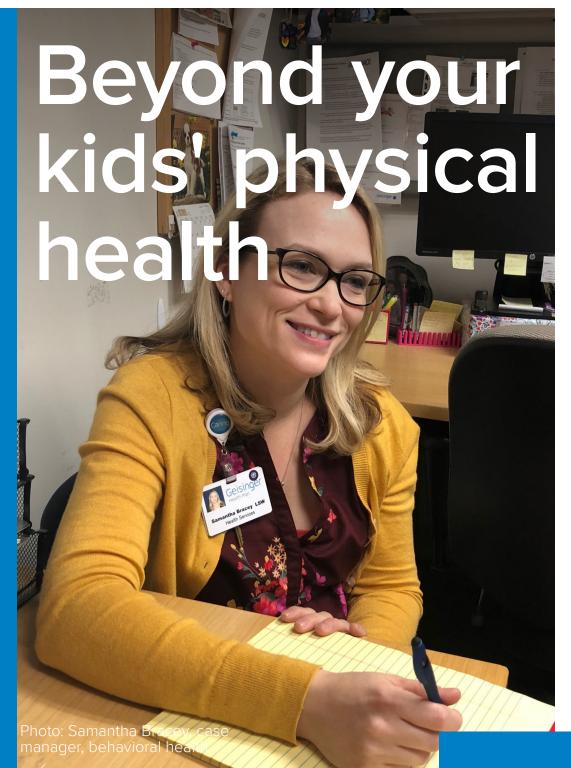


Member Update



B ehavioral health conditions, also known as mental illness, substance abuse or other addictions, can affect how your children 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 child's overall well-being.

They also coordinate care plans with your child's doctors and serve as advocates to get your child the care they need.

We understand the importance of behavioral health and we're here to help.

A new look for member ID cards

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

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

Geisinger Lawrence Ronaldaldowiche ID 12345678901 Copay Primary care xxxxxxxxxxxxxxxxxxx PCP \$0 123-456-7891 \$0 Spec Medical record 1234567890 \$0 FR Rx GRP GHS01 | BIN 003585 | PCN ASPROD1 \$n Rx deductible \$0 Impact HMO

Connect with us GHPKids com Mail medical claims to Geisinger Health Plan Coverage questions P.O. Box 853910, Richardson, TX 75085-3910 866-621-5255 Mail dental claims to Prescription questions Avesis Third Party Administrators, Inc. P.O. Box 58500, Phoenix, AZ 86069-8500 800-988-4861 Dental services Mail general information to Visit GHPKids com for a list of Geisinger Health Plan, 100 N. Academy Ave. network dentists who participate Danville, PA 17822-5229 Pharmacy technical assistance Tel-A-Nurse 877-545-5061 TTY hearing impaired Dental provider assistance 844-232-3118 PA Relay at 711 legue date 00-00-00 | xx-xx Mental health / substance abuse 💥 MultiPlan 💥 PHCS

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.

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.





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.

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) •

The Member Update is published quarterly by Geisinger Health Plan and serves as an informational resource for members. Comments are welcome. Write to us: Editor, 100 N. Academy Ave., Danville, PA 17822-3240. Or you can email us at MemberUpdate@TheHealthPlan.com.

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Formulary updates are available online

You can review the formulary (list of drugs covered under your pharmacy benefit) online at GHPKids.com. The online formulary includes the most recent list of covered drugs, as well as details on quantity limits, tiers and pharmacy management procedures.

When medications are not listed on a formulary, GHP Kids will not pay for them unless an exception is granted. Some drugs may require prior authorization. Call 800-988-4861 (PA Relay 711), Monday - Friday, 8 a.m. - 5 p.m., with benefit questions or to request a printed formulary.

Please keep an up-to-date list of any medicines you and your child are taking, including over-thecounter medications and herbal supplements, and take this with you when you or your child go to your doctor, an urgent care center or the emergency room.