

GEISINGER HEALTH PLAN FAMILY

# Member Update

Winter 2023



## Geisinger

### Living with long COVID

Most people recover fully and quickly from COVID-19 – but some don't. Physical and mental symptoms can develop during or after having COVID, known as post-COVID symptoms. Many people refer to this later or lasting illness as “long COVID.”

#### What are post-COVID symptoms?

Symptoms of long COVID generally last more than a month and can't be explained by another cause. And even though the infection has cleared, old symptoms may linger and new ones can develop.

It's not clear why long COVID happens to some people and not others. While it may be worse in people who were very sick and had to be hospitalized, even young and previously healthy people who only had mild infections can get long COVID.

*Continues on p. 2*

#### In this issue

- 3 *Share your thoughts*
- 3 *Don't lose your benefits*
- 3 *Domestic violence and reproductive health*
- 4 *Help with broadband services*
- 5 *Healthy shepherd's pie*
- 5 *Naloxone by mail*



### Common long COVID symptoms include:

- Fatigue
- Getting short of breath with exertion
- Chest pain
- Cough
- Joint pain and body aches
- Headaches
- Loss of smell or taste
- Hair loss
- Anxiety
- Depression
- Poor memory or concentration

If you have symptoms of long COVID, you may need closer evaluation. That could mean lab tests as well as heart or lung tests, though it varies from person to person. You might also need rehabilitation or medication to help with symptoms.

Regardless of how severe your case is and whether you need treatment, recovery can be slow. It's common for people with long COVID to have symptoms for many months.

### Having symptoms of long COVID?

Talk to your primary care physician. You'll get a thorough evaluation and, if needed, a referral to the Post-COVID Clinic, which specializes in caring for people with long-term COVID symptoms.

## Share your thoughts

By joining the GHP Family Health Education Advisory Committee, you can make your ideas heard and work with healthcare practitioners and staff in your area.

The committee meets twice a year in each zone. You can learn about new programs with GHP Family and give feedback on how we can improve the health services we offer you. You'll also hear about disease prevention, programs to help chronic conditions like diabetes and high blood pressure, how we help in the community and more.

If you participate, you'll receive:

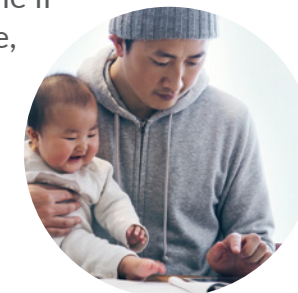
- A \$5 gift card
- Mileage reimbursement (no maximum), if attending in person
- Light refreshments, if attending in person

Interested? Call 855-214-8100 (TTY 711). Dates and times of upcoming meetings will be provided.

## Don't lose your benefits!

To keep all your benefits from GHP Family, you have to stay eligible for Medical Assistance. You'll get a renewal packet in the mail when it's time to renew your Medical Assistance. Complete and return the forms by mail or in person at your local county assistance office, or complete your renewal online on the COMPASS website, [dhs.pa.gov/compass](https://dhs.pa.gov/compass). You can also renew by phone at 866-550-4355.

Be sure to submit your renewal, even if nothing has changed. Make sure your address and phone number are up to date. The Department of Human Services (DHS) will determine if you're still eligible. If you are, your coverage under GHP Family will continue uninterrupted. If you are **not** eligible for Medical Assistance, your information will be securely transferred



to Pennie®, Pennsylvania's official health insurance marketplace, where you can select a qualified health plan that best fits your needs. Pennie will connect you with financial savings to help reduce the cost of coverage and care.

## Domestic violence and reproductive health

People who experience domestic violence may not have control over some decisions about their health. This is true of reproductive health. The connection between reproductive health and domestic violence are a connection that is often unnoticed. Survivors may think this is a normal part of relationships. They might be embarrassed to talk about it.

Some survivors may not be able to make their own decisions about pregnancy. Abusers might restrict access to birth control. They may also:

- Refuse to take a survivor to a reproductive health provider.
- Destroy birth control.
- Force a survivor to get an abortion.
- Cause a miscarriage.
- Give a survivor a STD.

Domestic violence survivors do not have to deal with what is happening alone. Many people experience this. It is helpful to seek out support. Some resources that might be able to help:

- Domestic violence programs have information about local resources. This includes connecting people with medical resources.
- Planned Parenthood provides a wide variety of reproductive health resources. They can test for STDs. They can do checkups. They can get people access to birth control. You can learn more at their website: [plannedparenthood.org](https://plannedparenthood.org). Many locations offer virtual visits. They can be reached by phone at 800-230-PLAN.

## Need help with your broadband services?

The Affordable Connectivity Program is a Federal Communications Commissions (FCC) benefits program that can help you afford the broadband services you need for work, school, healthcare and more. Eligible households are those whose income level is at or below 200% of the federal poverty measure, or if a member of the household meets at least one of these conditions:

- Received a Federal Pell Grant during the current award year
- Meets the eligibility criteria for a participating provider's existing low-income internet program
- Participates in one of these assistance programs:
  - Free and reduced-price school lunch program or school breakfast program, including at U.S. Department of Agriculture Community Eligibility Provision schools.
  - SNAP
  - Medicaid
  - Housing Choice Voucher Program (Section 8 vouchers)
  - Project-Based Rental Assistance (PBRA)/202/811
  - Public housing
  - Supplemental Security Income
  - WIC
  - Veterans pension or survivor benefits
  - Lifeline (an FCC program)

- Participates in one of these assistance programs and lives on qualifying tribal lands:
  - Bureau of Indian Affairs General Assistance
  - Tribal TANF
  - Food Distribution Program on Indian Reservations
  - Tribal Head Start (income-based)
  - Affordable housing programs for American Indians, Alaska Natives or Native Hawaiians

This program is limited to one monthly service discount of up to \$30 per month and a one-time one electronic device discount per household up to \$100.

Additional discounts are available for those who households live on qualifying tribal lands.

To enroll, go to [affordableconnectivity.gov](https://affordableconnectivity.gov) to submit an application or print a mail-in application.

For more information, go to [fcc.gov/acp](https://fcc.gov/acp).

## Healthy shepherd's pie

The classic Irish dish shepherd's pie, which dates back to the 18th century, almost certainly started as an attempt to use up leftovers in a tasty way.

The result is comforting and delicious, and will warm you from the inside out. Cooks like to put their own spins on this dish, so once you've mastered the classic version, try experimenting with different seasonings and vegetables and make a dish that's your very own.

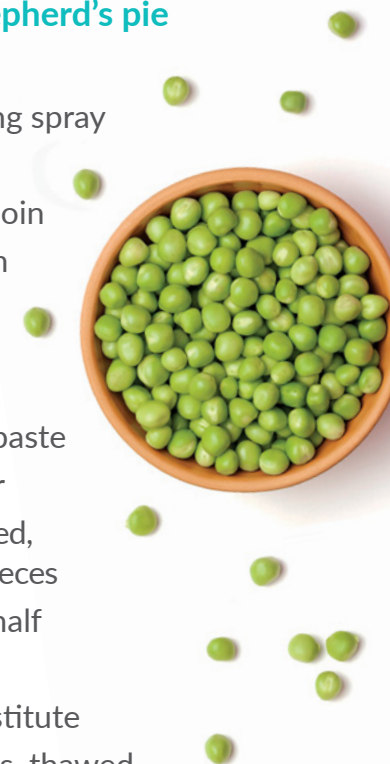
### Healthy recipe for shepherd's pie

#### Ingredients:

- Butter-flavored cooking spray
- 1 small onion
- 1¼ pounds ground sirloin
- ½ cup reduced-sodium beef broth
- 1 tablespoon Worcestershire sauce
- 1 tablespoon tomato paste
- Freshly ground pepper
- 2 russet potatoes, peeled, cut into uniform-size pieces
- 3 garlic cloves, cut in half
- ¼ cup skim milk
- 2 tablespoon egg substitute
- 1 cup frozen baby peas, thawed
- Ground paprika

#### Directions:

1. Heat oven to 425° F. Coat a casserole dish with cooking spray and set aside.
2. Coat a nonstick skillet with cooking spray. And the onions and sauté over medium heat until wilted, about 5 minutes. And the meat and cook, breaking it up with a wooden spoon, until browned. Strain the meat mixture in a colander to drain the fat and liquid. Return to the skillet. Add the broth, Worcestershire sauce, tomato paste and pepper. Simmer for 10 minutes.



3. Meanwhile, boil the potatoes with the garlic in lightly salted water until done. Drain the potatoes and remove the garlic. Mash the potatoes with the milk and egg substitute. Add pepper to taste.
4. Place the meat mixture in the prepared casserole and top with the peas. Spread the mashed potatoes over the top. Coat with cooking spray and sprinkle with paprika. Bake for 25–30 minutes, until heated through and nicely browned. Serve immediately.

**Nutrition information per serving:** Calories 240, fat 4.5 g, protein 23 g, carbohydrate 29 g, fiber 3 g, cholesterol 50 mg, sodium 210 mg, potassium 466 mg

## Naloxone by mail available for PA residents

Do you have a family member or friend at risk for an opioid overdose? There's now a mail-based service that provides naloxone to qualified residents of Pennsylvania without a prescription.

Naloxone is a widely used antidote for opioid overdose. Drugs like morphine, methadone, oxycodone, heroin or fentanyl can slow down or stop breathing. A naloxone injection restores normal breathing and consciousness within a few minutes. It can prevent death or brain damage from lack of oxygen.

To qualify, you'll watch a training video, answer a short questionnaire and provide enrollment information. If you qualify, you'll be sent naloxone in a plain bubble mailer. For more information and links to enroll, visit [nextdistro.org/pachoice](https://nextdistro.org/pachoice).



## Discrimination is against the law

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, 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 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**  
**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, PA Relay 711**  
**Fax: 717-772-4366**  
**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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

**U.S. Department of Health and Human Services**  
**200 Independence Avenue SW**  
**Room 509F, HHH Building**  
**Washington, DC 20201**

**Phone: 800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

**ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 800-447-4000 (PA RELAY 711).**

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

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 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 (PA RELAY: 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (PA RELAY: 711).

**ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-447-4000 (رقم هاتف الصم والبكم: PA RELAY: 711).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ ।  
**फोन गर्नुहोस् 800-447-4000 (PA RELAY: 711) ।**

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (PA RELAY: 711). 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់លើអ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (PA RELAY: 711)។

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-447-4000 (PA RELAY: 711).

**သတိပြုရန် -** အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 800-447-4000 (PA RELAY: 711) သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (PA RELAY: 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (PA RELAY: 711).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 800-447-4000 (PA RELAY: 711)।

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 800-447-4000 (PA RELAY: 711).

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (PA RELAY: 711).



M.C. 40-20  
100 N. Academy Ave.  
Danville, PA 17822

NON-PROFIT  
ORG.  
U.S. POSTAGE  
PAID  
Geisinger

*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.*

## Trouble paying your heating bill?

During the colder months, make sure you're warm, comfortable and healthy in your home. Neighborly can help – just enter your zip code and search for local heating assistance and resources for home maintenance and weatherization. You can also contact the Low-Income Home Energy Assistance Program (LIHEAP), which helps qualifying families pay their utility bills. To learn more, call 866-857-7095 (TTY: 711), contact your county assistance office or visit the LIHEAP website by scanning the QR code below with your smartphone.

