

Share your thoughts to help us improve

Want to learn about new programs with GHP Family? Or want the chance to provide feedback about health services already offered? Join the GHP Family Consumer Advisory Committee.

Meetings are held quarterly and allow you to express your ideas and collaborate with community providers and staff. In addition, you'll hear about ways to prevent disease, get information about chronic condition programs, learn about ways to help the community and much more.

This committee is for GHP Family members only and will be held at different locations each quarter. To join or for more information, call 855-214-8100 or email snu@thehealthplan.com.

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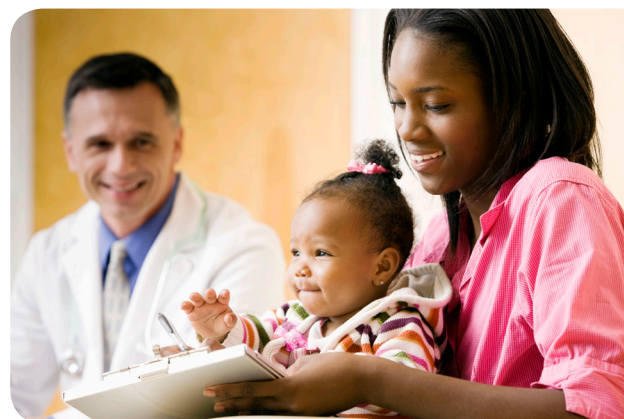
American Academy of Pediatrics recommends WIC participation

Submitted by Evelyn Arnold, M.Ed, RD, LDN, Department of Health, Public Health Nutrition Consultant

The American Academy of Pediatrics say that good nutrition during pregnancy and early childhood is important for a child's brain and lifelong mental health. The brain grows and changes rapidly, starting early in pregnancy and continuing until your child's third birthday. This allows your child to hear, see, think and learn as he or she grows. Good nutrition early in life may help your child do better in school and may also prevent behavior and health problems.

Eating a variety of foods and gaining the right amount of weight while pregnant will help your baby's brain grow properly. Foods with protein, zinc, iron, healthy fats and certain vitamins and minerals are especially important. Early in pregnancy, check with your doctor to see if you need a vitamin supplement.

During the first year of life, breastfeeding is the best choice to help your baby's brain develop. If you do not breastfeed, iron fortified formula can give your baby the nutrients he or she needs. At about 6 months old, your baby will be ready to try other foods that are also important. Ask your doctor or WIC nutritionist about how to start new foods.



The American Academy of Pediatrics recommends enrolling in the WIC Program to help you get the good nutrition that you and your baby need.

The WIC Program:

- Helps you learn about healthy eating during pregnancy;
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed;
- Provides breastfeeding support and breast pumps if needed;
- Gives you tips and provides you answers to any concerns about feeding your infant and young child;
- Screens you and your child for anemia and provides high iron foods to help prevent anemia; and
- Provides foods that contain protein, iron and vitamins which are important for brain development.

To see if you are eligible for the WIC Program or to make an appointment, visit www.pawic.com or call 1-800-WIC-WINS. This institution is an equal opportunity provider.

Reference: <http://pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf>

*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 victims of abuse

Pennsylvania has a program that helps victims of crime. It is called the Victims Compensation Assistance Program or VCAP. It may help cover costs because of physical abuse from a person you have dated or married. Your health may suffer from abuse. Abuse may cost you money. To apply for money from VCAP you must:

- Report the crime to the police within three days and help the police, or
- File for a protection from abuse (PFA) order within three days of the abuse

A victim may not get money if they did illegal things when the abuse took place. Here are more things to know:

- If a victim cancels a PFA with no good reason they may not be able to apply
- The abuse must have happened in Pennsylvania
- The victim must live in Pennsylvania
- Victims must have a \$100 loss because of the abuse before they can apply for VCAP, unless the victim is over the age of 60

VCAP may help with costs such as:

- Bills for physical injuries
- Someone to help with chores
- Wages for missed work
- A move because of the abuse
- Child care so the victim can visit a doctor or court house
- Travel to a doctor or counselor

VCAP may cover costs only after all other sources are used, like insurance or paid work leave. It may be cash or medical assistance. Other sources may be from charity or a lawsuit. It may be from disability pay, a pension and more.

For more information on the VCAP Program:

- Visit this webpage and click on the DAVE link: [http://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-\(VCAP\).aspx](http://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-(VCAP).aspx)
- Call the Direct Victims Services Unit at 1-800-233-2339 and follow the instructions
- Look for victim witness or all crimes programs on this website: <http://www.oa.pa.gov/Services/Resources/LocateaVictimServiceAgency/Pages/default.aspx>

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.

Hone in on heat-related illnesses

Summer is here, and so are the hot, summer days of being out under the sun. Enjoy these times, but don't let the heat get the best of you. Protect yourself and loved ones from heat exhaustion or heat stroke. Here are some prevention tips:

- **Keep hydrated.** Make sure to drink two to four cups of water every hour. The body needs more water than usual when in the sun because it loses more fluids through sweating.
- **Dress light.** Dress in light-colored, loose clothing when out in the heat. A brimmed hat is even good to keep the sun out of your face and help you stay cooler.
- **Stay cool.** Try doing more activities inside a temperature-controlled or air-conditioned environment. Anything to stay cool and keep the body temperature down.
- **Steer clear of cars.** Never sit or leave a loved one in a closed, parked car. The temperature inside a closed car can become very hot, instantly causing heat-related illnesses.

Make a splash for pool safety

Millions of people every year enjoy warm weather by swimming in backyard pools and having cookouts with friends and family. Unfortunately, though, over 200 young children drown in backyard swimming pools each year. Make it a priority—keep your children safe when swimming.

- **Barriers.** Secure your pool with the appropriate barriers. Completely surround your pool with a four-foot-high fence with a self-closing, self-latching gate. Also place a safety cover on the pool when not in use and remove any ladders or steps for access.
- **Supervision.** Keeps kids under active supervision at all times. Stay in arm's reach of young kids. Never leave kids unsupervised or allow them to swim alone. Make sure young or inexperienced swimmers wear U.S. Coast Guard-approved life jackets.
- **Skills.** It's good if your child knows how to swim. Enroll your kids in age-appropriate swimming lessons to help them learn faster.

Revised member handbook available soon

Updates were recently made to the GHP Family member handbook. Beginning 7/1/2018, a new member handbook will be available. To request an updated printed copy of the member handbook, call the GHP Family Member Services team at 855-227-1302 (PA Relay: 711), Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m., or Wednesday from 8 a.m. to 8 p.m. The handbook is also available to view online at GHPFamily.com.

Caring for kids through check-ups

With kids, you're not just providing emotional support, you're also caring for bumps, bruises and the occasional skinned knee. No matter the situation, though, one of the best decisions you can make for your kid's health is to take them for routine check-ups.

Participate in the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program. It's a benefit for children under age 21 who are enrolled in Medicaid. It provides complete and preventive services:

- **Early:** Assessing and identifying problems early
- **Periodic:** Checking children's health at periodic, age-appropriate intervals
- **Screening:** Providing physical, mental, developmental, dental, hearing, vision and other screening tests to detect potential problems
- **Diagnostic:** Performing diagnostic tests to follow up when a risk is identified
- **Treatment:** Control, correct or reduce health problems found

For more information about the EPSDT program, visit the Medicaid website at [Medicaid.gov](https://www.Medicaid.gov).

Familiarize yourself with fraud

Insurance fraud can happen to anyone. Knowing how to spot these instances and how to report it can help save you and your family a lot of headaches.

First and foremost, use discretion when providing your health insurance information, including your member ID number. And be familiar with fraudulent situations:

- Requesting payment for a service that wasn't provided
- Charging for a more expensive service than was actually provided
- Incorrectly stating a member's condition or diagnosis to maximize payment
- Selling or sharing a person's insurance identification number or information so false claims can be filed

These are just a few examples of many, which is why Geisinger Health Plan (GHP) has established an anti-fraud program designed to help detect and eliminate potential fraud and abuse. When you report fraud, you may remain anonymous and all reports are kept confidential.

If you suspect fraud or abuse, contact GHP using one of the methods below:

- **Email:** FA@geisinger.edu
- **Phone:** The GHP Compliance hotline at 800-292-1627 or call the customer service team number listed on the back of your insurance card
- **Mail:** Geisinger Health Plan, Anti-Fraud Program, 100 North Academy Avenue, Danville, PA 17822-3220

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 ដោយមិនគិតថ្លៃល 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.

