

GEISINGER GOLD

Member Update

Quarter 1 2025

Geisinger

Need help staying warm this winter?

During the cold winter months, stay warm, comfortable and healthy in your home — neighborlypa.com can help. Just enter your zip code and search for local heating assistance and resources for home maintenance and weatherization.

You can 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.

Your local Area Agency on Aging office can also connect you to resources. Finally, reach out to your local utility provider. They may offer discounts, tips or programs to help save you money.



Your wellness journey starts here

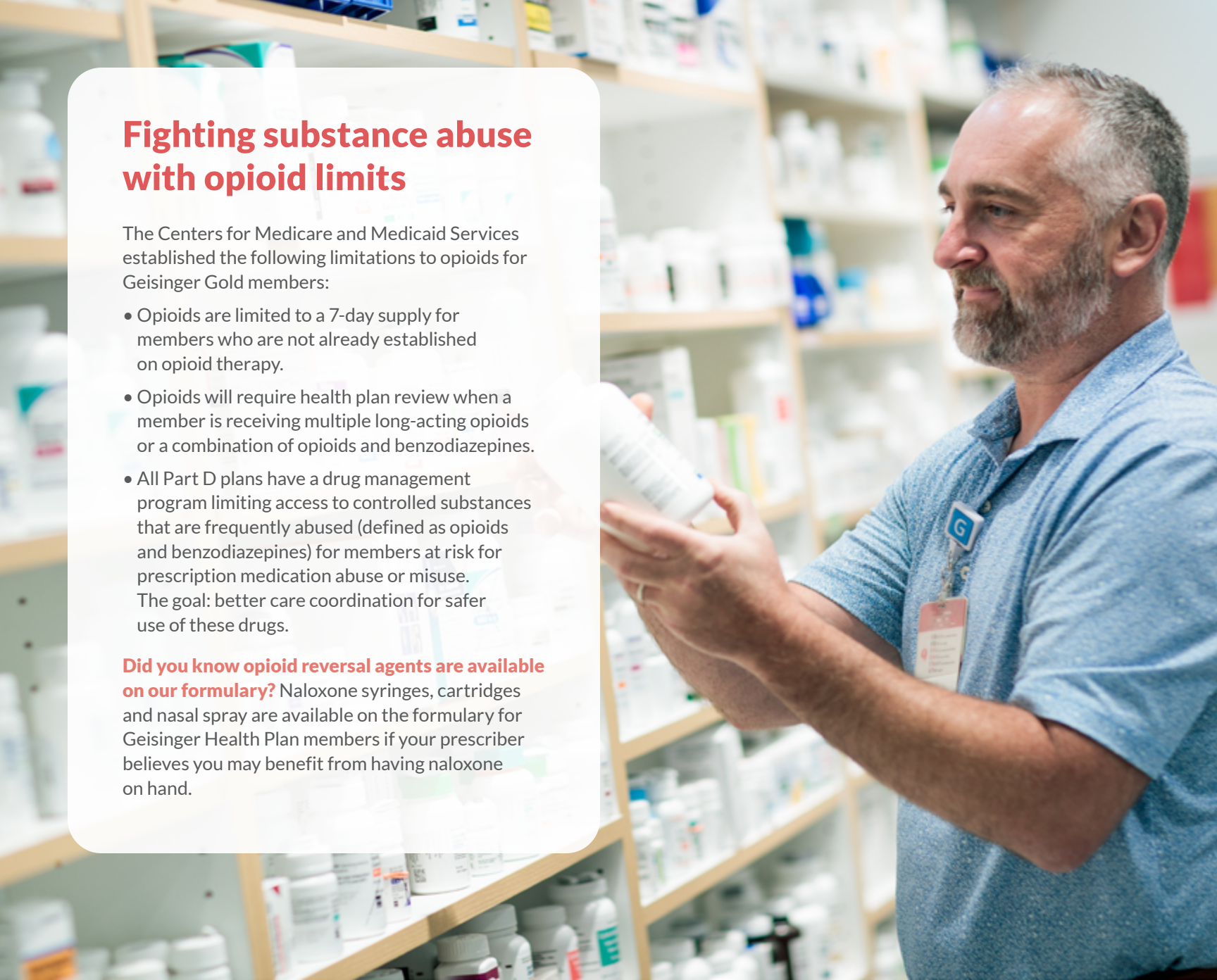
Ready to focus on your well-being and improve your health? Try one (or more) of our programs to help manage prediabetes, diabetes or other chronic diseases, or learn how to reduce your risk of falling.



All programs are offered at no cost to patients, members and the community. Your friends, family and caregivers are welcome, too! These multi-week programs are held virtually and at select locations throughout the year. Registration is required.

Want to learn more or find an upcoming class? Check our events page at events.geisinger.org/wellness, scan the QR code or call **866-415-7138**.





Fighting substance abuse with opioid limits

The Centers for Medicare and Medicaid Services established the following limitations to opioids for Geisinger Gold members:

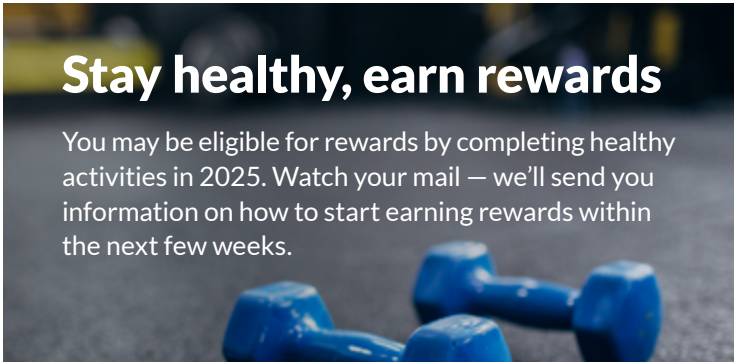
- Opioids are limited to a 7-day supply for members who are not already established on opioid therapy.
- Opioids will require health plan review when a member is receiving multiple long-acting opioids or a combination of opioids and benzodiazepines.
- All Part D plans have a drug management program limiting access to controlled substances that are frequently abused (defined as opioids and benzodiazepines) for members at risk for prescription medication abuse or misuse. The goal: better care coordination for safer use of these drugs.

Did you know opioid reversal agents are available on our formulary? Naloxone syringes, cartridges and nasal spray are available on the formulary for Geisinger Health Plan members if your prescriber believes you may benefit from having naloxone on hand.



Your safety is our priority

Geisinger's Information Security Office identifies the latest security threats and scams to keep you informed and protected. 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.



Stay healthy, earn rewards

You may be eligible for rewards by completing healthy activities in 2025. Watch your mail — we'll send you information on how to start earning rewards within the next few weeks.



The growth of grandfamilies

In recent years, a growing number of grandparents are taking on the role of primary caregivers for their grandchildren, forming what's known as "grandfamilies." Various factors contribute, including parental substance use, mental health issues or even the loss of the parents. According to recent data, 235,515 grandparents are responsible for their grandchildren in Pennsylvania.

Grandparents often find the child-rearing challenges are different from their first time around: navigating today's school systems, understanding the latest technology and managing emotions that come with the situation. But it's also a rewarding way to build stronger family bonds and enjoy watching grandchildren grow and thrive.

And fortunately, grandfamily caregivers don't have to go it alone. Many online resources offer support, advice, information and community forums. One such resource is [grandfamilies.org](https://www.grandfamilies.org), a comprehensive site by Generations United that gives tips on legal issues, financial assistance and support groups.

If you're raising your grandchildren, you're in good company. This type of family structure is becoming more common, and you have resources that can help. With the right support and armed with information, grandfamilies can thrive.

Information at your fingertips

The "Things you should know about your health plan" booklet covers a variety of benefit information, policies and procedures for your health plan and includes your rights and responsibilities as a member. Find it at geisinger.org/goldtysk.



Medicare Prescription Payment Plan

The Medicare Prescription Payment Plan is a new program from the Centers for Medicare and Medicaid Services that helps you manage your out-of-pocket expenses by spreading payments over time instead of paying in full at the pharmacy.

The program, which started on Jan. 1, is available to all Medicare Advantage members with Part D coverage and those with Part D drug plans. It's especially beneficial if you have high-cost prescriptions throughout the year. And it's **completely voluntary**.

Enroll online via the secure member portal at geisinger.org/health-plan/sign-in:

- Select *Sign in* to log into your account. (If you don't have an account, select *Create account*, then follow the step-by-step instructions. You'll need your member ID and an email address to get started.)
- Go to the *Pharmacy and Prescriptions* tab and select *Enroll now* under the *Medicare Prescription Payment Plan* box.

Questions? Call Medicare Prescription Payment Plan support at 833-696-2087 (TTY: 711). Representatives are available:

- **Oct. 15 – Dec. 7:** Daily, 8 a.m. – 11 p.m. ET
- **Dec. 8 – Oct. 14:** Monday – Friday, 8 a.m. – 8 p.m. ET

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/goldnews.

Some of the things you can do:

- Find a provider
- See your claims and benefits
- Update your communication preferences
- Review covered drugs and pharmacies
- Pay your bill



Geisinger Gold Medicare Advantage HMO, PPO, and HMO D-SNP plans are offered by Geisinger Health Plan/Geisinger Indemnity Insurance Company/Geisinger Quality Options, Inc., health plans with a Medicare contract. Continued enrollment in Geisinger Gold depends on contract renewal. Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. are part of Geisinger, an integrated health care delivery and coverage organization. Risant Health is the parent organization of Geisinger. Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity 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.

Health and Wellness or prevention information

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 800-447-4000 (TTY: 711)。