

Geisinger  
Health Plan

# Member Update



# Warm up this winter season

## Warm up with these GHP perks

All members can enjoy discounts on eyeglasses and contact lenses, amusement parks, event tickets, and recreational activities.

You can also take advantage of no-cost preventive services, such as well-baby and well-child visits and health screenings. This includes vaccines like tetanus, hepatitis, polio, chickenpox and the flu shot.

And don't miss possible cost-savings opportunities with CareSite, Geisinger's mail order pharmacy.\* Call 844-878-5562 for more information.

Want to learn more about your plan's perks. Including no-cost health management programs? Call the Customer Care Team number on the back of your member ID card.

*\* This benefit 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.*

## Geisinger Health Plan welcomes Penn State Health!

Penn State Health is now part of our provider network!\* This means you have access to providers at Hershey Medical Center, St. Joseph Medical Center in Reading and Penn State Children's Hospital, as well as more than 2,000 other physicians in 127 locations.



To find a Penn State Health participating provider, visit our online provider search at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com).

*\* GHP Kids and select narrow networks are not included in this agreement. Please check with our Customer Care Team to ensure coverage is included.*



## Stay safe while staying warm

Carbon monoxide (CO) may be considered “invisible” as a colorless, odorless gas, but there are prevention strategies to keep CO poisoning from affecting you or your family.

Since most CO exposure happens in the winter when we’re heating our homes, consider the following five tips:

- Install CO detectors in areas with appliances that burn fuel
- Have fuel-burning appliances professionally checked and cleaned every year
- Have your fireplace cleaned and inspected each year
- Use fuel-burning space heaters only in well-ventilated areas
- Don’t use a gas oven for heat

CO poisoning is very similar to symptoms from other health conditions, such as the flu or food poisoning. If you’re ever unsure of possible poisoning, please seek medical attention immediately.



## Naloxone aids in opioid treatments

Naloxone, a medication that can help reverse the overdose effects of opioids, is now recommended\* for all members who are taking increased amounts of opioid medications for pain treatments. Geisinger Health Plan offers a variety of Naloxone products, including syringes, cartridges and nasal sprays. If you are a member who is prescribed opioids for pain treatment, please talk with your doctor or pharmacist for more information.

\* [cdc.gov/drugoverdose/pdf/guidelines\\_at-a-glance-a.pdf](https://www.cdc.gov/drugoverdose/pdf/guidelines_at-a-glance-a.pdf)



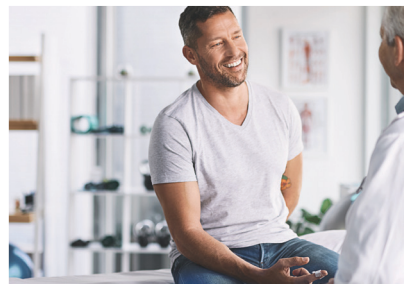
## A note about behavioral health benefits

As of January 1, Magellan, our vendor for behavioral health services, will no longer process member claims. To give you coordinated quality care, all medical and behavioral health benefits will be processed and coordinated in-house by Geisinger Health Plan (GHP).

No reason to worry! This move does not change any member benefits. Both GHP and Magellan providers are still participating providers.

For questions or more information, please call the Customer Care Team number on the back of your member ID card.

*\* This change does not apply to GHP Family and Medicare supplement enrollees, and PEBTF active and pre-65 retirees.*





## List of covered drugs available online

Formulary updates (a list of drugs covered under your pharmacy benefit) are available at [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com) and include covered drugs, quantity limits, tiering levels and pharmacy management procedures.

Keep in mind, updates may affect prior authorizations.

For questions regarding your drug benefits or to receive a printed version of the updates, call the pharmacy service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

## One payment per envelope, please

If you're a Marketplace member and responsible for monthly premium payments, please make sure to include only one payment per envelope and mailing. If you have more than one payment to make, send each payment in a separate envelope. This helps ensure processing accuracy.

Questions? Call the Customer Care Team number on the back of your member ID card.

## New payment option

A new payment option is available for members: our automated phone system. Call 844-639-3117 to make a one-time payment with your credit card or checking account.

Additional payment options, including recurring payments, are available by logging in at [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com).

## Mail order madness!



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. - 5 p.m., Monday - Friday, or go online at [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. Please contact the Customer Care Team with any questions.*

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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.

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

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**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)。

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

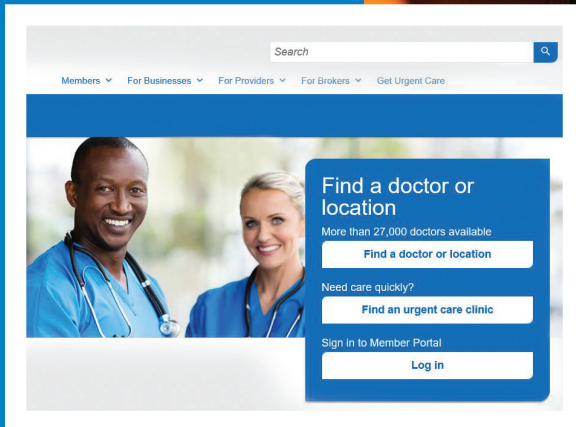


## Finding providers is easy

Looking for new providers who have joined Geisinger Health Plan's network? Or what providers may be leaving the network? It's easy:

- Visit GeisingerHealthPlan.com
- Click on Find a Doctor, Drug or Location
- Select View New Network Providers

For more information on these and other participating providers, you can use the online provider search and scheduling directory or call our Customer Care Team using the number on the back of your member ID card.



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