Keep on washing those hands

Handwashing is one of the best ways to prevent the spread of germs, whether it’s the common cold or COVID-19.

Help kids get used to washing their hands often, especially after being in a public place and touching surfaces that are frequently touched by others, such as door handles, shopping carts and items on shelves.

Also, ask children to try not to touch eyes, nose or mouth until hands are washed or sanitized. That’s how germs enter our bodies. Kids learn by imitating the behavior of adults in their lives, so be sure to set an example for them by washing your own hands frequently.

Soap and water are the most effective, but hand sanitizers help if washing isn’t possible. Supervise small children when using hand sanitizers and keep the bottles out of their reach. Swallowing hand sanitizer can cause alcohol poisoning.

Make handwashing a habit in your family and say “no” to germs.

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Avoiding fraud during a pandemic

It’s smart to protect your finances and identity. Be on the lookout for fraud: people trying to get bank account information, sell false test kits or fake cures for the coronavirus or sending you “free” products such as masks or COVID supplies.

So, what can you do to protect yourself?

- Be aware of emails, calls, social posts 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 reviews for products 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. You can also report fraud concerns to Geisinger’s Special Investigative Unit by email to 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 or by 877-438-4338.

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 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.
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 nonurgent 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 non-urgent surgeries are 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.

*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.
It’s summer, and not just the flowers are blooming...

With the warmer weather comes more outdoor time for your kids. This means it’s more likely they will run into poison ivy. Many people are allergic to urushiol, the oily substance found in plants like poison ivy, poison oak and poison sumac. Coming in contact with urushiol can cause an irritating rash, but it’s rarely serious.

The best prevention is to stay away from these plants. Teach your kids the old saying “leaves of three, let them be.” Avoiding plants that have shiny leaves or a pattern of three leaves is the best way to avoid exposure. Also remember to dress your children in long pants and long-sleeved shirts when they’ll be in woods or areas where poison ivy might be found. Urushiol is found inside the plants, so just brushing against them shouldn’t cause a reaction. The problem is when the plant’s stems or leaves are broken. That’s when the sap can come in contact with skin.

If you or your kids do come in contact with poison ivy, go home and shower with lots of soap and hot water as soon as possible. If a rash with blisters does develop, you can treat it with calamine lotion or by soaking in cool water. Antihistamine pills, such as Benedryl,* and over-the-counter hydrocortisone creams can also help relieve the itching. Scratching the blisters doesn’t spread the rash, but the germs on hands and under fingernails can cause infection.

If your child has a fever with the rash, or the itch is too severe for home remedies, call your doctor’s office. They may be able to prescribe a medication to help.
Keep them protected!

Vaccines 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.

### Formulary updates are available online 24/7

Formulary updates (a list of drugs covered under your pharmacy benefit) are available online at 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 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-PWBEAO@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)*

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：如果您使用繁体中文，您可以免费获得语言援助服务。請致電 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.

NOTA: Se habla português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

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KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-447-4000 (PA RELAY: 711).

सूचना: यदि आप गुजराती बोलते हैं, तो निःशुल्क भाषा सहायता सेवाओं तमाम मात्र उपलब्ध हैं. कॉल करें 800-447-4000 (PA RELAY: 711).
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.