

Geisinger
GHP Family

Member Update

Beyond your physical health



Photo: Samantha Bracey, case manager, behavioral health

Behavioral health conditions, also known as mental illness, substance abuse or other addictions, can affect how you think, feel and act every day. At Geisinger Health Plan, we have a dedicated behavioral health team ready to help. This includes case managers stationed in primary care sites throughout our service area.

For questions about our behavioral health services, please call 855-214-8100.

Available to both children and adults, these case managers provide stress management education, guidance to make positive choices and help improving your overall well-being. They also coordinate care plans with your doctors and serve as advocates to get you the care you need. We understand the importance of behavioral health and we're here to help.

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Why WIC works for you: military families

Submitted by Department of Health and Human Services

WIC has great benefits for all military families including families moving overseas. WIC offers an Overseas Program to civilian employees, Department of Defense contractors, family members and members of the uniformed services. Eligibility for the overseas program is the same as the Stateside WIC program! WIC Overseas counselors will determine your eligibility at the first appointment and once your family is certified by a counselor, you can enroll in the program.

Stateside? All you need to do is set up an appointment using www.pawic.com and WIC counselors will take care of the rest!

The WIC program offers nutritious food, tips on how to prepare a balanced meal, nutrition and health screenings and provides other resources to help you and your family lead healthier lives. No matter where your military family is, let us evaluate your eligibility and help keep your family healthy!

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.

Reference: <https://tricare.mil/wic/>



Why WIC works for you: childhood obesity

Submitted by Department of Health and Human Services

Childhood obesity is a national problem. One out of six children between the ages of 2 and 19 years old are obese. Obesity increases the risk of chronic health problems like asthma, bone and joint issues, and type 2 diabetes. Children who are obese during their childhood are also more likely to be obese as an adult and have higher risks for various cancers and heart diseases.

WIC is able to help families protect children's health. WIC can make a difference by supplying healthier foods such as fruits, vegetables and whole grains to low income families. You can make a difference in your child's life. Don't wait—your family can benefit from the WIC Program today!

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. PA WIC is funded by the USDA. This institution is an equal opportunity provider.

References: www.cdc.gov/obesity/childhood/ and www.cdc.gov/obesity/childhood/causes.html

News from the Department of Human Services (DHS)

Abuse and opioid addiction

Pennsylvania is number four in the U.S. for drug overdose deaths. Victims of abuse are at high risk for drug use and death. An abuser might keep a victim from getting help. If help is found it might be refused if a victim:

- Seeks shelter or other help while on drugs
- Is hard to work with due to drug use
- Does not show up at appointments
- Does not take prescribed medicine
- Returns to using drugs

An abuser may introduce and keep a victim addicted to drugs to control them. They may also keep drugs from their victim once addicted to punish them. Victims may fear worse abuse if they do not use drugs or obey the abuser. Drug use may mean the victim cannot work in order to move out or buy things they need or want. An abuser may keep a victim on drugs to justify their abuse. As a result the victim may be labeled crazy. An abuser may also keep a victim on drugs and sell the victim for sex or other work. They may risk losing custody of a child to their abuser.

Being a victim of abuse is traumatic even if the abuse was in the past. Victims may use drugs to cope with emotional or physical pain related to abuse. The abuser may not allow the victim to attend a Narcotics Anonymous meeting. If able to go to a meeting they may fear seeing their abuser or people who will tell their abuser they were there and risk more abuse, relapse or death.

Victims of abuse who use drugs can receive domestic violence services at a local PCADV program. To find the program nearest you visit <http://pcadv.org> and 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.**

A teen may call the National Dating Abuse Helpline to talk to a teen or adult: 1-866-331-9474 [TTY 1-866-331-8453] or visit the websites: <http://www.loveisrespect.org/>.

<http://www.thatsnotcool.com/>

References

Rich Lord, CDC: Pennsylvania among four states hardest hit by overdoses, Pittsburgh Post-Gazette, Dec. 21, 2017, <http://www.post-gazette.com/news/health/2017/12/21/CDC-releases-opioid-overdoses-deaths-data-figures-surge-fentanyl/stories/201712210100>

Carole Warshaw, MD, Rachel White-Domain, JD, How Gender Stereotypes and Stigma Associated with Mental Health and Substance Use Impact Survivors of Domestic Violence & Sexual Assault, National Center on Domestic Violence Trauma and Mental Health, December 2014.

Id.

PCADV. Domestic violence and the opioid crisis, The Jurist, July 2018. https://mailchi.mp/a3637083b48a/news-for-judges-about-domestic-violence-1319813?e=9c997b02bd#_ftn4

Medication and Counseling Treatment, Substance Abuse and Mental Health Services Administration, Rockville, MD, September 28, 2015, <https://www.samhsa.gov/medication-assisted-treatment/treatment#medications-used-in-mat>

A new look for member ID cards

Exciting news! Our Geisinger Health Plan member ID cards are sporting a new look!

Geisinger
GHP Family

Lawrence Ronaldaldowiche
ID 12345678901

Copay		Primary care	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
PCP	\$0	Office	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Spec	\$0	Medical record	1234567890
ER	\$0	Rx GRP GHS30 BIN 003585 PCN ASPROD1	

HMO

Connect with us

Coverage questions
855-227-1302

Tel-A-Nurse 877-543-5061

Prescription questions
855-562-6028

TTY hearing impaired
PA Relay at 711

GHPFamily.com

Mail medical claims to
Geisinger Health Plan
P.O. Box 853910, Richardson, TX 75085-3910

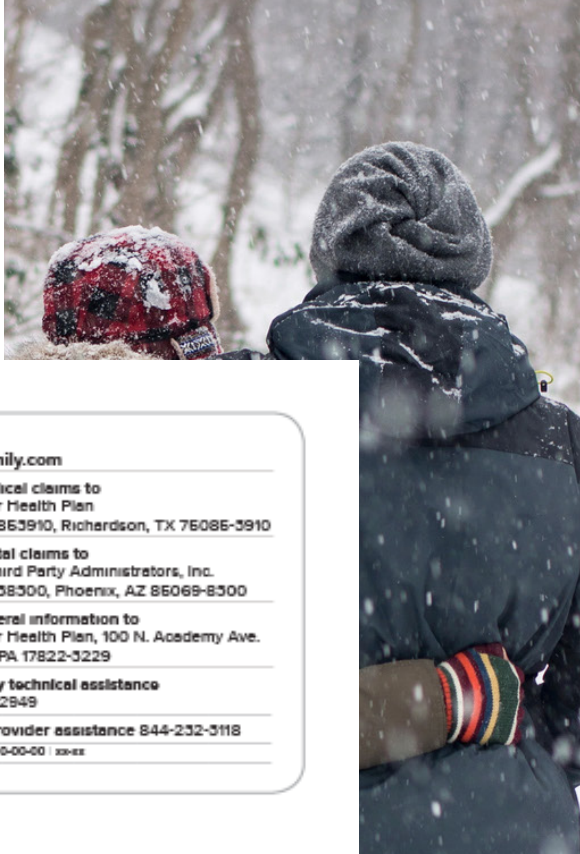
Mail dental claims to
Avesis Third Party Administrators, Inc.
P.O. Box 38300, Phoenix, AZ 85069-8300

Mail general information to
Geisinger Health Plan, 100 N. Academy Ave.
Danville, PA 17822-3229

Pharmacy technical assistance
800-788-2849

Dental provider assistance 844-232-3118

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The new cards, showcasing a cleaner, more organized look, make it easier for you to find the information you need.

The cards will display the same helpful information as previous cards. Common information includes your primary care site location, office visit copays and your medical record number.

New member ID cards will be printed and mailed following your insurance renewal time.

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. Or you can email us at: memberupdate@thehealthplan.com.



We'd like to hear from you

Want to learn about new programs with GHP Family? Or want 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.

Midwives offer more than pregnancy care

Geisinger's certified midwifery program offers an array of healthcare services, focusing on the many phases of a woman's life.

While midwives are most commonly known to provide prenatal, delivery and postnatal care, our certified midwives and registered nurse practitioners go beyond these duties. They also provide routine wellness care, such as annual exams, PAP smears, breast exams, hormone therapy and more.

If you think a Geisinger midwife could be right for you, our midwifery program is currently available at Geisinger Bloomsburg Hospital, Geisinger Wyoming Valley Medical Center and most recently, Geisinger Lewistown Hospital. Plans for additional locations are coming soon.

For more information about services near you or to schedule an appointment, call 800-230-4565 and say "Women's health" or visit Geisinger.org.

Photo: Heidi Loomis, CRNP, CNM, certified nurse midwife, women's health

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 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 ដោយមិនគិតថ្លៃល គឺអាចមានសំរាប់ប្រើអ្នក។ 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).



Formulary updates are available online

You can review the formulary online at [GHPFamily.com](https://www.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.