

GEISINGER HEALTH PLAN

Member Update

Fall 2020



Geisinger

Stay healthy during the pandemic

Now more than ever, it's important to take care of your physical and mental health. We're ready to help you do just that with in-person and virtual resources.

It's safe to see your provider

Clinics, hospitals and doctor's offices are doing everything they can to make sure you and your family can get the care you need – and stay safe while doing it. You can schedule your well visits, vaccinations and screenings knowing your healthcare providers are taking all necessary precautions to keep you safe.

Better health from the comfort of home

There are plenty of online resources we offer for learning about everything from coronavirus to mental health.

Browse through them all:

- GeisingerHealthPlan.com
- geisinger.org/coronavirus
- geisinger.org/health-and-wellness/wellness-articles

Have specific questions about coronavirus? Just click the messaging icon at the bottom right of the geisinger.org page and a health and wellness professional can answer them. You can also call the COVID-19 hotline 24/7 with your questions at 570-284-3657.

At GHP, we're always here to help with your healthcare needs.

Geisinger's GED program for members

Preparing to earn your high school equivalency diploma? If you're a GHP member, Geisinger offers financial GED® support. Getting your GED expands your options for job opportunities as well as higher education and career advancement.

Geisinger's GED funding covers the cost for your training materials, practice testing, the GED test and two retests (reapplication is necessary after the second retest). Want to request an application or have questions? Call Health and Wellness at 866-415-7138, Monday through Friday from 8 a.m. to 5 p.m.

You can also complete an application online by visiting the Wellness section of the Geisinger Health Plan member portal at geisinger.org/health-plan/sign-in. After signing in, click on the Health and Wellness drop-down menu and choose "GED Funding Application."

For more information on GED testing in Pennsylvania and the materials needed, or to create a no-cost account, visit ged.com.



Charges for personal protective equipment

To protect patients and themselves during the COVID-19 pandemic, healthcare providers are using a lot of personal protective equipment (PPE) like masks, gloves and face shields. However, you should know that providers can't bill you for the increased use of PPE. If you do receive a bill for items like gloves and masks from your provider, call GHP Customer Care and we'll help resolve this for you.

Other billing issues we can help resolve for you;

- Providers aren't allowed to bill you directly for amounts beyond what's allowed by insurance. That's called "balance billing," and it's a violation of our provider contract.
- Providers, laboratories and other testing facilities are not allowed to "price gouge," or charge a lot more for tests than what they cost. That's also a violation of our provider contract.

You should get healthcare at a fair price. If you have any issues with bills you received from your provider, call us at the Customer Care number on the back of your card. We're happy to help.

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 identity, 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)。

Help fight insurance fraud

Insurance fraud can happen to anyone. Knowing how to spot it and report it can help save you and your family a lot of headaches.

The first thing to remember? Use caution when providing your health insurance information, including your member ID number.

Be on the lookout for fraudulent situations like these:

- A request for payment for a service that wasn't provided
- A charge for a more expensive service than what was provided
- An incorrect condition or diagnosis to maximize payment
- Selling or sharing an insurance identification number or information so false claims can be filed

There are many others, too, which is why Geisinger Health Plan's Anti-Fraud Program helps detect and eliminate potential fraud and abuse. You can report fraud anonymously, and all reports are kept confidential.

If you suspect fraud or abuse, contact GHP by:

Email: fa@geisinger.edu

Phone: 800-292-1627 or the customer service number on your insurance card

Mail: Geisinger Health Plan, Anti-Fraud Program
100 N. Academy Ave., Danville, PA 17822-3220

Stay ahead of sickness

One thing reinforced by the COVID-19 pandemic: Preventing illness is important. Keeping up with vaccinations is a good start. You can find the 2020 childhood and adult immunization schedules at cdc.gov/vaccines.

All adults should get a seasonal flu vaccine every year, especially if you're an older adult, you have chronic health conditions or you're pregnant. Vaccines for shingles and pneumonia are recommended for adults age 50 and older.



Kids need the flu shot, too. And although lead poisoning isn't preventable by vaccines, it is 100 percent preventable. The first step is finding out if your child has been exposed to lead. Children should have lead testing done at 9 months and 18 months old.

Talk to your doctor to make sure you get the vaccines (and other types of preventive care) that are right for you.

Resisting antibiotic resistance

When bacteria cause an illness such as an ear infection, antibiotics can be the best weapon to fight them. But bacteria have begun fighting back through antibiotic resistance, which is when they develop the ability to defeat the antibiotics. Antibiotic-resistant bacteria can continue to grow and spread in the body.

Bacteria become resistant when they're exposed to antibiotics frequently. If you take antibiotics when they're not needed, harmful bacteria can build up a tolerance to them. Then antibiotics are less effective at treating illnesses.

So keep this in mind: Antibiotics aren't always the answer. They don't work on viruses, like those that cause colds, bronchitis and the flu. These respiratory viruses usually go away in a week or two without treatment.

If you feel sick, ask your doctor if antibiotics are necessary. If they aren't, your doctor can tell you what to do to feel better while your body fights off the virus. And if you do need antibiotics, be sure to take them exactly as prescribed.

Medications: The safe and convenient way

Take advantage of CareSite, Geisinger's mail-order pharmacy, to have 90-day supplies of your medications mailed right to your door!*



To get started, call the CareSite Mail-Order Pharmacy at 844-878-5562 between 6:30 a.m. and 5 p.m. on weekdays. Or visit geisinger.org/pharmacy anytime.

**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.*

Geisinger Careworks clinics are now Geisinger Convenient Care

Geisinger Careworks clinics have undergone a name change to Geisinger Convenient Care. The clinics still offer treatment for minor injuries and illnesses for patients 12 months and older, including colds, flu, fever, sore throat, minor lacerations, sprains and strains and more. Some locations even offer X-ray services.

At Geisinger Convenient Care locations, you can walk in or check in online for easier access to care when you need it, close to home. And that's pretty convenient.

Convenient Care and urgent care facilities that are contracted with Geisinger Health Plan can be a cost-effective way to get medical treatment. Visit geisinger.org/health-plan/find/urgent-care to find a location near you.





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 100 N. Academy Ave.
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Your new ID card is coming

You will receive new health plan ID cards before Jan. 1, 2021. Your member ID number will remain the same, but you'll need to use your new card starting Jan. 1.

One change to the ID cards is that Geisinger's pharmacy claims will be processed by PerformRx starting Jan. 1, 2021. This will improve your access to quality, affordable prescription medications and lower your overall healthcare costs. Present your new ID card at your pharmacy for prescriptions filled after Jan. 1.

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Geisinger Health Plan ranked No. 1 in Pennsylvania

The J. D. Power 2020 U.S. commercial member health plan study ranked Geisinger Health Plan #1 in member satisfaction in the Pennsylvania region. The study, now in its 14th year, measures satisfaction among members of 149 health plans in 21 regions across the United States.

“This award is further proof — directly from our members — that GHP provides outstanding customer service,” said Kurt Wrobel, GHP president. “Answering questions quickly and accurately, communicating clearly and providing coverage at competitive prices are all areas where we strive to do well every day. Thanks to our employees who provide this high level of service.”



Six key factors are examined through the study, including billing and payment, cost, coverage and benefits, customer service, information and communication, and provider choice. The study also measures several other key aspects of the experience and member engagement.

GHP achieved the highest score in the following factors: Cost, Information and Communication, Billing and Payment.