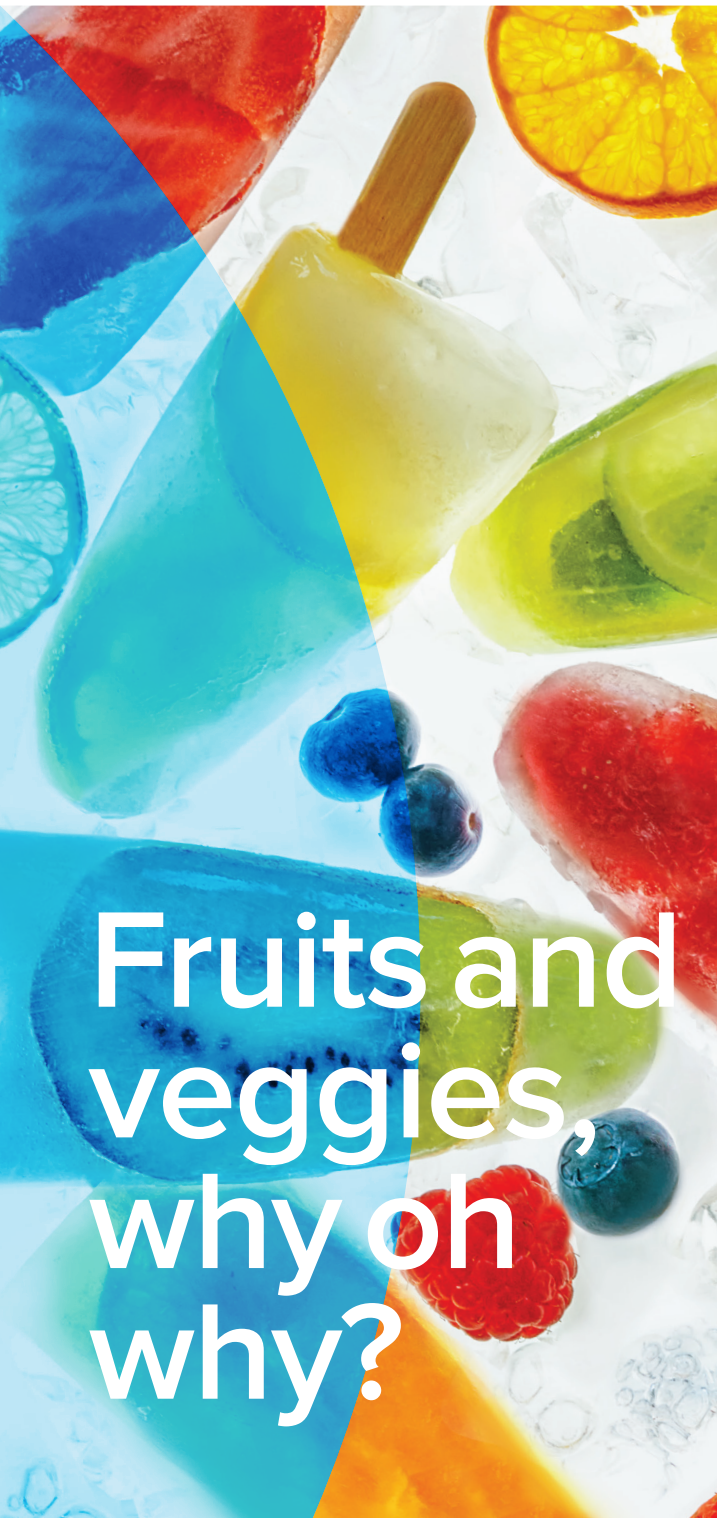


Member Update



Delicious, nutritious and fun

Do you or your kids squirm seeing a green vegetable on your plate? Do you happily push the cart past the fruit aisle in the grocery store? Say no more! Below are ten unique, yet honest, reasons to eat more fruits and veggies!

Convenience. Fruits and veggies are nutritious in any form so they're ready when you are!

Fiber. Fruits and veggies provide fiber that helps fill you up and keeps your digestive system happy.

Low in calories. Fruits and veggies are naturally low in calories.

May reduce disease risk. Eating plenty of fruits and veggies may help reduce the risk of many diseases, including heart disease, high blood pressure and some cancers.

Vitamins and minerals. Fruits and veggies are rich in vitamins and minerals that help you feel healthy and energized.

Variety. Fruits and veggies are available in an infinite variety; there's always something new to try!

Quick, natural snack. Fruits and veggies are nature's treat and easy to grab for a snack.

Color and texture. Fruits and veggies add color and texture to your plate.

Fun to eat. Some crunch, some squirt, some peel and some grow right in your own backyard.

Fruits and veggies are delicious, nutritious and fun. That sums it up!

Fruits and
veggies,
why oh
why?

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Storage: the secret to freshness

Proper storage at home is the key to great tasting fruits and vegetables. Just remember the FIFO rule: first in, first out. Use the oldest produce first and rotate your stock to ensure freshness and avoid waste. Below are the proper ways to store fruits and vegetables:

If they are fresh...

Use within a few days. Some can be left at room temperature to ripen, then refrigerated.

If they are frozen...

Store at 0°F or less. Use before the “use by” date on the package. As a rule, use within six months of purchasing.

If they are canned...

Check the “use by” date on the can. Most canned goods have a shelf life of about two years. Store at room temperature (about 75°F).

If they are dried...

Store in a cool, dark place (warmth makes food spoil faster). Some dried foods may be refrigerated (check the package). Use before the “use by” date on the package. Most will last from four months to a year.



ACT smart to save your child

Don't leave your children behind on a hot, summer's day. Your car can heat up faster than you think!

Protect your children and reduce the number of deaths from heatstroke by remembering to ACT*:

- A:** Avoid heatstroke-related injury and death by never leaving your child alone in the car, not even for a minute.
- C:** Create reminders by putting something in the back of your car and next to your child, such as a briefcase, a purse or a cell phone. Anything that is needed once you hit your destination.
- T:** Take action. If you ever see a child alone in a car, call 911.

**Information taken from safekids.org.*

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 kids' health is to take them to the doctor for regular 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).

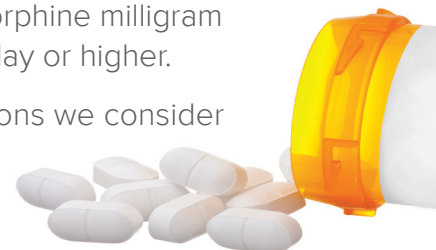


What to expect: new opioid authorizations

As of July 1, 2019, all health plans in Pennsylvania—excluding members with active cancer, sickle cell crisis or palliative care/hospice—will follow new prior authorization rules for authorizing opioids. This includes the July 1, 2019 change that requires a prior authorization for all opioid prescriptions where the total morphine milligram equivalent (MME) of all opioids is 50 MME a day or higher.

At Geisinger Health Plan, some of the questions we consider before granting prior authorization are:

- Is the prescription from a pain management specialist or has the patient seen a pain management specialist for their condition in the past 24 months?
- Did the patient sign a pain management contract?
- Did the prescriber complete a urine drug screening (UDS)?
- Did the doctor ask questions to see if the patient is at risk for opioid addiction?
- Is there a plan to help the patient when it's time for them to stop taking the pain medication, such as a plan to slowly lower the dosage?



We're working with doctors to make sure our members get the right care, including the use of long-acting or high-dose opioids when recommended by state guidelines. If you have any questions or concerns about this change, please talk to your doctor or call our pharmacy customer service team.

Grievance process update

As of May 15, 2019, members filing a grievance will receive the Grievance Acknowledgement Letter and the Notice of Failure to Receive Provider Certification for an Expedited Complaint or Grievance at least seven days—no longer 15 days—before their Grievance review.

This minor adjustment requires no action from you. The grievance process, which is the official way for you to tell us that you disagree with our decision on a health insurance issue, will continue as outlined in the member handbook on page 84.

If you have questions or concerns about this change, please contact the GHP Family member service team at 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.



Prevent lead poisoning

As a parent, you have the innate need to protect your children. This includes protecting them from hard-to-see dangers like lead poisoning. Here are 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 professional lead screening from your family doctor.

Call your family doctor to schedule a lead screening for your child today.



Health programs available to you

As a GHP Family member, you're able to participate in an array of programs to improve your health.

Follow the steps below to see who is eligible to participate, how to use the programs, how to opt in or opt out of the programs and your rights and responsibilities when enrolled.

- Visit GeisingerHealthPlan.com/signin
- Sign into your member portal account
- Under the Health and Wellness tab, select Wellness Programs
- On the Health and Wellness programs page, and under the health and wellness care team section, select View Programs

To request hard copies of program information, call the Care Coordination and Integration Department at 800-883-6355.



"Soak up the sun" safely

Did you know ultraviolet (UV) rays can cause potential health issues, such as vision problems or skin cancer?

Lucky for you, though, you can take precautions to help minimize these risks:

Dress smart. Wear proper clothing to help keep your skin covered (especially between 10 a.m. and 4 p.m.)

Use sunscreen. Apply and reapply the proper amount of sunscreen. Reapply every two hours—especially if you are in the water or sweating.

Reduce exposure. Reduce your amount of UV exposure. Get in the shade when possible and wear sunglasses to protect your eyes.



Make no "butts" about it

Have you heard? The new recommended age for colorectal cancer screenings is 45. That's five years sooner than it used to be, so be proactive with your colon health!

We believe in being proactive, too. We recently helped over 3,000 members receive their recommended screenings. Of those members, 319 discovered they are at-risk for colon cancer, but now they can seek necessary treatment sooner than later.

Be proactive. Call your doctor today to schedule your colonoscopy.

Save some time online

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
- Set your preferences to request paperless delivery
- And much more

Visit GeisingerHealthPlan.com/register today to get started!

You save with medication changes

Just a friendly reminder that maintenance medications* (medications for ongoing conditions like high blood pressure, diabetes or high cholesterol) are now prescribed for a 90-day supply instead of a one-month supply.

This small change helps you:

Save money. You get a 90-day supply of medication for the cost of a one-month supply.

Save time. You can now enroll with CareSite, our mail-order pharmacy. We mail medications right to your doorstep and save you a trip to the pharmacy. (You still have the option to get your medications from your local pharmacy.)



Interested in using CareSite?

Visit 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. to 5:00 p.m., Monday through 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 from 8:00 a.m. to 5:00 p.m., Monday through Friday for more information.*

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 والبرايل: PA RELAY: 711).

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: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ 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 are available online

You can review the formulary online at 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 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 from 8 a.m. to 8 p.m. Wednesday.