like diabetes, blood pressure or cholesterol medications, but does not include all medications. Benefits and costs will vary depending on your specific coverage or if you’re enrolled in a cost assistance program. Please contact the Customer Care Team with any questions.

List of covered drugs available online

Formulary updates (a list of drugs covered under your pharmacy benefit) are available at GHPFamily.com. Information provided includes covered drugs, quantity limits, tiering levels and how drug coverage is provided.

Keep in mind, when medications are not listed, GHP Family will not pay for them unless an exception is granted. Some medications may require your doctor’s approval.

Contact GHP Family member services with benefit questions or to request a printed formulary by calling 855-227-1302 (PA RELAY: 711), Monday, Tuesday, Thursday and Friday, from 7 a.m. - 7 p.m., Wednesday from 7 a.m. to 8 p.m. or Saturday, 8 a.m. - 2 p.m.
Discrimination is against the law

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, 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-PWBEAOA@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)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (PA RELAY: 711).

metros: Geмеждународьных услуг, вы можете обратиться по телефону 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.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-447-4000 (PA RELAY: 711).

ATANSYON: 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).

कल्चरल करुँ यदि आपने बांग्ला, कस्ता बलते पारेन, ताहले निंधेकरचा भाषा सहायता घरिबाबा उपलब्ध आहे। फोन करून 800-447-4000 (PA RELAY: 711)।

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

सुचना: जो तमे गुजराती बोलता हो, तो निःशुल्क भाषा सहायता सेवाओं तमामा माते उपलब्ध हैं। फ़ोन करें 800-447-4000 (PA RELAY: 711).
Stay safe while staying warm

Carbon monoxide (CO) may be considered “invisible” as a colorless, odorless gas, but there are prevention strategies to keep CO poisoning from affecting you or your family.

Since most CO exposure happens in the winter when we’re heating our homes, consider the following five tips:

• Install CO detectors in areas with appliances that burn fuel
• Have fuel-burning appliances professionally checked and cleaned every year
• Have your fireplace cleaned and inspected each year
• Use fuel-burning space heaters only in well-ventilated areas
• Don’t use a gas oven for heat

CO poisoning is very similar to symptoms from other health conditions, such as the flu or food poisoning. If you’re ever unsure of possible poisoning, please seek medical attention immediately.