

GEISINGER HEALTH PLAN

Member Update

Quarter 1 2025



Geisinger

Connect to care anytime, anywhere

Not every illness or injury means a trip to the doctor's office. Telemedicine (or telehealth) appointments let you speak to a doctor in real time using video chat technology through a secure network. All you need is a smartphone, tablet or computer with a webcam and speaker, along with a high-speed internet connection.

Telehealth appointments are available for primary and some specialty services, as well as urgent care. As a GHP member, you can use Teladoc anytime you need a virtual visit. Find a list of all the services offered at geisingerhealthplan.com/teladoc. Or, to schedule a virtual urgent care appointment, get started by visiting geisinger.org/ghpvirtualcare (open to PA residents age 2 and older).

Just need some quick medical advice? The Tel-A-Nurse hotline lets you talk with a registered nurse about a variety of topics at no cost to members. Call 24/7 at [877-543-5061](tel:877-543-5061) to be connected to a nurse.

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Getting ready to retire?



As you near retirement age, take these steps to set yourself up for a successful health coverage transition.

9 – 12 months before you turn 65

- Confirm your eligibility by contacting the Social Security Administration.
- Plan to delay claiming Social Security benefits? You're still eligible for full Medicare benefits, but will need to sign up for original Medicare 3 months before turning 65.

6 – 8 months before you turn 65

- Check with your healthcare providers to see if they accept Medicare.
- Begin researching Medicare Advantage plans, such as Geisinger Gold, that fit your lifestyle and budget. Learn more about Geisinger Gold at go.geisinger.org/medicare-members.

3 months before you turn 65

- If you signed up for Social Security benefits, you'll get your initial enrollment package in the mail with your new Medicare card.
- Apply for a Medicare Advantage plan beginning 3 months before the month of your 65th birthday. You'll need your Medicare Parts A and B effective dates when enrolling. Enrollment is effective the first day of the month you turn 65.

When you turn 65

- There's still time to enroll in original Medicare and a Medicare Advantage plan. You can enroll anytime during the month of your 65th birthday and up to 3 months after.

Have questions about a Geisinger Gold plan?
Call 800-482-8163 (TTY: 711).

Your wellness journey starts here

Ready to focus on your well-being and improve your health? Our health and wellness programs are aimed at fostering habits that help you live you a healthier life.



Enjoy a variety of offerings through our quarterly calendar. It features webinars, mindfulness exercises and challenges, so you can choose activities that fit your schedule and align with your personal wellness goals. New programs are regularly added to the calendar, so check back frequently. Just visit go.geisinger.org/wellnesscalendar or scan the QR code.

And while you're there, be sure to enroll in our monthly wellness email so you stay up to date on all our offerings!



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. Check back regularly to make sure you stay secure and in control of your personal information.

Break free of addiction – with a little help

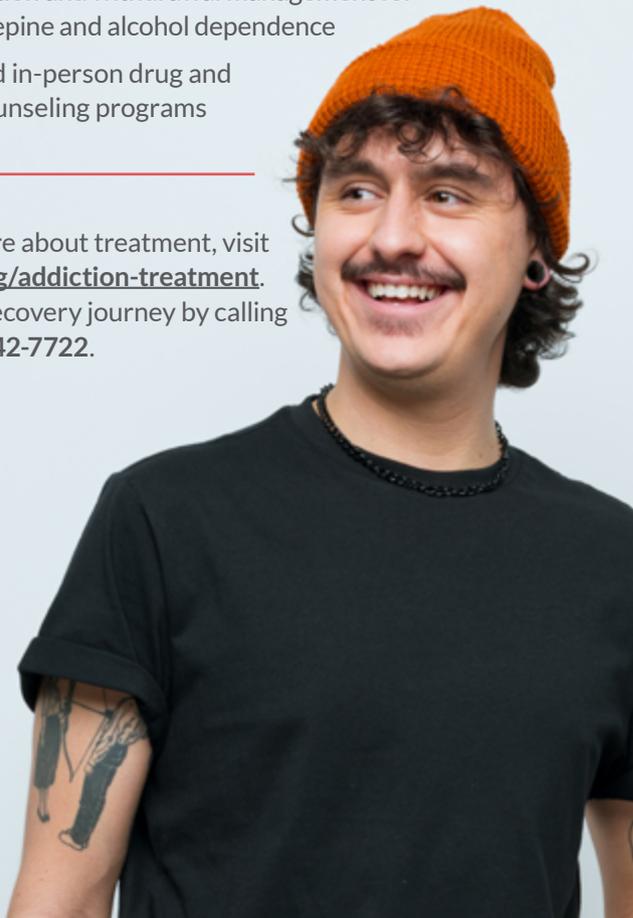
Ready to reclaim your life from alcohol or opioids – or help a family member find treatment? Geisinger offers outpatient and inpatient residential services for treating substance use disorders. Outpatient services are available at conveniently located specialty clinics and via telemedicine.

Residential treatment services are also available at Geisinger Marworth Treatment Center – a great option when you need a reset to manage a substance use disorder. Residential treatment is a 28-day program, hosted on former Governor Scranton’s estate in Waverly. For the second year in a row, Geisinger Marworth has been named Best Addiction Treatment Center in Pennsylvania, providing high-quality care to our community for 42 years.

Geisinger’s substance use disorder services include:

- Consultation and assessment for people with a history of drug use that is negatively impacting their function, quality of life or medical care
- Medication assisted treatment (MAT) for opioid and alcohol use disorders
- Detoxification and withdrawal management for benzodiazepine and alcohol dependence
- Virtual and in-person drug and alcohol counseling programs

To learn more about treatment, visit [geisinger.org/addiction-treatment](https://www.geisinger.org/addiction-treatment). Start your recovery journey by calling us at 800-442-7722.



Earn your GED online with Geisinger GEDWorks

Ready to advance your education and earn your GED®? The 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 an advisor to assist you and access to our Facebook support page. You’ll have unlimited opportunities to take the GED test and your advisor will work with you 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.



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/ghptysk](https://www.geisinger.org/ghptysk).

Things you should know
about your health plan
2025

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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. Some of the things you can do:

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



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.

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)。