



GEISINGER GOLD

Member Update

Quarter 2 2023

Community health assistants: Here to help

Need help making sense of medications? Finding transportation? Getting healthy food for your family? Community health assistants (CHAs) work with you and with your care team to be sure your healthcare needs are met and you have access to resources.

Just a few of the services CHAs provide:

- **Transportation** – Connecting you with shared ride programs
- **Food** – Enrolling in Meals on Wheels, local churches or food banks that supply meals
- **Appointments** – Scheduling appointments, following up if you miss one
- **Home safety** – Conducting home safety evaluations, finding ways to help with safety issues
- **Medication** – Reviewing medications, setting up medication delivery, enrolling in payment assistance programs, checking medications are taken correctly
- **Durable medical equipment** (e.g., electric scooters or hospital beds) – Locating items, finding groups that donate items, finding grants to help you buy equipment

Through these services, CHAs can often help you stay in your home during treatment. Some cases are simple, such as getting a wheelchair or walker that offers independence. More complicated ones may require things like a home safety check, clothing, food and help caring for family members.

A CHA goes the extra mile to make sure you have what you need — even if what you need most is a friend you can trust to help you navigate your healthcare journey.

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Your GHP nurse case manager, social worker or doctor can put you in touch with a community health assistant.

Don't lose your benefits!

To keep all your benefits from Geisinger Gold Secure Rx (HMO D-SNP), you have to stay eligible for Medical Assistance. You'll get a renewal packet in the mail (usually 90 days before it's due) 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. 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 Geisinger Gold Secure Rx will continue uninterrupted. If you do lose your Medical Assistance eligibility, don't worry. You can stay with Secure Rx for up to six months, and we can help you choose another Geisinger Gold that's right for you. Call 800-498-9731 for assistance.



Need help paying for healthcare?

If you need assistance paying for your premiums, copays and deductibles or prescription medications, there are programs that can offer support. PACE/PACENET* helps with prescription drug costs. Call 800-225-7223 or go to pacecares.magellanhealth.com/paceenrollmentwizard.asp.

Medicare Extra Help* can assist with a portion of your Part D premium and prescription drug costs. Call 800-772-1213 or visit ssa.gov/benefits/medicare/prescriptionhelp.html.

Medical Assistance* helps with premiums, cost-sharing and prescription drug costs. Contact your local county assistance office by visiting dhs.pa.gov/services/assistance/pages/cao-contact.aspx



How the Inflation Reduction Act could affect you

Good news! The recently passed Inflation Reduction Act includes changes to what you could pay for certain drugs.

Effective Saturday, April 1, coinsurance on certain Part B drugs will be limited. This makes sure you won't overpay for these drugs if their cost rises too fast.

Effective Saturday, July 1, if you use an insulin pump, your insulin cost will never be more than \$35 for a one-month supply.

These changes will help keep important medications affordable. The best part? If these changes affect you, you don't need to do anything to take advantage of them. Geisinger Gold will make sure you pay the right amounts.



Easy-to-learn exercises for seniors

As you get older, exercise can help you feel and look younger — and stay independent for longer, too.

Improving strength, energy and balance can prevent falls. Exercise helps fend off issues like depression, diabetes, osteoporosis and heart disease, too. Best of all, even a little bit makes a big difference.

Where to begin

"Any senior exercise routine should include a mix of cardio activities, strength training, balance and flexibility challenges," says Theresa Craig, wellness coordinator for Geisinger 65 Forward Health Center in Scranton. "But talk to your doctor before starting a new routine, especially if you haven't done a lot of physical activity recently."

Good questions to ask your doctor:

- What types of exercise would be best for me?
- What activities should I avoid?
- Is it okay to exercise with my medical condition?

1. Water aerobics

Pool-based water aerobics offer plenty of benefits, especially if you have arthritis. The buoyancy puts less stress on your joints and the water offers natural resistance to build strength. Try aqua jogging next time you're in a pool. You may never switch back to land!

2. Chair yoga

Not ready for yoga on the floor? No problem. Many traditional poses have been adapted for sitting in a chair. No matter how you approach it, yoga improves strength, balance and flexibility. It can also help with anxiety and depression and leave you with a sense of calmness and well-being.

3. Working out with resistance bands

Resistance bands are long strips of rubber. Some are easy to stretch, and others are tougher — choose the level that's right for you. A good steady pull gives your workout resistance without strain on your joints and muscles. Because they cost less than most fitness equipment, there's less strain on your wallet, too.

4. Strength training with dumbbells

Light dumbbells are great exercise accessories. Strength training helps manage your weight by leading to a higher metabolism rate. And dumbbells make it easy to do right from the comfort of home. Not only will you burn calories faster, but you'll improve your balance and flexibility and build bone density.



Public health emergency ending: What does this mean for you?

On Jan. 30, the Biden administration announced that the federal public health emergency (PHE) is ending on Thursday, May 11. During the PHE, cost-sharing for COVID-19 specific services (such as testing, vaccines, treatments and telehealth services) was waived.

After the PHE ends, Geisinger Health Plan will continue to cover the cost of vaccinations. However, cost-sharing for COVID-19 testing and treatment performed at a provider, urgent care or pharmacy will be reinstated. Members will be responsible for their plan-specific copay, coinsurance or deductible.

Teladoc/telehealth services will be covered with no cost-sharing through May 11. After that time, plan-specific copays, coinsurance and/or deductibles will apply.

Learn more: geisinger.org/phe





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Important Geisinger Gold information

Behavioral health services

Looking for a counselor, psychiatric medication management or drug and alcohol treatment? Want to know what behavioral health services are covered by your Geisinger Gold Plan? Call 888-839-7972, Monday through Friday, 8 a.m. to 5 p.m. for your behavioral health questions. We have a team of trained behavioral health agents ready to speak with you.



Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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

Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization. Other Providers are available in our network.

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