

Geisinger Member Update

Health Plan

SUMMER 2018

Protect against tick bites

Anyone can get Lyme disease, especially if you spend a lot of time outdoors. Protect yourself and your family against tick bites with these four easy steps:

- Use insect repellent that contains 20-30% DEET. Follow the instructions on the packaging and coat yourself well.
- Once you're done outside, bathe or shower as soon as possible.
- After you bathe or shower, examine your body for ticks. Ticks can hide under armpits, behind the knees, in the hair and in the groin area.
- Put your clothing in the dryer on high heat for 60 minutes. This will kill any remaining ticks.

If you experience symptoms such as a rash, fever, chills, fatigue, joint or muscle pain or facial paralysis, and you know or suspect that you have been exposed to ticks, seek medical attention. You might have Lyme disease and need appropriate medical treatment immediately.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and do 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)。

Geisinger Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.

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New network providers

To view a list of new providers who have joined the Geisinger Health Plan network, visit GeisingerHealthPlan.com and click on "Find a Doctor, Drug or Location," then select "View New Network Providers." You can also view providers who are leaving the network. For more information on these and other participating providers, you can use the provider search and scheduling directory or call the customer service team at the number on the back of your member ID card.

Pick your premium payment option

If you pay a monthly premium, we offer several premium payment options for your convenience:

- **Automated telephone service:** You can pay your premium anytime through our automated service 24 hours a day, 365 days a year. Call 844-639-3117 to pay by telephone. You will receive a confirmation number after your payment is made.
- **Online payment:** You can also pay your premium online at any time by visiting GeisingerHealthPlan.com/paymybill.
- **Pay by mail:** If you choose to mail your payment, please send it to the address on your premium statement.



Accepted forms of payments are Visa, Mastercard, Discover and direct deposits from your bank account. American Express is not accepted. Account balances are updated daily and available online or by phone. If you have questions about your premium statement or payment, please call our customer service team at 844-343-2639, Monday through Friday, 8 a.m. – 5 p.m.

Help for diabetes management



Geisinger health and wellness offers a variety of programs to help those living with long term or chronic conditions. The Live Your Best Life programs are interactive, group programs offered at no cost and are open to the public.

Programs are also available for those with diabetes, pre-diabetes or those who are at risk of developing diabetes. Participants learn healthy eating habits, exercise and relaxation techniques and how to set goals for improvement. Call Geisinger health and wellness at 866-415-7138 to find a program near you.

The Member Update is published quarterly by Geisinger Health Plan and serves as an informational resource for members. Comments are welcome. Please write: Editor, 100 N. Academy Ave. Danville, PA 17822-3240 or email: memberupdate@thehealthplan.com

Familiarize yourself with fraud

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

First and foremost, use discretion when providing your health insurance information, including your member ID number. And be familiar with fraudulent situations:

- Requesting payment for a service that wasn't provided
- Charging for a more expensive service than was actually provided
- Incorrectly stating a member's condition or diagnosis to maximize payment
- Selling or sharing a person's insurance identification number or information so false claims can be filed

These are just a few examples of many, which is why Geisinger Health Plan (GHP) has established an anti-fraud program designed to help detect and eliminate potential fraud and abuse. When you report fraud, you may remain anonymous and all reports are kept confidential.

If you suspect fraud or abuse, contact GHP using one of the methods below:

- **Email:** FA@geisinger.edu
- **Phone:** The GHP Compliance hotline at 800-292-1627 or call the customer service team number listed on the back of your insurance card
- **Mail:** Geisinger Health Plan, Anti-Fraud Program, 100 North Academy Avenue, Danville, PA 17822-3220

Hone in on heat-related illnesses

Summer is here, and so are the hot, summer days in the sun. Enjoy these times, but don't let the heat get the best of you. Protect yourself from heat exhaustion or heat stroke. Here are some prevention tips:

- **Keep hydrated.** Make sure you're drinking two to four cups of water every hour. The body needs more water than usual when in the sun because it loses more fluids through sweating.
- **Dress light.** Dress in light-colored, loose clothing when out in the heat. A brimmed hat is even good to keep the sun out of your face and help you stay cooler.
- **Stay cool.** Try doing more activities inside a temperature-controlled or air-conditioned environment. Anything to stay cool and keep the body temperature down.
- **Steer clear of cars.** Never sit in a closed, parked car. The temperature inside a closed car can become very hot, instantly causing heat-related illnesses.



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Formulary updates are available online

Recent updates to the formulary (list of drugs covered under your pharmacy benefit) are available online at GeisingerHealthPlan.com. The online formulary drug search includes updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures. Updates may affect prior authorization.

You may also call customer service to receive a printed version of the formulary list. For questions regarding drug benefits, call the customer 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.

