

Working together to provide the best care

GHP Family and Service Access & Management, Inc. (SAM) are working together to improve care management for members. GHP Family and SAM are committed to helping our members receive the best healthcare and services available.

A community health assistant (CHA) will work with you to obtain services such as dental and preventive care, behavioral healthcare, transportation and more. The CHA can also help you reach your healthcare goals. These services are covered at no cost for GHP Family members.

If you have any questions or would like more information, contact the Special Needs Unit, Monday through Friday from 8 a.m. to 5 p.m. at 855-214-8100 (TTY: PA Relay 711).



Si necesita esta información en otro idioma, llame al 1.855-227-1302 (TTY: 711) lunes, martes, jueves y viernes de 8:00 am a 5:00 pm o miércoles de 8:00 am a 8:00 pm.

如果您需要此資訊的其它語言版本，請撥打電話：1.855-227-1302 (聽障專線：711) 週一，週二，週四和週五上午 8：00 至下午 5：00 或者週三上午 8：00 至晚上 8：00

ប្រសិនបើអ្នកត្រូវការព័ត៌មាននេះក្នុងភាសាដទៃទៀត សូមហៅ 1.855-227-1302 (TTY: 711) ថ្ងៃចន្ទ ថ្ងៃអង្គារ ថ្ងៃពុធឬថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹក ដល់ម៉ោង 5 ថ្ងៃចន្ទ ឬថ្ងៃពុធឬថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹក ដល់ម៉ោង 8 យប់។

Если вы хотите получить данную информацию на другом языке, позвоните по номеру 1.855-227-1302 (Телетайп: 711) в понедельник, вторник, четверг и пятницу с 8 а.м. до 5 р.м. или в среду с 8 а.м. до 8 р.м.

Nếu quý vị cần thông tin này bằng ngôn ngữ khác, hãy gọi 1.855-227-1302 (TTY: 711) Thứ Hai, Thứ Ba, Thứ Năm và Thứ Sáu từ 8 giờ sáng đến 5 giờ chiều hoặc Thứ Tư từ 8 giờ sáng đến 8 giờ tối.

GHP Family Member Update is published four times annually. Comments are welcome.

Please write: Editor
GHP Family Member Update
100 North Academy Avenue
Danville, PA 17822-3240
E-mail: memberupdate@thehealthplan.com

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Understand your health plan

Visit our website, GHPFamily.com, to find the member information you need to help you understand your health plan, including:

- Benefits and services included in, and excluded from, coverage
- Pharmaceutical management procedures
- Copayments and other charges for which you may be responsible
- Benefit restrictions that apply to services obtained outside our system or service area
- How to obtain language assistance
- How to submit a claim for covered services
- How to obtain information about practitioners who participate in the organization
- How to obtain primary care services, including points of access
- How to obtain specialty care and behavioral healthcare services and hospital services
- How to obtain care after normal business hours
- How to obtain emergency care, including our policy on when to directly access emergency care or use 911 services
- How to obtain care and coverage when you are out of the organization's service area
- How to submit a complaint
- How to appeal a decision that adversely affects coverage or benefits
- How we evaluate new technology for inclusion as a covered benefit
- Your member rights and responsibilities statement

You may also call GHP Family Member Services at 855-227-1302 (TTY: PA Relay 711) Monday, Tuesday Thursday and Friday from 8 a.m. to 5 p.m., or Wednesday from 8 a.m. to 8 p.m. to speak to a representative or request a GHP Family Member Handbook.



Keeping up to date

GHP Family makes every effort to remain up to date on the latest and most effective treatment options and preventive health measures. This is known as “technology assessment or evaluation.” It includes the review of medical data and regulatory status, and the assessment of published, peer-reviewed, controlled clinical trial results, and other scientific evidence. This determines the status and effectiveness of equipment, procedures and treatments. GHP Family has a Technology Assessment Committee made up of physicians and members. This committee volunteers to participate. The Technology Assessment Committee provides recommendations to GHP Family. GHP Family determines if the technology or procedure should be a covered benefit.

News from the Department of Human Services (DHS)

What is respect in a relationship?

Most people want to enjoy health and relationships. A relationship can affect health for good or bad. Respect is vital to relationship health. Respect means things such as good boundaries and communication. Respect also means to treat a person as an equal. But what does respect mean in daily life? To show respect in a relationship can mean to:

- o Be fair with time and money
- Honor consent when it comes to affection and intimacy
- Show the person that you care and that they are important to you
- Tell someone if they make you happy and show appreciation
- Stay active in making important decisions
- o Consider options and listen to what someone is saying
- o Do not threaten or shut someone down

To behave with respect can also mean to:

- Support the other person in meeting their needs
- Participate in things in which the other person has interest
- o Invite, instead of demand, things or responses
- o Be honest and safe and expect the same from the other person
- o Never hurt someone on purpose
- o Value the other person's privacy by not trying to find out passwords in order to check on phone calls and social media messages
- o Be trustworthy and do not spy on a person to see who they are with or what they are doing



If it is hard to respect a person or you do not feel that you get respect it may be time for a healthy breakup. This must be based on respect and may include points bulleted with [o] from the above list. To find the domestic abuse program nearest you, visit <http://pcadv.org> and click on Find Help or 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 1-866-331-84530) or visit the websites: <http://www.loveisrespect.org/>, <http://www.thatsnotcool.com/>

Formulary updates now available online

Members can review the formulary online at 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. Members may contact GHP Family Member Services with benefit questions or to request a printed formulary by calling 855-227-1302 (TTY: PA Relay 711), Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m., or Wednesday from 8 a.m. to 8 p.m.

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GHP Family

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Danville, PA 17822-3240

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Share your ideas to help us improve

The Special Needs Unit is committed to helping our GHP Family members with their most important needs. The GHP Family Special Needs Unit and GHP Health and Wellness hold a Consumer Advisory Committee Meeting each quarter. This meeting allows GHP Family members to share their ideas on how we can improve the health services we provide to you.

You can help! We are looking for valued members and families to join the Consumer Advisory Committee. If you are interested in attending a meeting and providing feedback, we'd like to hear from you. For more information about the Consumer Advisory Committee and how to join, call 855-214-8100 (TTY: PA Relay 711) Monday through Friday from 8.m. to 5 p.m. Ask to speak with the Health Choices director or special needs unit coordinator.

