



GEISINGER HEALTH PLAN

Member Update

Summer 2020

Geisinger

Keep on washing those hands

Hand washing is one of the best ways to prevent the spread of germs, whether it's the common cold or COVID-19. Wash your hands often, especially after you've been in a public place and touched surfaces that are frequently touched by others, such as door handles, gas pumps, shopping carts and payment keypads. Also, try not to touch your eyes, nose or mouth until you wash or sanitize your hands. That's how germs enter our bodies.

When washing your hands, lather them well with soap and water, paying attention to the backs of your hands, between fingers and under nails. Soap and water is the most effective, but hand sanitizers help if washing isn't possible. If you can't wash at a sink, use an alcohol-based hand sanitizer that has at least 60% alcohol.

Rub the gel all over your hands until it's dry. Soap and water is 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 hand washing a habit in your family and say "no" to germs!

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](https://www.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.



Avoiding fraud during a pandemic

You're already protecting your health during the COVID-19 pandemic. It's smart to protect your finances and identity, as well. 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 or texts from people or businesses you don't know — do not 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 care team 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](https://www.IdentityTheft.gov) or by calling 877-438-4338.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identify, or sexual orientation.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 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 (TTY：711)。

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 non-urgent 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 nonurgent surgeries are available 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.



Convenient options for paying your premiums

We have several options for you to pay your health insurance premiums:

Automated payments

- Call 844-639-3117 to make a payment using a debit/credit card or have it drawn from your checking or savings account. Our call center is available 24 hours a day, 7 days a week.
- You can make multiple payments in one call.
- No wait times!

Log on to our website at:

GeisingerHealthPlan.com/signin

- Click on "service center", then "online premium payment".
- Select "click here to access e-Statements". This takes you to your e-Statement history, where you can view prior e-Statements.
- Select "click here to access Paybill" to set up automatic payment withdrawal.
- OR, select "click here to access One Time Pay", where you can make a single payment.

Call our customer care team

- Call 844-343-2639 to speak to a customer care associate. They will process a payment over the phone, free of charge.
- Hours for the customer care center are 7 a.m. through 7 p.m., Monday through Friday and 8 a.m. through 2 p.m. on Saturday.

Mail a check to: Geisinger Health Plan
P.O. Box 829703
Philadelphia, PA 19182





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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](https://www.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.*

