GEISINGER GOLD

Member Update

Quarter 4 2023

Geisinger

New mobile app – NeighborlyPA

Neighborly is an easy-to-use online platform that connects you to free and reduced-cost programs, services and social care resources right in your neighborhood.

Its mobile app, NeighborlyPA, is available for Android and Apple (iOS) devices. Resources like food, housing, transportation and utility assistance are easy to find on the app.

These QR codes will take you directly to the Google Play Store or Apple iOS Store, where you can download the NeighborlyPA app:

You can also download the app at neighborlypa.com.

Android

Apple (iOS)

Neighborly

Don't lose your benefits!

To keep all your benefits from Geisinger Gold Secure Rx (HMO D-SNP), you must stay eligible for Medical Assistance. You'll get a renewal packet in the mail (the month 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, compass.state.pa.us. 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 Geisinger Gold Secure Rx for up to six months, and we can help you choose another Geisinger Gold plan that's right for you. Call 800-498-9731 (TTY: 711) between 8 a.m. and 8 p.m. on weekdays (Feb. 15 – Sept. 30) or daily (Oct. 1 – Feb. 14).

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

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.

Healthy recipe: Angel food cake

Angel food cake is low in fat but makes for a light and satisfying dessert. For extra flavor, top with fresh berries or light whipped cream.

Ingredients

- 12 egg whites (1½ cups)
- 1 teaspoon cream of tartar
- 1½ cups sugar
- 1 teaspoon vanilla extract
- ¼ teaspoon salt
- 1 cup flour (sifted)

Directions

1. Preheat the oven to 325° F. In a large mixing bowl, beat the egg whites until they are foamy.
2. Add the cream of tartar and beat until stiff, but not dry. Gradually beat in the sugar
3. Add the vanilla and salt, then gently fold in the flour.
4. Pour the mix into an angel food tubular (or Bundt cake) pan and bake for 1 hour and 15 minutes, or until the top is nicely browned.

Source: myplate.gov

New ID cards are coming

Before the new year, you'll receive new health plan ID cards. Your member ID number will stay the same, but you'll need to use your new card starting Jan. 1, 2024. One change to your ID card is that Geisinger's pharmacy claims will be handled by Navitus. They will support Geisinger to improve access to affordable and clinically appropriate medication therapy. Present your new ID card at your pharmacy for prescriptions filled after Jan. 1.

Fraud alert

Health insurance fraud can lead to identity theft, cost companies millions of dollars and raise the cost of healthcare for everyone. That's why Geisinger has an anti-fraud program, designed to help detect and eliminate potential fraud and abuse.

Fraud and abuse take many forms, such as:

- Receiving claims for a service that wasn't provided to you
- Misrepresenting the location where the service took place
- Sharing a person's insurance identification number or information to cover a service
- Waiving copays or deductibles

Protect yourself. Use discretion when providing your health insurance information, including your member ID number. Never give out your information in exchange for free services or gifts. Review your statements for accuracy.

If you suspect fraud or abuse, contact us:

- **Email:** fa@geisinger.edu
- **Phone:** GHP Compliance Hotline (800-292-1627) or call the Customer Service number on the back of your insurance card
- **Mail:** Geisinger Health Plan
  Anti-Fraud Program
  100 N. Academy Ave.
  Danville, PA 17822-3220

You can visit geisinger.org and search "fraud referral form" to fill out the Fraud and Abuse Investigation Referral Form.

When you report fraud, you may remain anonymous. All reports are kept strictly confidential.

New flex and OTC vendor

If you have over-the-counter (OTC) and flex benefits, take note. We're switching to a new card vendor, NationsBenefits. The flex and/or OTC cards you have today will expire on Dec. 31.

You'll be sent new cards before Jan. 1, 2024, with detailed information on how to activate them and access card balances.