

GEISINGER HEALTH PLAN FAMILY

# Member Update

Summer 2020



# Geisinger

## Keep on washing those hands

Hand washing is one of the best ways to prevent the spread of germs, whether it's the common cold or COVID-19. Wash your hands often, especially after you've been in a public place and touched surfaces that are frequently touched by others, such as door handles, gas pumps, shopping carts and payment keypads. Also, try not to touch your eyes, nose or mouth until you wash or sanitize your hands. That's how germs enter our bodies.

When washing your hands, lather them well with soap and water, paying attention to the backs of your hands, between fingers and under nails. Soap and water is the most effective, but hand sanitizers help if washing isn't possible. If you can't wash at a sink, use an alcohol-based hand sanitizer that has at least 60% alcohol.

Rub the gel all over your hands until it's dry. Supervise small children when using hand sanitizers and keep the bottles out of their reach. Swallowing hand sanitizer can cause alcohol poisoning.

Make hand washing a habit in your family and say "no" to germs.

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## Telehealth e-visits for GHP members

Now more than ever, it's important to keep up with your healthcare. Geisinger Health Plan is offering video or telephone visits that can be a more convenient option for you.

Telehealth services can be used for a variety of medical needs, including behavioral health, which may be related to COVID-19.

Currently, cost-sharing is waived (no copay) for telehealth services received from any network provider under your GHP plan through the end of July. Check the coronavirus resource center on [GeisingerHealthPlan.com](https://www.geisingerhealthplan.com) for the latest news and updates on what we're doing to help our members during the pandemic.

### There are three ways to set up a telemedicine visit:

1. Contact your primary care provider's office. Many doctors are offering telemedicine services during the COVID-19 pandemic.
2. If you see Geisinger providers, you can call our hotline at 800-275-6401 for more information on telemedicine services available and schedule a visit.
3. GHP members can also get 24/7 virtual care at no cost with Teladoc if there is an immediate need, such as during overnight hours. Visit the member section of our website for details and instructions on contacting Teladoc.



## Avoiding fraud during a pandemic

You're already protecting your health during the COVID-19 pandemic. It's smart to protect your finances and identity, as well.

Be on the lookout for fraud: people trying to get bank account information, sell false test kits or fake cures for the coronavirus or send you "free" products such as masks or COVID supplies.

### So, what can you do to protect yourself?

- Be aware of emails, social posts, calls or texts from people or businesses you don't know — don't click on any links you can't verify.
- Beware of websites that claim to prevent, treat, diagnose or cure COVID-19.
- Use official U.S. government sites for COVID-19 information (government sites end in .gov).
- Check product reviews and buy from a trusted source.

- Don't give out personal information such as insurance or bank account numbers.
- Monitor your accounts and statements for any unusual activity or charges.

If you suspect fraud related to COVID-19, you can report it by emailing [covid19fraud@dhs.gov](mailto:covid19fraud@dhs.gov). You can also report fraud concerns to Geisinger's Special Investigative Unit by email to [fa@geisinger.edu](mailto:fa@geisinger.edu), calling the customer service number on the back of your card or calling the Geisinger Health Plan compliance hotline at 800-292-1627 (available 24/7). If you choose to remain anonymous, your call will be investigated and treated confidentially.

To report identity theft, contact the Federal Trade Commission on their website at [IdentityTheft.gov](https://www.ftc.gov) or by calling 877-438-4338.

## It's safe to see your healthcare provider

The COVID-19 pandemic has brought with it a lot of change: quarantining at home, wearing masks in public and keeping your distance from others. But one thing that hasn't changed is the safety of your medical care. Clinics, hospitals and doctor's offices are taking every precaution to make sure you can get the care you need and stay safe while doing it.



In the early days of the outbreak, many healthcare providers delayed some non-urgent and elective procedures so they could focus on the new challenges that COVID-19 brought with it. Since then, many offices, clinics and hospitals (Geisinger among them) have made changes so certain areas of hospitals and medical centers could reopen. This means in-person appointments and many nonurgent surgeries are available once again.

As always, the safety of patients, members, staff and communities is top priority. That's why your healthcare professionals are approaching this reopening the way they approach everything — very carefully.

**Some extra measures Geisinger facilities are taking to keep everyone safe include:**

- Keeping COVID-19 units completely separate
- Screening everyone as they come in
- Requiring everyone to wear masks
- Limiting the number of people in waiting rooms
- Deep-cleaning care sites multiple times a day

No one has a set time frame to resume business as usual. That's because the priority will always be the safety of our communities. As the situation changes, your healthcare providers will continue to make adjustments to keep you safe while getting the care you need.

Beat the rush and start scheduling your well visits, vaccinations and screenings as appointments open up.



## Prescription delivery: safe and convenient

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

To get started, call the CareSite Mail Order Pharmacy at 844-878-5562, 6:30 a.m. through 5 p.m., Monday through Friday, or visit [geisinger.org/pharmacy](https://www.geisinger.org/pharmacy).

*\* 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. Contact the Customer Care Team with any questions.*





## Domestic violence during pregnancy

For many people, pregnancy is an exciting time. In a healthy relationship, partners make choices about starting a family together. For people with unhealthy or abusive partners, pregnancy can be very stressful. In some cases, an abusive partner may have forced the pregnancy to happen. Some examples of this include:

- Messing with birth control
- Pressuring a partner to get pregnant
- Controlling choices about pregnancy
- Lying about condom/birth control use

When relationships are unhealthy or abusive, those relationships could get worse during pregnancy. An abusive partner may feel like they are not in control during pregnancy. They may use threats or even violence to feel like they are in charge. Abuse during pregnancy makes things more stressful. This can cause serious health problems such as:

- High blood pressure
- Early delivery of baby
- Low birth weight
- Increased risk of infection during pregnancy
- Challenges after baby is born (depression, low energy, trouble staying focused, etc.)

Physical abuse during pregnancy can hurt both the mother and baby. Sometimes it can cause health issues that are fatal. Pregnancy should be a time of excitement and healthy activities, not stress and abuse. Abuse in a relationship is never okay. If you are being abused your local domestic violence program can help. They can offer support, resources, and even a safe place to stay for you and your baby. If you want to learn more you can use the resources below for help:

### **Pennsylvania Coalition Against Domestic Violence:**

(717) 545 6400 (8:30am-4:30pm)  
[pcadv.org/find-help/find-your-local-domestic-violence-program](https://pcadv.org/find-help/find-your-local-domestic-violence-program)

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### **National Domestic Violence Hotline:**

800-799-SAFE or 800-787-3224 (TTY)  
24/7 chat: <https://www.thehotline.org/>

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### **Pennsylvania Coalition Against Rape:**

888-772-7227  
<https://pcar.org/help-pa/find-services>

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### **March of Dimes Abuse During Pregnancy**

<https://www.marchofdimes.org/pregnancy/abuse-during-pregnancy.aspx>

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## Keep them protected

Vaccines are shots that protect your child from serious diseases. They are also required for your child to attend school. It's especially important during the COVID-19 pandemic to keep your kids healthy and protected from disease. Here is a recommended vaccination schedule showing the name of the vaccine and when your child should have it.

If your child is due for a vaccination, call your doctor today to schedule it. Staying up-to-date with vaccines and well visits will keep your child healthy and growing.

	0 birth	1 months	2 months	4 months	6 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years	Yearly
<b>HepB</b> <i>Hepatitis B</i>	●	●					●					
<b>RV</b> <i>Rotavirus</i>			●	●	●							
<b>DTaP</b> <i>Diphtheria, tetanus, pertussis</i>			●	●	●			●			●	
<b>Hib</b> <i>Haemophilus influenzae type b</i>			●	●	●		●					
<b>PCV</b> <i>Pneumococcus conjugate</i>			●	●	●		●					
<b>IPV</b> <i>Polio</i>			●	●			●				●	
<b>Flu</b> <i>Influenza</i>								Every year starting at 6 months				
<b>MMR</b> <i>Measles, mumps and rubella</i>							●				●	
<b>Varicella</b> <i>Chickenpox</i>							●				●	
<b>HepA</b> <i>Hepatitis A</i>							● ● (6-18 months apart)					

## Formulary updates are available online 24/7

Formulary updates (a list of drugs covered under your pharmacy benefit) are available online at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com). These updates include covered drugs, quantity limits, tiering levels and pharmacy management procedures. Updates may affect prior authorization.

To receive a printed version of the formulary list, call the number on the back of your member ID card. Questions regarding your drug benefits? Call the pharmacy service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

For cost savings and convenience with your medications, make sure to take advantage of CareSite, Geisinger's mail-order pharmacy. Call today at 844-878-5562.

## 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 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**  
**Email: [GHPCivilRights@thehealthplan.com](mailto: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**  
**Email: [RA-PWBEOAO@pa.gov](mailto: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**

**Phone: 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 1-800-447-4000 (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 ដោយមិនគិតល្អិត គឺអាចមានសំរាប់បំរើអ្នក។ 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).



MC 32-20  
100 N. Academy Ave.  
Danville, PA 17822

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## We'd like to hear from you

Want to learn about new programs with GHP Family? Or would you like the chance to provide feedback about health services already offered?

Join Geisinger Health Plan's 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. To join, call 855-214-8100.

