

Geisinger  
GHP Family

# Member Update



Think you  
don't need  
a flu shot?

## ...Because it will give you the flu? Not true!

The flu vaccine is made from a dead virus that cannot make you sick; it helps your body build immunity to help you stay healthy.

## ...Because you're healthy? Not true!

Even strong, healthy people can get the flu. Thousands of healthy adults and children die each year in the U.S. due to flu-related complications.

## ...Because antibiotics will make you feel better? Not true!

Antibiotics fight bacteria with no effect on viruses or the flu. The flu is not like the common cold. Symptoms include fever, chills, headache, sore throat, muscle aches and runny nose which can result in several days of missed work or school.

The flu vaccine is recommended for everyone six months of age and older.

Your primary care physician or a participating retail pharmacy can administer the flu vaccine at no cost. Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) to select a participating pharmacy in your area.\*

Many Geisinger hospitals and facilities also provide flu shots. [See the list of locations at Geisinger.org/flu](http://Geisinger.org/flu).

*\*If at a pharmacy, the vaccine must be administered by a pharmacist and billed through the pharmacy claims system. Not all pharmacies offer flu vaccines. There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.*

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## Leave the lead poisoning at the door

Protect your kids from hard-to-see dangers like lead poisoning with these two quick tips:

**Evaluate your home.** Look for any lead-based sources. Consider things like lead-based paint (common in houses built before 1978) and lead-based plumbing, which can release lead particles into your home's water supply.

**Schedule a screening.** Medical professionals recommend that all children – especially under the age of two – receive a lead screening from your family doctor.

Call your family doctor to schedule a lead screening for your child today. You can also reach out to the GHP Family member service team at 855-227-1302 (PA RELAY: 711) to help set up a professional screening.



## Caring for the "whole you"

As part of our Patient-Centered Medical Home Program, we believe the secret to positive health and well-being is focusing on the "whole you."

To effectively do this, we happily and proudly dedicate a whole team to work with you and your family.



### Case managers

Case managers work with you to create care plans. Many times, a registered nurse or a nurse case manager gets involved, too, to provide medical guidance to the care plan.

### Behavioral health case managers

Our behavioral health case managers often work with social workers. Together, they are responsible for care, education, assessments and interventions for any members who have a mental health or substance issue.

### Community health assistants

Our community health assistants are a special bunch. These team members connect you to community resources, help you through the healthcare system, act as a mentor, provide education and more.

For more information, contact the GHP Family Special Needs Unit at 855-214-8100.

## Plan for your postpartum visit

If you're currently pregnant or if you recently had a baby, please don't let postpartum visits pass you by!

These visits, typically scheduled within six weeks after delivery, are important medical checkups to make sure you're recovering well—physically, mentally and emotionally—from your labor and birth experience.

While your visit will include a thorough physical exam, you and your doctor can also talk about:

- Emotional concerns
- Plans for contraception
- Breastfeeding concerns or questions
- Complications that may have occurred during pregnancy
- The health of your newborn
- And other topics important to you

Enjoy the new excitement in your life, but keep your health a priority, too!



And because we fully support your health and well-being, if you attend the recommended postpartum visit, you'll be eligible for our Healthy Rewards debit card, which can be

used to purchase baby care products and other health-related supplies for you and your family!



Contact your doctor today to schedule your postpartum visit. For more information about our Healthy Rewards Program, call our Special Needs Unit at 855-214-8100.

## Vaccines for Children policy reminder

Please remember, GHP Family members under the age of 19 must receive all vaccinations from doctors who participate in the Vaccines for Children (VFC) Program.

In addition, Pennsylvania does not allow pharmacies to participate in the VFC Program. This means that no GHP Family members under the age of 19 can receive the flu vaccine at a pharmacy as a covered cost. Please call your primary care doctor for more information.





## Dental fraud is on the rise

It is estimated that \$12.5 billion is lost to dental fraud and abuse annually. Although most dentists are competent professionals, a small number who commit fraud tarnish the profession. Here are just a few examples of dental fraud to look for:

**\$12.5 billion**

- Billing for a service that wasn't provided
- Charging for a more expensive service than was provided
- Misrepresenting the actual date, a service was performed
- Waiving deductibles or co-payments
- Performing unnecessary procedures or services

Health insurance fraud costs companies millions of dollars while raising the cost of healthcare for everyone. This is the reason Geisinger Health Plan has established an anti-fraud department to help detect, correct, and eliminate potential fraud and abuse. If you suspect fraud or abuse, contact us:

**Phone** The GHP Compliance Hot Line at 800-292-1627 or call the Customer Service Team number listed on the back of your member ID card

**Email** [FA@geisinger.edu](mailto:FA@geisinger.edu)

**Mail** Geisinger Health Plan Anti-Fraud Program  
100 North Academy Avenue  
Danville, PA 17822-3220

All reports are kept strictly confidential.



## Prescriptions delivered to your door

CareSite, Geisinger's mail order pharmacy option, offers benefits that will make you smile!\*

**Convenience:** CareSite mails your medications right to your doorstep.

**Care:** With CareSite you get 90-day supplies of medications at a time. That's three full months with no worrying about refills.

**Peace of mind:** Rest assured your medications are safe, secure and handled with the highest level of care. To ease your mind, we offer email notifications for you to track your medications from the time they leave our facility in Elysburg, Pa., until they arrive at your home.

## Interested in using CareSite?

Visit [GeisingerHealthPlan.com/rx](http://GeisingerHealthPlan.com/rx) and fill out the enrollment form or contact CareSite Mail Order Pharmacy by phone at 844-878-5562 from 6:30 a.m. - 5:00 p.m., Monday-Friday.

\* Some medications, like controlled substances and specialty medications, will not be available in a 90-day supply. Contact pharmacy customer service at 855-552-6028, 8:00 a.m. - 5:00 p.m., Monday-Friday for more information.



## List of covered drugs are available online

You can review the formulary online at [GHPFamily.com](http://GHPFamily.com). The online formulary includes the most recent list of covered drugs, details on quantity limits, tiers and how drug coverage is provided.

When medications are not listed, GHP Family will not pay for them unless an exception is granted. Some drugs may require your doctors approval.

You may 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-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <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)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

HPM 50 alb: FamilyKidsNondiscrimination dev. 11.4.16

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 711).

**注意 :** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 800-447-4000 (PA RELAY: 711)。

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

ملحوظة: إذا كنت تتحدث اذكر اللغة، فان خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-447-4000 (رقم هاتف الصم والبكم: 711: PA RELAY).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 800-447-4000 (PA RELAY: 711) ।

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (PA RELAY: 711). 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ប្រើប្រាស់។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

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

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 800-447-4000 (PA RELAY: 711) သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (PA RELAY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 800-447-4000 (PA RELAY: 711)।

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

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (PA RELAY: 711).

# Geisinger

GHP Family

100 N. Academy Ave.

Danville, PA 17822-3240

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## Learn more about living healthy with prediabetes

Do you have prediabetes or are you at risk for developing diabetes? If so, we welcome you to join our year-long, interactive and nationally-recognized group, the National Diabetes Prevention Program. At no cost to you, participants 18 years or older meet about weekly for the first six months to learn how to make healthy lifestyle choices. During the second six months, monthly group support sessions will then encourage you to stay on track with your new lifestyle choices. Caregivers, friends and family are welcome to attend. To register, call our Health and Wellness Department at 866-415-7138.

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