

GEISINGER GOLD

# Member Update

Quarter 3, 2025



**Geisinger**  
HEALTH PLAN

## Health coaches help you meet your wellness goals

Trying to improve your well-being, be more active or eat healthier? Geisinger's health coaches are here to support your individual needs. And they're available at no cost to you!

The coaches provide 1-on-1 confidential support tailored to your unique needs. With their help, you can build healthy habits — which might even transform into lasting lifestyle changes. Your coach will work with you to create individualized goals and set progress measures.

The healthy habits you learn can positively impact:

- Cholesterol
- Hypertension
- Diabetes/prediabetes
- Tobacco cessation
- Healthy weight
- Mindfulness
- Stress management
- Sleep habits

Enroll today to get the support and encouragement you need to set and reach your health goals. Schedule an appointment by calling Geisinger Health and Wellness at **866-415-7138** (PA Relay 711) or by emailing [wellness@geisinger.edu](mailto:wellness@geisinger.edu).



## Telehealth: Care + convenience

Online doctor visits (also called telehealth, telemedicine or virtual visits) are healthcare made convenient. And with GHP, you have lots of options for care from the comfort of home:

- **Primary care providers** can treat many routine issues like colds, allergies and minor infections through telehealth.
- **Specialists** also offer telehealth visits for issues including heart, skin, brain and joint care, as well as mental/behavioral health.
- **Virtual urgent care** offers you same-day appointments on weekdays and weekends for minor, non-emergency medical concerns like allergies, insect bites, coughs and UTIs.

If you see Geisinger doctors, call [800-275-6401](tel:800-275-6401) or log into MyChart/MyGeisinger to find out if your next visit can be virtual. If you don't see Geisinger doctors, contact your provider for more information.

Finally, any GHP member can take advantage of the Tel-A-Nurse hotline. When you call [877-543-5061](tel:877-543-5061), you can get health advice 24/7 from a registered nurse about a variety of issues.

## DME fraud



Durable medical equipment (DME) is a reusable medical device or equipment ordered by your provider to treat an injury or illness. If you use any kind of DME, be on the alert for DME fraud. In this situation, a DME company bills your insurance for products like ankle or wrist braces, but you never receive them. These companies typically target Medicare members, but have billed other insurances as well.

Be sure to check your EOBs (explanation of benefits) for any fraudulent charges. If you notice charges for DME products that you don't need or didn't receive, call the customer care team at the number on the back of your insurance card to report the issue. You can also report suspected fraud anonymously through the compliance hotline at [800-292-1627](tel:800-292-1627).

## Can't find your GLP-1s?

If your local pharmacy closes, don't worry. Geisinger Pharmacy will partner with you in your diabetes care by making sure you have the GLP-1s you need when you need them. With Geisinger Mail-Order Pharmacy, you can even have them delivered right to your doorstep. And our expert pharmacists are here to help with questions about your medication, dosage or side effects.

Call Geisinger Mail-Order Pharmacy at 844-878-5562 or find a pharmacy near you at [geisinger.org/pharmacy/locations](https://www.geisinger.org/pharmacy/locations).



## Need support for back-to-school needs?

School clothing and supplies — whether for your children, grandchildren or other family members — might not seem like a top healthcare need. But access to adequate clothing and school supplies is essential for healthy living. Even though they're necessary, clothing and school supplies aren't always easily affordable. Through Geisinger's approach to caring for your whole health, you get improved access to resources when you need them.

Neighborly helps you access free or low-cost programs, including those that help with clothing and school supplies.

### Interested in learning more?



Visit [neighborlypa.com](https://neighborlypa.com) or scan the QR code. Then enter your zip code and search using keywords in the search bar. You can also explore options under the **Goods > Clothing** category or the **Education > Help Pay for School** category.

## Your health, your tools, your way

Manage your health in one convenient place through all the tools and resources in your online member portal. You'll find:

- Educational resources
- A symptom checker
- Healthy recipes
- Podcasts on mental health and wellness
- Health articles on a variety of topics
- Well-being resource center videos (everything from quick 10-minute workouts to breathing exercises)
- A personal health record you can update as needed

### Tools to change behaviors



- **Daily habits** – Use this tool to accomplish your goals by breaking them down into achievable steps.
- **Health trackers** – Sync your favorite fitness device to your portal with our device and app connection center.
- **Programs** – Join challenges, request a health coach or sign up for a class.

### Wellness assessment tool

One of the first steps toward a healthier you: getting a snapshot of your current health. Answer some questions to get a report on your health status and suggestions to improve it. You can access and update your wellness assessment anytime. You'll also have tools to track your eating and exercise habits.

### Getting started is easy

1. Go to [geisingerhealthplan.com](https://geisingerhealthplan.com) and choose "Sign In" to log in (registration is required).
2. Go to the "GHP Member Portal" option.
3. Go to the "Health and Wellness" tab and click "Wellness Online."

### Questions?

Call 866-415-7138 or email [wellness@geisinger.edu](mailto:wellness@geisinger.edu).







# Together, we make it better

Geisinger Health Plan holds D-SNP Enrollee Advisory Committee meetings for members to express their ideas and collaborate with community providers and staff about their healthcare experiences. Meetings will be held at least once a year. There, you can learn about new initiatives and get the chance to give feedback on how GHP can improve your health services. This committee is only for Geisinger Gold Secure Rx (HMO D-SNP) plan members.

Watch your mail for details on how to attend the next meeting.

## Rewarding you for better health

As a Geisinger Gold Secure Rx (HMO D-SNP) member, you get extra help from nurses and social workers to find and use resources to make your life a little easier and healthier. Each year we'll reach out to you to discuss your healthcare and social needs (such as food or transportation), as well as healthcare goals for the upcoming year.

When you connect with a case manager and complete a comprehensive assessment with a plan to meet your goals, you'll receive a \$25 gift card.\*

Not sure who your case manager is? Call the customer service number on the back of your insurance ID card and ask for your case manager to call you.



## Enjoy extra benefits with your plan

Besides your standard Medicare and Medicaid benefits, you get more with Geisinger Gold Secure Rx (HMO D-SNP) at no extra cost. Some of these benefits include:

- \$500/year reimbursement for transportation to and from doctors' appointments
- \$425/year for glasses or contact lenses
- \$150/month for over-the-counter medications, healthy food and utilities

For questions or more information on your benefits, call the number on your member ID card to speak with a customer care representative.



## Insurance made simple: Terms to know



### Case manager

A nurse or social worker who provides support, guidance and coordination of care for you, your family and your caregivers. Case managers help you navigate your healthcare so you can reach your highest level of health.



### Comprehensive assessment

A set of questions that helps the case manager understand your resources and strengths. We use it to find opportunities for us to give you added assistance and resources.



### Care plan

A plan made by you, your family, your caregivers and your care team that includes steps to successfully meet goals important to your healthcare.

\*Gift card cannot be redeemed for cash value, or to purchase alcohol, tobacco or firearms.

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.

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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，您可以免費獲得語言援助服務。請致電 800-447-4000 (TTY: 711)





# 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](https://go.geisinger.org/goldnews). Some of the things you can do:

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

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