

Member Update

Quarter 4, 2025



Lead poisoning in children

Geisinger
HEALTH PLAN

For children — especially those under age 6 — lead poisoning is a serious issue. Even small amounts of lead can cause big problems: damage to the nervous system, learning and behavior challenges, slowed growth, and hearing or speech issues.

How does exposure happen? It's more common than you might think. Kids can come into contact with lead by touching, swallowing, or even breathing in lead dust — often from old paint, contaminated soil, or water that runs through lead pipes.

Because there's no known safe level of lead in a child's blood, early testing is key. Children covered by Medicaid should get a blood test for lead poisoning at ages 1 and 2. It's a simple step that can make a huge difference.

But testing is just the beginning. We can stay ahead of lead dangers by:

- Improving blood lead testing, reporting, and surveillance
- Making sure exposed children get the services they need

If your child's lead test results are high, there's help available. Families with children who have a venous blood lead level of 3.5 µg/dL or higher can get their home tested for lead sources at no cost. That's a big relief for many households, and a call to action for others.

GHP Family members can call the Geisinger Health Plan Enhanced Member Supports Unit Hotline toll-free at **855-214-8100** (PA Relay 711), Monday through Friday, 8 a.m. to 5 p.m., to learn more and get support.

Domestic violence and electronic medical records

Today, many people can see their health information online. This can be very helpful. It lets patients look at their test results and message their doctor. It can help them keep track of their care. But sometimes, this information can also be used in harmful ways.

People who are abusive may try to use a survivor's health records to control or hurt them. For example, an abusive partner might log in to the survivor's medical account and see notes from the doctor. They may learn that the survivor is talking about abuse or about other health concerns, like substance use. Then, they might try to use that information against the survivor — like threatening to take away their children.

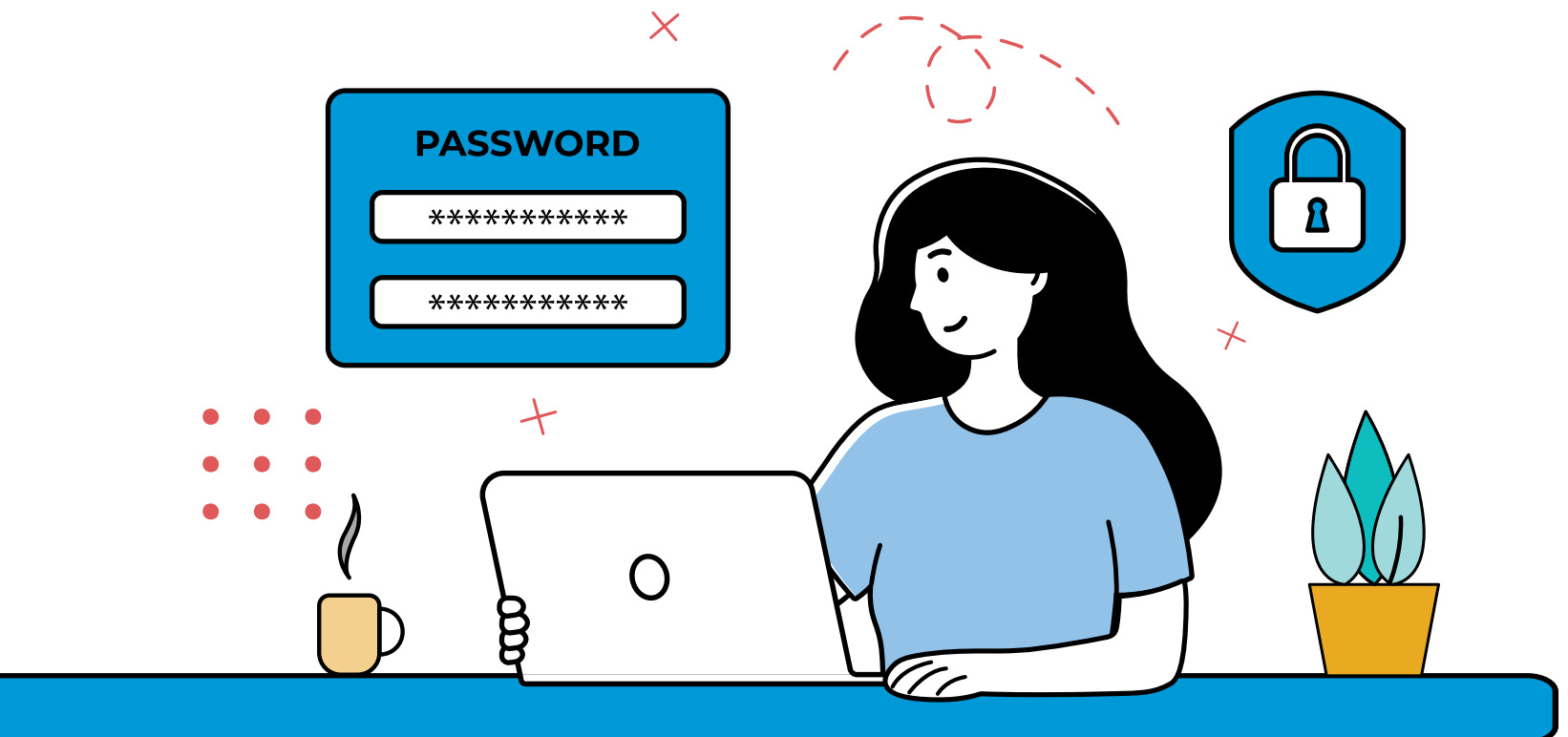
Even if the survivor doesn't say they are being abused, their health records might still have personal details that could put them at risk.

That's why it's important for healthcare providers and patients to work together. You can ask a doctor if they can "mark" an electronic note as private. This would mean that note couldn't be seen by anyone but medical professionals.

Survivors concerned about medical records can:

- Change their passwords
- Use two-step sign-in (like a code sent to their phone)
- Check to see who has official access to their records

If you or someone you care about is experiencing domestic violence, help is available. Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. Please visit: <https://www.pcadv.org/find-help/find-your-local-domestic-violence-program> to find a program near you. The services offered by these programs are provided at no cost. These services are confidential.



Breathe easy this flu season: Get a flu shot

Getting a yearly flu vaccine is a simple, effective way to protect yourself and others. It reduces your risk of serious illness, hospitalization, and complications. Vaccination also slows the spread of flu in your community, easing the burden on healthcare systems. Stay healthy and protect others by getting vaccinated.

- You can make an appointment by logging into MyGeisinger/MyChart.
- Call **866-915-2313** to schedule an appointment.
- Walk into any Geisinger doctor's office, ConvenientCare (age 9 or older), or pharmacy.

Find a nearby location to get your flu shot at [geisinger.org/ghpflu](https://www.geisinger.org/ghpflu).



Earn your GED online with Geisinger GEDWorks

Ready to advance your education and earn your GED®? The Geisinger GEDWorks™ program offers a convenient, effective way to earn your GED virtually. It includes all the tools that you need to pass the GED test, including personalized support from an advisor, study tools, and resources tailored to your learning style. This program also comes with a test pass guarantee, giving you unlimited chances to take the GED test until you pass.



The GEDWorks program is offered to Geisinger members at no cost and includes everything you need to pass the GED test. To learn more and to apply for this program, visit app.ged.com/gedworks/geisinger. Or scan the QR code.





Keeping your home safe during pregnancy

A healthy indoor environment is essential when you're pregnant. To protect your well-being (and your baby's), you need clean air and safe food and water.

Protect against lead exposure, particularly in homes built before 1978, by checking for lead in water lines and using filters to reduce lead levels. Clean up old paint chips and avoid contact with antique painted toys, too.

Check your water quality. If you have a well, test your water annually — ideally before becoming pregnant. If you have public water, review your local Consumer Confidence Report for safety information.

Don't let indoor air quality be compromised by dust, cleaning products, or poor ventilation. Consider using air purifiers and changing filters regularly. Avoid smoking indoors (or at all). It's a good idea to put carbon monoxide detectors in sleeping areas, as well.

Radon is an invisible gas linked to lung cancer. Test for radon in your home, especially before or during pregnancy. If it detects high levels, a radon mitigation system can help.

Mold can be harmful, so keep your home dry and address leaks right away. But it's not safe to clean up mold yourself when you're pregnant. Instead, reach out to a professional for safety advice.

Finally, pests like cockroaches and rodents can trigger allergies and asthma. If you suspect they're in your home, consider professional pest control that uses safe methods. Regular cleaning, sealing food, and decluttering can help keep pests from returning.

Source: Indoor Environmental Exposures and Your Growing Family, Pennsylvania Department of Health

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.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Geisinger Health Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **Geisinger Health Plan** at **800-447-4000**.

If you believe that **Geisinger Health Plan** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Civil Rights Grievance Coordinator
Geisinger Health Plan Appeals Department
100 North Academy Avenue,
Danville, PA 17822-3220
Phone: (866) 577-7733, PA Relay 711,
Fax: (570) 271-7225, or
Email: GHPCivilRights@thehealthplan.com

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA Relay 711,
Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> , or by mail, phone or email at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

OCRMail@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-447-4000 (PA RELAY 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-447-4000 (PA RELAY 711) o hable con su proveedor.

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-800-447-4000 (PA RELAY 711)或咨询您的服务提供商。

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-800-447-4000 (PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-447-4000 (PA RELAY 711) или обратитесь к своему поставщику услуг.

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-447-4000 (PA RELAY 711) أو تحدث إلى مقدم الخدمة".

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-447-4000 (PA RELAY 711) oswa pale avèk founisè w la.

LU'U Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-447-4000 (PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-447-4000 (PA RELAY 711) або зверніться до свого постачальника».

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-800-447-4000 (PA RELAY 711)或與您的提供者討論。」

ATENÇÃO: Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-447-4000 (PA RELAY 711) ou fale com seu provedor.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-447-4000 (PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-447-4000 (PA RELAY 711) ou parlez à votre fournisseur. »

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាភាគតិចត្រូវតែមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដល់សមាសភាព ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបានដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-447-4000 (PA RELAY 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-447-4000 (PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિયલ સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-447-4000 (PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Geisinger Health Plan Family (GHP Family) is a Medical Assistance (Medicaid) insurance program offered by Geisinger Health Plan in conjunction with the Pennsylvania Department of Human Services (DHS). Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

Questions about GHP Family? Call us at 855-227-1302 (PA Relay 711); Monday, Tuesday, Thursday and Friday, 7 a.m. – 7 p.m.; Wednesday, 7 a.m. – 8 p.m.; Saturday, 8 a.m. – 2 p.m.

Join the committee

Join the GHP Family Health Education Advisory Committee, share your ideas and collaborate with community providers and staff. The committee meets twice per year. Learn about new programs and give feedback on how we can improve the health services we offer you. Hear about ways to prevent disease, programs that help with chronic conditions like diabetes and high blood pressure, how we help the community and more.

Members who participate will receive a \$10 gift card.

Meetings are held online via Microsoft Teams or over the phone. Look for the dates and times coming to you by mail.

Reserve your spot by calling Health and Wellness at **866-415-7138** (PA Relay 711) or visiting [geisinger.org/events](https://www.geisinger.org/events).

