



Discover
your plan's
perks

GHP Family offers many no-cost and discounted benefits

No-cost preventive services

- Well-baby/well-child visits
- Vaccines including tetanus, hepatitis, polio, chickenpox and the flu shot
- Health screenings based on age and needs

Local discounts

- Fitness center memberships
- Eyeglasses and contact lenses
- Amusement parks, event tickets and recreational activities

Health management programs

Classes, information and support for:

- Asthma, diabetes and heart failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Stop smoking and weight management

Special needs unit

For health conditions or situations that require extra help, such as:

- Language interpretation services
- Coordination of medical and dentist appointments
- Support groups or transportation assistance

To learn more, call customer service at 855-227-1302, (PA RELAY: 711).

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News from the Department of Human Services (DHS)

Resources for SNAP recipients

The Supplemental Nutrition Assistance Program (SNAP) recipients received February's benefits early, and we are waiting to see what lies ahead for March. During these uncertain times, it is more important than ever for recipients to make smart decisions when budgeting and food shopping. These tips from the USDA can help stretch a dollar further and keep healthy food on the table.

Before shopping

- Plan your weekly meals and snacks. Preparing in advance will help you know what you need and help you put leftovers to good use. Plan to prepare and eat foods you already have at home first.
- Know how much money you must spend on food. Make a shopping list based on the money you must spend and what foods you need.
- Use store circulars and go online to look for coupons, sales, and store specials. Only use coupons on foods you normally eat. Make sure the coupons give you the best value for your money.
- Buy the freshest food possible. Check "sell by" or "use by" dates. For more on food product dating, go to USDA Food Product Dating.
- For added savings, sign up for the store discount card or bonus card at your local supermarket. These are often available free of charge.



During shopping

- Have something to eat before you go shopping. It's easier to stick to your shopping list when you are not hungry.
- Try store brands. They are the same quality and cost less.
- Buy only the amount of food you can use before it spoils. Remember, frozen, canned, or shelf-stable foods last longer!
- Compare products for the best deal. Use unit pricing, as well as the Nutrition Facts labels to get the best product for your money.



For more on food labels, go to [USDA Read the Label](#).

After shopping

- Store food right away in the refrigerator or freezer to keep it fresh and safe.
- If you buy a large amount of fresh food such as meat, poultry or fish, divide it into meal-size packages, label the food, and freeze it for later use.
 - Use foods with the earliest expiration dates first.
 - Visit a local food pantry if you don't have enough food to feed yourself or your family.

Best buys for cost and nutrition

Bread and grains:

- Choose whole-grain breads. Look for bargains on day-old varieties.
- Buy regular brown rice and old-fashioned oats and grits instead of instant varieties to save money and consume less sugar, salt, and calories.

Vegetables:

- Buy large bags of frozen vegetables.
- When choosing canned vegetables, look for “low sodium” or “no added salt” on the label.

Fruits:

- Buy fresh fruit in season — it generally costs less.
- Frozen and canned fruits are available year-round. They can save you money and have similar nutrition values to fresh.

Dairy:

- Buy low-fat or fat-free milk, yogurt, and cheese in the largest size that can be used before spoiling. Larger containers cost less per serving than smaller sizes.
- Ultra-pasteurized milk found on store shelves has a longer expiration date and won't spoil as fast.

Meat and beans:

- Dried beans and peas are a good source of protein and fiber. They can last a year or more without spoiling.
- Canned tuna packed in water is an inexpensive, healthy protein choice. Light tuna has less mercury than white.

Transgender health and abuse

Abuse can happen to anyone. One in four transgender people face abuse from a partner. One in two have been sexually assaulted at some point in their lives. Trans women and transgender people of color face higher risk. Many transgender people do not seek help for health issues or abuse because they do not feel safe.

Transgender people may not get the care they need because they feel like they cannot trust their doctor. Many doctors do not know the best way to work with a transgender patient. Some doctors will not work with people who are transgender. Often, transgender patients have to teach doctors about their needs, and that can be very frustrating.

Transgender people may have trauma from abuse and not feel safe asking for counseling. Health care may not cover things that they need, like trauma counseling or hormone therapy. They may not get screenings for sexually transmitted infections or other health issues. All of these things put transgender people at high risk for many serious health issues such as:

- Sexually transmitted infections
- Substance abuse
- Mental health issues
- Intimate partner and sexual violence

There are resources that can help transgender people get the help they need. The websites below can link transgender patients with help.

Please also check for local support in your area for transgender health care needs.

Resources:

<http://transcentralpa.org/>
<https://forge-forward.org/>
<https://transequality.org/>



New opioid rules to keep you safe

To help keep people safe from opioid addiction and opioid abuse, Pennsylvania has created new rules for opioid prescriptions.

Your doctor now has to check with us first before prescribing opioids (this is called prior authorization)

The chart below details the new rules for prior authorization. If you have active cancer, sickle cell crisis or you're receiving palliative care or hospice, the new rules do not apply to you.



Who needs prior authorization in 2019?

Long-acting opioids

(typically taken 1-2 times a day)

Everyone

Short-acting opioids

(typically taken several times a day)

As of Jan. 1, 2019:

All adults who need to take them for longer than **5 days**.
All children who need to take them for longer than **3 days**.

High-dose opioids

(doctors use morphine milligram equivalent, MME, to measure opioid strength)

As of July 1, 2019:

Everyone who needs opioids at **50 MME or higher**.

Learn more about living healthy with prediabetes

Do you have prediabetes or are you at risk for developing diabetes? If so, we welcome you to join our year-long interactive group, the National Diabetes Prevention Program.

At no cost to you, participants 18 years or older meet approximately every week for the first six months to learn how to make healthy lifestyle choices. During the second six months, monthly group support sessions then encourage you to stay on track with your new lifestyle choices. Caregivers, friends and family are welcome to attend.

To register, call our health and wellness department at 866-415-7138.



Big savings with medication changes

As of April 1, maintenance medications* (medications for ongoing conditions like high blood pressure, diabetes or high cholesterol) will need to be prescribed for a 90-day supply instead of a one-month supply. Members who are currently taking maintenance medications will be notified by letter with more details.

This change will help you:

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

Save time. You're now able to enroll with CareSite, our mail-order pharmacy. We'll 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. – 5:00 p.m., Monday – 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, 8:00 a.m. – 5:00 p.m., Monday – Friday for more information.*

Get control over colorectal cancer

We get it, colonoscopies are not a favorite topic of conversation, but with March being Colorectal Cancer Awareness Month, we're talking about it!

If you are 50 or older, or at an increased risk for colorectal cancer, call your doctor today.

To make an appointment with a provider near you, visit Geisinger.org/patient-care.

Protect your children from lead poisoning

Schedule your children for professional lead screenings with your family doctor — especially for children under the age of two.

You can also schedule professional screenings by calling our customer service team at 855-227-1302 (PA RELAY: 711).



Don't say "yes" – it could be a scam

Local residents are receiving calls to purchase medical braces for backs, legs, necks, etc. If you answer "yes" when the caller asks if they reached the correct person, you could become the proud owner of a new back brace you didn't want or need.

Save yourself money and headaches:

- Don't answer "Yes"
- Do not provide any insurance information
- Do not provide your name, Social Security Number, date of birth or any other personal information

These scams are not specific to Durable Medical Equipment companies. If you need to report a scam, contact the Federal Communications Commission (FCC) by visiting FCC.gov. To report other cases of fraud, waste or abuse, contact our special investigations unit at 800-292-1627.



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 Wednesday from 8 a.m. to 8 p.m.

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 والبرايل: 711: PA RELAY).

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 ដោយមិនគិតល្អល 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).