

Spread the word, not the flu

Flu season is around the corner, so spread the word: you cannot get the flu from receiving a flu shot. In fact, preventive antibodies develop approximately two weeks after receiving the vaccination, so you're protected rather quickly!

With that said, if you're six months old or older, excluding rare exceptions, you should be the first in line for your yearly flu vaccination.

Visit your primary care provider or a participating pharmacy to receive your vaccination. To search for pharmacies in your area, visit GeisingerHealthPlan.com. There's no charge for the flu shot if received from a doctor or pharmacy in our network.*

**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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Customer service hours extended

We are excited to announce our new customer service hours are Monday, Tuesday, Thursday and Friday, 7 a.m. – 7 p.m., Wednesday, 7 a.m. – 8 p.m. and Saturday 8 a.m. – 2 p.m. There are no Sunday hours. Pharmacy service hours remain the same: Monday through Friday, 8 a.m. – 5 p.m. If you have any questions regarding the new hours, please call the customer service number on the back of your member ID card or visit GeisingerHealthPlan.com.

New approval requirements for opioids

Opioid addiction and abuse is a serious health issue in the United States. Geisinger Health Plan is committed to the health and well-being of our members, and new state-wide changes to opioid prescription approval requirements will help us ensure you are receiving the care you need in the safest way possible. These changes will occur in three phases throughout 2018 and 2019. Members with active cancer, sickle cell crisis or palliative care/hospice are exempt from these changes.

	Phase 1 Implemented 9/1/2018	Phase 2 To be implemented 1/1/2019	Phase 3 To be implemented 7/1/2019
Long-acting opioids <i>(usually taken twice a day or less)</i>	All long-acting opioids now require a prior authorization.		
Short-acting opioids <i>(usually taken several times per day)</i>	Members new to opioid therapy need a prior authorization for short-acting opioids after: <i>Children: 3 days</i> <i>Adults: 5 days</i>	All members need a prior authorization for short-acting opioids after: <i>Children: 3 days</i> <i>Adults: 5 days</i>	
Morphine milligram <i>(Morphine dose)</i>	All opioids with a morphine milligram equivalent (MME) of equal to or greater than 90 mme / day require prior authorization.		All opioids with a morphine milligram equivalent (MME) of equal to or greater than 50 mme / day require prior authorization.

We are working on processes with doctors to help ensure our members receive appropriate care, including long-acting or high dose opioids if needed. If you have any questions or concerns about this change, please consult your doctor or call our pharmacy customer service team.

GHP Family Member Update is published four times annually. Comments are welcome. Please write: Editor, GHP Family Member Update 100 N. Academy Ave. Danville, PA 17822-3240 email: memberupdate@thehealthplan.com

News from the Department of Human Services (DHS)

Help for male victims of partner abuse

Abuse can happen to anyone. People often do not think men can be victims of abuse. Some men are abused and may not seek medical care or other help for the abuse. This may be because they feel like it should not happen to them. They may feel shame or fear. They may not believe there is help for them. Victims may also have problems such as addiction, depression, physical or other health problems to cope with the abuse. There are doctors and domestic abuse programs that will help.

From a young age, men may be taught not to show or feel emotions. Some may not know they are being abused. Types of abuse may be:

- Blamed for all problems
- Control of money, food or time
- Being called names
- Kept from family or friends
- Kept from work
- Being hit or choked
- Made to have unwanted or unsafe sex

Men with same-sex partners may be told:

- They are not really gay
- Men are naturally violent
- No one will help
- Family, friends and coworkers will be told

If you are a victim of abuse it is not your fault. It is common for people who abuse to deny that they abuse. They may blame the victim for the abuse. If you need support find a domestic abuse program near you in the link below. They will help anyone who is a victim of abuse. This includes a man with a woman, man, trans or partner who identifies another way.

To find the domestic abuse program nearest you, visit <http://pcadv.org> and click on Find Help or use the Find Help map on the home page.

To reach the National Domestic Violence Hotline, call 1-800-799-SAFE (7233). For TTY 1-800-787-3224.

References

- The National Domestic Violence Hotline. Men Can Be Victims of Abuse, Too. <http://www.thehotline.org/2014/07/22/men-can-be-victims-of-abuse-too/>
- Mayo Foundation for Medical Education Research. Domestic violence against men: Know the signs. <https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/domestic-violence-against-men/art-20045149>

Protect your kids from lead poisoning

As a parent, you have the instinctual need to protect your children. But when a potential danger, such as lead poisoning, isn't clearly visible, it becomes an easy – and sometimes dangerous – oversight, possibly costing your children the health and protection they deserve.

What is lead poisoning?

Lead poisoning is the result of being exposed to high levels of lead. It is known to affect people of all ages, but unborn children and children under the age of six are especially vulnerable to its dangers. It can have severe effects on a child's physical and mental development, including issues with learning, hearing or speech.

How do I protect my children?

It's best to evaluate your home for any lead-based sources, eliminating them as needed. 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.

More specifically, though, medical professionals recommend that all children – especially under the age of two – receive a professional lead screening from their family doctor.

What should I do now?

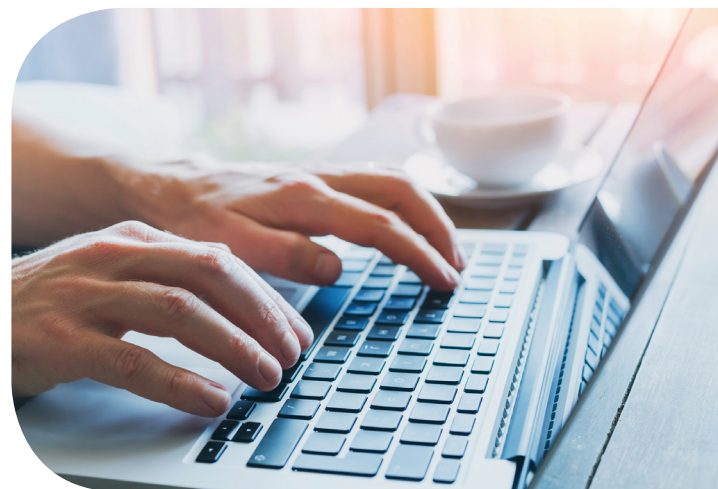
Protect your kids, of course! Call your primary care provider to schedule a lead screening for your children today. Routine screenings are encouraged before a child turns two, but better late than never!

Our member portal is waiting for you

Save yourself a phone call to customer service and visit our secure online member portal. Registration is easy and at no cost to you. The portal offers many self-service features, including:

- View your mobile ID card
- Find doctors and covered medication in your network
- Learn more about your benefits and claims activity
- Send secure messages to customer service
- Set your preferences to request paperless delivery
- And much more

Visit GeisingerHealthPlan.com/register today to get started!



Kick the habit with our help

Are you teetering on the fence with your tobacco habit? Want to quit, but not sure how? No matter where you are in your journey to quit tobacco, we can help.

At no cost to our members, our tobacco cessation program provides phone, group (at select locations) or web-based coaching to help quit your tobacco habits by changing behaviors in your life. Personalized coaching sessions are also available and can be scheduled for a time that's best for you.

In addition to coaching, we offer medication therapy options, too. These options may include nicotine replacement products, bupropion (the generic form of Zyban) or Chantix. To ensure medication coverage, call the customer service number on the back of your member ID card.

For more information, or to enroll in our program, call Geisinger health and wellness at 866-415-7138, Monday – Friday, 8 a.m. – 5 p.m. or visit GeisingerHealthPlan.com. Members may also call the Tel-A-Nurse audio library at 877-543-5061.

Giving seniors a LIFE to live independently

Taking care of an older loved one can be overwhelming, but with LIFE Geisinger (Living Independence for the Elderly), it doesn't have to be.

At LIFE Geisinger we give adults, 55 years or older, the daily support they need to live independently. With an expert team of medical staff, you can feel confident your loved one is receiving quality access to preventive care, medical care, social services and, if needed, long-term care.

Active participants also receive access to our three LIFE Geisinger centers where they can enjoy meals, participate in healthy activities, socialize with others and receive continual treatment – all on a daily basis. Transportation to and from our day centers and to outside appointments is provided through the LIFE program.

For more information, or to see if your loved one qualifies for LIFE Geisinger, call 800-395-8759 or visit LifeGeisinger.org.



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>.

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

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

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

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

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

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

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

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

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ ក៏អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

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

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

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

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

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

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

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

Geisinger

GHP Family

100 N. Academy Ave.
Danville, PA 17822-3240

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Formulary updates now available online

You can review the formulary online at GHPFamily.com. The online formulary includes the most recent list of covered drugs, and details on quantity limits, tiers and pharmacy management procedures. When medications are not listed on a formulary, GHP Family will not pay for them unless an exception is granted. Some drugs may require prior authorization.

You may contact GHP Family member services with benefit questions or to request a printed formulary by calling 855-227-1302 (PA Relay 711), from 8 a.m. to 5 p.m., Monday, Tuesday, Thursday and Friday or Wednesday from 8 a.m. to 8 p.m.

