

Member Update

Fall 2020



Geisinger

Stay healthy during the pandemic

Now, more than ever, it's important to take care of your physical and mental health. We're ready to help you do just that with in-person and virtual resources.

It's safe to see your provider

Clinics, hospitals and doctor's offices are doing everything they can to make sure you and your family can get the care you need and stay safe while doing it. You can schedule your well visits, vaccinations and screenings knowing your healthcare providers are taking all necessary precautions to keep you safe.

Better health from the comfort of home

There are plenty of online resources we offer for learning about everything from coronavirus to mental health. Browse through them all:

- [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com)
- [geisinger.org/coronavirus](https://www.geisinger.org/coronavirus)
- [geisinger.org/health-and-wellness/wellness-articles](https://www.geisinger.org/health-and-wellness/wellness-articles)

Have specific questions about coronavirus? Just click the messaging icon at the bottom right of the [geisinger.org](https://www.geisinger.org) page and a health and wellness professional can answer them.

You can also call the COVID-19 hotline 24 / 7 with your questions at 570-284-3657. At GHP, we're always here to help with your healthcare needs.

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COVID-19 guidance and breastfeeding

Background

The 2019 novel coronavirus (COVID-19) is a new virus that causes respiratory illness in people and can spread from person to person. This virus was first identified during an investigation into an outbreak in Wuhan, China. Symptoms can appear 2 to 14 days after being exposed to someone with or suspected of having COVID-19. Symptoms of COVID-19 include fever, cough, difficulty breathing, shortness of breath and diarrhea. Breast milk contains antibodies that fight infection and boost the baby's immune system. Human milk is the safest food in an emergency; it contains the proper vitamins and minerals for healthy growth (CDC, 2020 & USBC, 2020).

If I have COVID-19, can I pass it on to my baby if I breastfeed?

According to the United States Breastfeeding Committee, if a mother or baby becomes ill, the best thing the mother can do is to continue breastfeeding to provide her baby with human antibodies. There are limited studies on women with COVID-19, but those studies show that the virus has not been detected in breast milk. However, it is unknown if mothers with COVID-19 can transmit the virus through breast milk.

Breast milk provides protection against many illnesses. There are rare exceptions where breastfeeding or feeding expressed breast milk is not recommended. The CDC has no specific guidance at this time for breastfeeding while infected with COVID-19 or

similar viruses; however there are some resources on their website that could be helpful during this time:

cdc.gov/coronavirus/2019-ncov/hcp/inpatient-obstetric-healthcare-guidance.html

What should I do if I have COVID-19?

If you are confirmed to have COVID-19 or are a symptomatic patient under investigation (PUI), you should take all possible precautions to avoid spreading the virus to your baby:

- Wash your hands before touching or feeding your baby.
- Wash your hands before touching any breast pump or bottle parts and follow recommendations for proper pump cleaning after each use.
- If possible, consider having someone who is healthy feed your expressed breast milk to your baby.

Where can I get help with breastfeeding?

We understand that breastfeeding resources in your area may be limited due to the COVID-19 pandemic. The following links will help you access statewide and county specific resources:

COVID-19 Resources

cdc.gov/coronavirus/2019-ncov/hcp/inpatient-obstetric-healthcare-guidance.html

APPs and Websites Postcard

health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Apps%20and%20Websites%20Postcard.pdf



Philadelphia Region: Breastfeeding Resource Directory

health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Apps%20and%20Websites%20Postcard.pdf

Additionally, the Pennsylvania Breastfeeding Referral Guide can be found here:

health.pa.gov/topics/Documents/Programs/Infant%20and%20Children%20Health/Breastfeeding%20Referral%20Guide.pdf

Resources for more information

For more information, visit health.pa.gov/topics/disease/pages/coronavirus.aspx. The latest information on the coronavirus in the U.S. and worldwide can be found on the CDC website: cdc.gov/coronavirus/2019-ncov/faq.html

Additional information from the CDC on what to do if you are sick can be found here: dc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf. Help is available. Contact the Crisis Text Line by texting "PA" to 741-741.

Stay ahead of sickness

One thing reinforced by the COVID-19 pandemic: Preventing illness is important. Keeping up with vaccinations is a good start. You can find the 2020 childhood and adult immunization schedules at cdc.gov/vaccines.

All adults should get a seasonal flu vaccine every year, especially if you're an older adult, you have chronic health conditions or you're pregnant. Vaccines for shingles and pneumonia are recommended for adults age 50 and older.

Kids need the flu shot, too. And, although lead poisoning isn't preventable by vaccines, it is 100 percent preventable. The first step is finding out if your child has been exposed to lead. Children should have lead testing done at 9 months and 18 months old.

Talk to your doctor to make sure you get the vaccines (and other types of preventive care) that are right for you.



Help fight insurance fraud

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

The first thing to remember? Use caution when providing your health insurance information, including your member ID number.

Be on the lookout for fraudulent situations like these:

- A request for payment for a service that wasn't provided
- A charge for a more expensive service than what was actually provided
- An incorrect condition or diagnosis to maximize payment
- Selling or sharing an insurance identification number or information so false claims can be filed

There are many others, too, which is why Geisinger Health Plan's anti-fraud program helps detect and eliminate potential fraud and abuse. You can report fraud anonymously, and all reports are kept confidential.

If you suspect fraud or abuse, contact GHP:

Email: fa@geisinger.edu

Phone: 800-292-1627 or call the customer service number on your insurance card

Mail: Geisinger Health Plan
Anti-Fraud Program
100 N. Academy Ave.
Danville, PA 17822-3220

Medications: The safe and convenient way

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

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

**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.*

Geisinger's GED program for members

Preparing to earn your high school equivalency diploma? If you're a GHP member, Geisinger offers financial GED® support. Getting your GED expands your options for job opportunities as well as higher education and career advancement.

Geisinger's GED funding covers the cost for your training materials, practice testing, the GED test and two retests (reapplication will be necessary after the second retest). Want to request an application or have questions? Call Health and Wellness at 866-415-7138, Monday through Friday from 8 a.m. to 5 p.m.

You can also complete an application online by visiting the Wellness section of the Geisinger Health Plan member portal at [geisinger.org/health-plan/sign-in](https://www.geisinger.org/health-plan/sign-in). After signing in, click on the Health and Wellness drop-down menu and choose "GED Funding Application."

For more information on GED testing in PA and the materials needed, or to create a no-cost account, visit [ged.com](https://www.ged.com).



Geisinger Health Plan ranked No. 1 in Pennsylvania

The J. D. Power 2020 U.S. commercial member health plan study ranked Geisinger Health Plan #1 in member satisfaction in the Pennsylvania region. The study, now in its 14th year, measures satisfaction among members of 149 health plans in 21 regions across the United States.

"This award is further proof — directly from our members — that GHP provides outstanding customer service," said Kurt Wrobel, GHP president. "Answering questions quickly and accurately, communicating clearly and providing coverage at competitive prices are all areas where we strive to do well every day. Thanks to our employees who provide this high level of service."



Six key factors are examined through the study, including billing and payment, cost, coverage and benefits, customer service, information and communication, and provider choice. The study also measures several other key aspects of the experience and member engagement.

GHP achieved the highest score in the following factors: Cost, Information and Communication, Billing and Payment.

Stress and traumatic events

A traumatic event can change the way you see the world. Traumatic events can be big, like earthquakes or hurricanes. These impact many people at one time. Other traumatic events can happen to just one two people, like car accidents. Some traumatic events happen quickly and then they are over. Others may go on for a long time. When someone has gone through a traumatic event it is normal to have trouble feeling better afterwards.



Some people may have:

- Memories of the trauma that won't go away
- Trouble talking about it
- Changes in their mood or personality
- Nightmares or trouble sleeping
- Feelings of anxiety or fear

If you have experienced a traumatic event, there are some things you can do:

- Practice taking deep breaths when you feel stressed or upset
- Join a support group with other people who have been through a traumatic event
- Set up a therapy session with a trauma counselor

Abuse in a relationship is a kind of traumatic event that can go on for a long time. Even once the abusive relationship is over, it can take a long time to feel better. Remember, abuse in a relationship is never okay. Domestic violence hotlines can help anyone who is in an abusive relationship find support. If you are having trouble feeling better after a traumatic event and want help, talk to your doctor right away.

Here are some resources that can help:

National Institute of Mental Health — Coping with Traumatic Events

[nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml](https://www.nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml)

National Suicide Prevention Lifeline

800-273-8255

Pennsylvania Coalition Against Domestic Violence

717-545-6400, 8:30 a.m. to 4:30 p.m.
[pcadv.org/find-help/find-your-local-domestic-violence-program](https://www.pcadv.org/find-help/find-your-local-domestic-violence-program)

National Domestic Violence Hotline

800-799-SAFE or 800-787-3224 (TTY)
[TheHotline.org](https://www.thehotline.org)

New ID cards are coming

You will receive new health plan ID cards before Jan. 1, 2021. Your member ID number will remain the same, but you'll need to use your new card starting Jan. 1.

One change to the ID cards is that Geisinger's pharmacy claims will be processed by PerformRx starting Jan. 1, 2021. This will improve your access to quality, affordable prescription medications and lower your overall healthcare costs. Present your new ID card at your pharmacy for prescriptions filled after Jan. 1.

Charges for personal protective equipment

To protect patients and themselves during the COVID-19 pandemic, healthcare providers are using a lot of personal protective equipment (PPE) like masks, gloves and face shields. However, you should know that providers can't bill you for the increased use of PPE. If you do receive a bill for items like gloves and masks from your provider, call GHP Customer Care and we'll help resolve this for you.



Other billing issues that we can help resolve for you:

- Providers aren't allowed to bill you directly for amounts beyond what's allowed by insurance. That's called "balance billing," and it's a violation of our provider contract.
- Providers, laboratories and other testing facilities are not allowed to "price gouge", or charge a lot more for tests than what they cost. That's also a violation of our provider contract.

Your should get healthcare at a fair price. If you have any issues with bills you received from your provider, call us at the Customer Care number on the back of your card. We're happy to help.

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, 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

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

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 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: 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at 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: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាដោយមិនគិតថ្លៃ 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

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? Would you like to give us feedback about health services we offer?

Join Geisinger Health Plan's GHP Family Consumer Advisory Committee. At quarterly meetings, you can express your ideas and work with community providers and staff.

You'll also learn about ways to prevent disease, get information about chronic condition programs, find out how to help the community and much more. This committee is for GHP Family members only. To join, call 855-214-8100.

