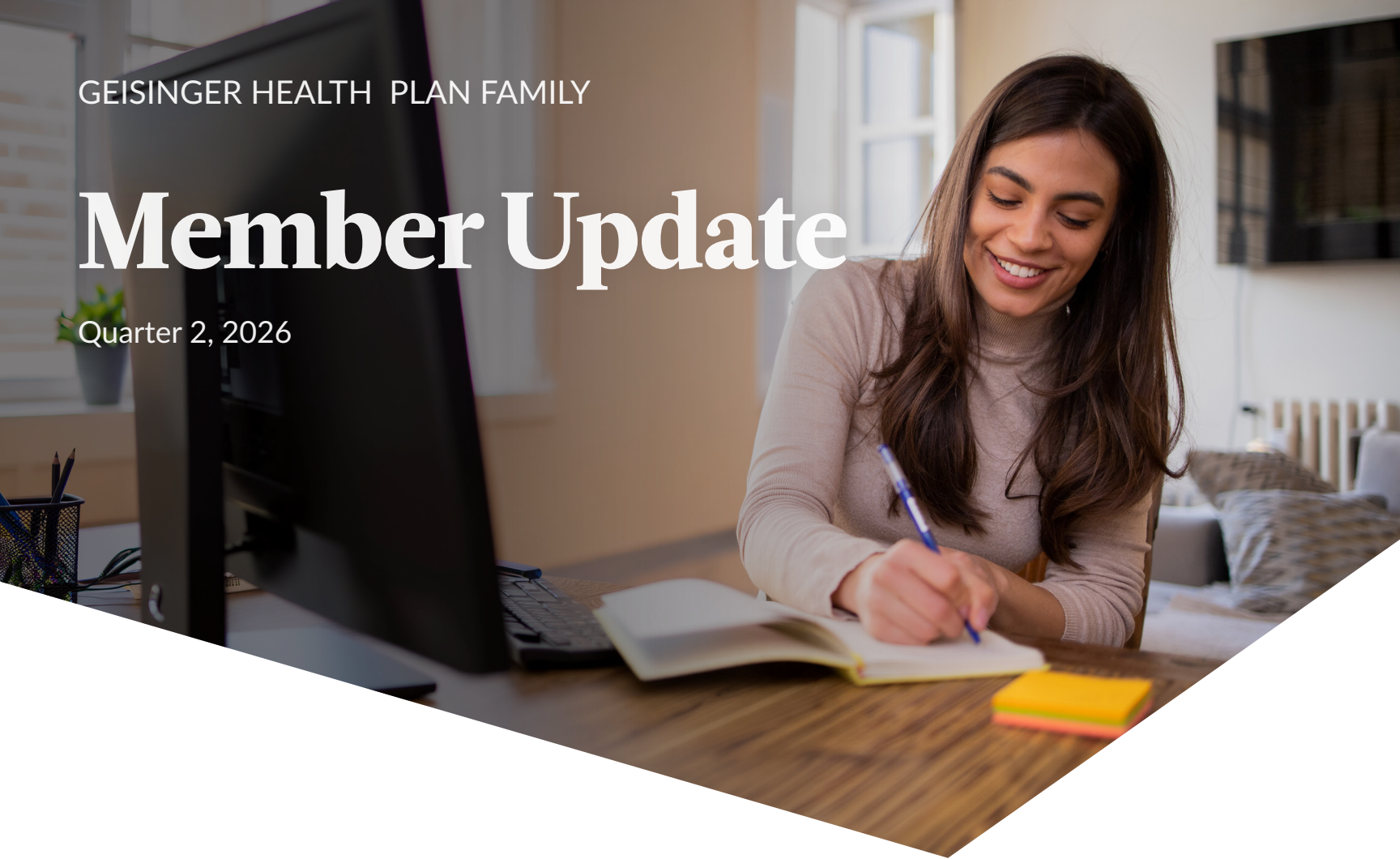


GEISINGER HEALTH PLAN FAMILY

# Member Update

Quarter 2, 2026



## Earn your GED with GEDWorks



GEDWorks™ is a flexible virtual program that gives you everything you need to earn your GED® from home. You'll work with a personal advisor, follow a customized learning plan, and access all required study materials. The program also includes a test-pass guarantee, giving you unlimited test attempts until you succeed.

Whether you'd like to advance your career, continue your education, or reach a personal goal, GEDWorks makes earning your GED easier and more convenient. This program is offered to Geisinger Health Plan members at no cost.

**Geisinger**  
HEALTH PLAN



**Ready to get started?**

Apply today at  
[app.ged.com/gedworks/geisinger](https://app.ged.com/gedworks/geisinger)  
or scan the QR code.

# A better call experience at Geisinger Health Plan

When you call the Geisinger Health Plan contact center, you need answers as quickly and easily as possible. So this spring, we're rolling out a new Intelligent Virtual Assistant (IVA) experience. It's designed to be more conversational, personalized, and convenient.

## What's new?

Our updated phone system now asks simple, natural questions, such as how we can help you and the reason for your call. Then we can quickly understand what you need. And because you'll be able to verify your identity right away, we can get you securely to the right representative or self-service option.

## New self-service features

To get information fast, secure self-service tools let you:

- Check your eligibility and coverage status
- Review your benefits
- Get claims information

These options will be available 24/7.

## Prefer to talk to someone?

You can reach a live Customer Care representative anytime by saying "representative." But if you verify your identity and tell us why you're calling first, our IVA can connect you to the best person to help you. That saves you time, and you won't have to repeat yourself.

## Why it matters

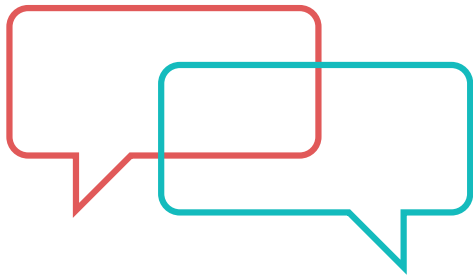
With this enhanced system, you'll get:

- Faster connection to the right support
  - Improved security through early authentication
- Less repeating of information
- More self-service options

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Ready for a smoother, easier, more efficient Geisinger Health Plan experience? Just give us a call.





## Share your voice

Your feedback helps us make meaningful improvements – and we want to hear from you! The GHP Family Health Education Advisory Committee meets twice a year to discuss member experiences and gather ideas that help shape our programs.

Meetings are open only to GHP Family members. They're held online through Microsoft Teams or by phone, so it's easy to participate from anywhere. To thank you for joining a meeting, we'll send you a \$10 gift card.

Upcoming meeting dates will be posted on the Geisinger events page at [events.geisinger.org](https://events.geisinger.org). To reserve your spot, call Health and Wellness at **866-415-7138** (PA Relay 711).

Your voice matters. Join in and help us continue improving the care and support we provide.

## SNAP updates to know about

Recent federal updates may impact SNAP benefits, including eligibility and benefit amounts. To avoid missing important changes, review the latest information from the Pennsylvania Department of Human Services (DHS).

The DHS SNAP Toolkit offers clear guidance on eligibility, benefit updates, and application or renewal tips. Visit [pa.gov/agencies/dhs/resources/snap/snap-toolkit](https://pa.gov/agencies/dhs/resources/snap/snap-toolkit).

You can also scan the QR code to access the most recent DHS SNAP newsletter.



## Connecting you to healthy food

Access to healthy food is essential to good health. That's why Geisinger Health Plan offers programs to help make nutritious food more affordable and accessible through our Food is Health approach, including:

- Mobile food pantries delivering fresh options to rural areas
- SNAP application support
- Fresh Food Farmacy programs for members with diabetes

You can find local food assistance through Neighborly, with access to over 2,000 food resources statewide. Just visit [neighborlypa.com](https://neighborlypa.com).



# Digital domestic violence

Many people use phones, computers and apps to help manage their health. They can schedule doctor appointments online or send messages to their healthcare team. They track moods, sleep or periods. These tools make getting care easier and more convenient. For survivors of domestic violence these tools can increase danger.

## Some abusive partners may:

- Check a survivor's phone or device
- Read messages from doctors
- Log into patient portals and see test results, prescriptions or appointment details
- Access information about mental health, substance use or body changes
- See reminders for appointments or medication

## Healthcare providers and domestic violence advocates can help survivors use digital tools safely:

- Providers can mark notes as confidential
- Providers should routinely review who they can share information with
- Advocates can help survivors talk with their providers
- Advocates may be able to offer a different way to use digital health tools

Families and friends of survivors can also help by understanding digital health safety. Knowing how digital tools store and share information can help them support survivors.

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: [pcadv.org/find-help/find-your-local-domestic-violence-program](https://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.



## Long-lasting birth control, zero hassle

Looking for a reliable, low-maintenance birth control option? Long-acting reversible contraceptives (LARC) may be a good choice for you. LARC includes IUDs, which can last up to 10 years. Implants, another LARC option, protect you for up to 3 years.

### Why choose LARC?

- Highly effective – Over 99% protection against pregnancy.
- Low maintenance – No daily pills or monthly refills.
- Reversible – Stop anytime if you want to become pregnant.

### Covered by your plan

Devices and insertion/removal are fully covered by GHP Family. LARC is available at hospitals, clinics, and Federally Qualified Health Centers — and may even be placed right after delivering a baby.

### Where to get LARC

- Call your doctor or local clinic.
- Visit [ghpfamily.com](https://ghpfamily.com) for locations.

Your choice matters — LARC is voluntary and safe for most women, including teens and new moms. Talk with your provider to learn what's right for you.

### Questions?

Call the GHP Family Enhanced Member Supports Unit at [855-214-1800](tel:855-214-1800) (PA Relay 711), Monday through Friday, 8 a.m. to 5 p.m.

**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](mailto: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](mailto: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](mailto: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 (PA RELAY 711) 1-800-447-4000 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.

**LƯU 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 សេវាកម្មជំនួយភាសាភាគតិចត្រូវបានផ្តល់ឱ្យសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ 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.

ध्यान आपो: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી 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.*



## Manage your health in the member portal

For tools to make your healthcare easier, sign in or create a member portal account at [go.geisinger.org/familynews](https://go.geisinger.org/familynews). Some of the things you can do:

- Find a provider.
- See your claims and benefits.
- Update your communication preferences.