

GEISINGER HEALTH PLAN

# Member Update

Quarter 1 2024



# Geisinger

## Spring into Wellness

Ready to boost your physical activity and improve your overall health? Join Spring into Wellness, a four-week challenge that will get you moving. Gather a team and compete against others across the state for bragging rights and prizes. Register your team by Wednesday, Feb. 28, at [go.geisinger.org/siwreg](https://go.geisinger.org/siwreg) and get ready to start tracking your steps on March 4.

Want to know more about our wellness programs and resources? Register for our monthly emails. Check out our quarterly wellness calendar featuring activities like weekly guided mindfulness exercises, webinars, challenges and health coaching. Select those that fit your schedule and align with your personal goals.

Get started today at [go.geisinger.org/wellnesscalendar](https://go.geisinger.org/wellnesscalendar). Questions? Email [wellness@geisinger.edu](mailto:wellness@geisinger.edu).



## Your tool for mental health and wellness

MyStrength is a digital tool in the Teladoc mobile app that supports your mental health. It offers access to resources customized to your needs. The MyStrength app includes brief screening and assessment tools and a range of topical content, including:

- Depression
- Anxiety
- Alcohol and substance use
- Relationship issues
- Grief
- Aging
- Caregiving
- Work-life balance
- Work-life balance
- Coping with a chronic medical condition
- Mindfulness tools
- Balancing emotions
- Stress management
- Skill-building activities

You can also get support through text messages and up to seven one-on-one video coaching sessions — at no cost to you. Your mental health guide will help you navigate the digital content, as well as build and practice evidence-based skills for taking on life’s challenges. If needed, you can also use the Teladoc app to schedule virtual appointments with a licensed psychiatrist or psychotherapist. (Copays may apply based on your plan benefits.)

MyStrength is available to Geisinger Health Plan Commercial and Gold members, their spouses and any dependents who are 13 and older. You can access it by downloading the Teladoc app. Or sign into [teladoc.com](https://teladoc.com) and enter your first and last name, date of birth and email address.

## It’s not too late for a flu shot

Every fall, the Centers for Disease Control and Prevention (CDC) recommends you get your yearly flu vaccine. So now that it’s winter, do you think it’s too late to be vaccinated? Think again!

Flu season begins in September or October and usually peaks between December and February, but influenza viruses can spread year-round. So if you missed out on a fall flu shot, you can still protect yourself by getting your vaccine as soon as possible.

Get a walk-in flu shot during business hours at:

- Geisinger primary care clinics
- ConvenientCare (urgent care) clinics
- Geisinger Pharmacy locations

To avoid longer wait times, you can schedule an appointment at [geisinger.org/get-care-now](https://geisinger.org/get-care-now).



## Save money on your prescriptions

You can see your prescription costs and options to save money on them with the Rx Savings Solutions program. And there’s no cost to you or your plan dependents — it’s part of your health plan benefits. Rx Savings Solutions looks at the medications you take and prepares a personalized prescription savings plan for you. When there’s a savings opportunity, you’ll be notified. Get started by logging in or creating an account at [geisingerhealthplan.com/rxsavings](https://geisingerhealthplan.com/rxsavings). Choose “Pharmacy and Prescriptions,” then click on “Overview” in the drop-down menu. Click “Rx Savings Solutions” to find ways to save money on your medications.



**Questions?** Call 800-988-4861, Monday through Friday, 8 a.m. to 7 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/membernews](https://go.geisinger.org/membernews). Some of the things you can do:

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

## Warm your day with a hot breakfast

Nothing thaws out a cold morning like a bowl of hot oatmeal. Even better, it’s packed with protein and fiber along with many other vitamins and nutrients. Jazz it up with some berries and a few other surprise ingredients for a hearty breakfast dish that will leave you happy and full.



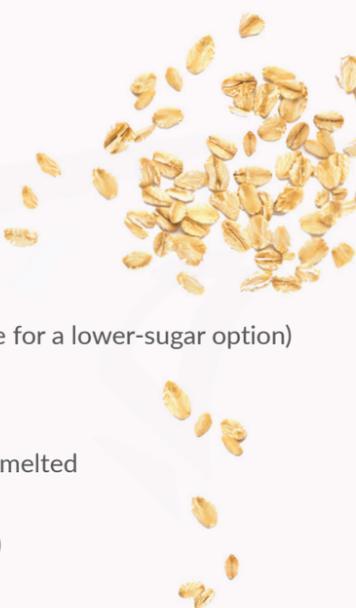
### Ingredients

- 2 cups old-fashioned rolled oats
- 1 teaspoon baking powder
- 1 teaspoon cinnamon
- ¼ teaspoon salt
- 2 eggs
- ½ cup packed brown sugar (can use a brown sugar substitute for a lower-sugar option)
- 1½ teaspoons vanilla
- 2 cups 1% or nonfat milk
- 4 teaspoons margarine or butter, melted
- 2 cups fresh or frozen berries
- ¼ cup chopped walnuts (optional)

### Directions

1. Preheat oven to 375° F.
2. In a medium bowl, mix oats, baking powder, cinnamon and salt.
3. In a separate bowl, beat the eggs until blended. Stir in brown sugar, vanilla, milk and melted butter.
4. Pour wet ingredients into the dry ingredients and stir until well combined.
5. Add the berries and stir lightly to spread them evenly. Pour mixture into a 2-quart baking dish. Sprinkle with chopped nuts, if desired.
6. Bake for 20 to 30 minutes or until the top is golden brown.

Source: [medlineplus.gov](https://medlineplus.gov)



## Where’s my refund?

You may get a refund from Geisinger due to overpayment of copays, balances or errors in insurance processing.

If your email address is connected to your Geisinger account:

- You’ll receive an email notification of a refund from [notification@thepaychoice.com](mailto:notification@thepaychoice.com), branded by Geisinger.
- Click “Proceed” in the email.
- Verify your identity.
- Choose how to accept your payment: direct deposit, direct deposit to your debit card or Zelle, PayPal or Venmo.



Prefer a check? You don’t have to do anything. Your check will arrive in the mail in seven to 10 days.

Call 800-640-4206 or visit [go.geisinger.org/billingandinsurancehelp](https://go.geisinger.org/billingandinsurancehelp) if you have questions.

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

## Address change?

Update your mailing address by calling the customer care team number on the back of your insurance ID card.

## Your safety is our priority

Geisinger's Information Security Office identifies the latest security threats and scams to keep you informed and protected. You can find an updated list of security alerts and safety tips at [geisinger.org/about-geisinger/security](https://www.geisinger.org/about-geisinger/security). Check back regularly to make sure you stay secure and in control of your personal information.



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