

GEISINGER GOLD

Member Update

Quarter 4 2024

Geisinger



Pennsylvania communities offer lots of resources that can make life a little easier.

If you or someone you know needs help finding them, Neighborly is here to help. This easy-to-use online network helps you connect to free and reduced-cost programs and services, including food, housing, childcare, transportation, education, healthcare, legal services and help with utilities and financial issues. Find out about resources available in your neighborhood at neighborlypa.com.

NeighborlyPA is also available as a user-friendly mobile app available for Android and Apple (iOS) devices. Download it from neighborlypa.com or scan the appropriate QR code.



↑ Android Apple ↓





New available in MyChart/MyGeisinger

Now available in Spanish

Key items in MyChart — including menus, activity pages and notifications — are now available in Spanish. Watch for more features soon.

Healthy Pregnancy Care Companion

During pregnancy, you have many things to keep in mind. With Healthy Pregnancy Care Companion, we bring together the traditional tracking of other pregnancy apps with the medical information that's most important during pregnancy, all in one place.

Improving your experience

Some recent enhancements to the patient portal:

- You only have to complete one pre-visit update for most upcoming appointments.
- Can't find an appointment with your provider? Search their team for openings, too.
- The new School Health Summary lets you print one document with information about allergies, medications, immunizations and health issues to provide to most schools along with physical forms.
- It's now easy to pay copays or outstanding balances and see pending insurance claims right in your account

When to message and when to make an appointment

Message your care team in MyChart/MyGeisinger to communicate about:

- Issues you're being treated for
- Questions about medications

But if you have a new health concern, use MyChart/MyGeisinger to schedule an appointment.

For prescription refills or renewals, visit "medications" and submit requests directly to your provider or Geisinger pharmacy. No need to send a message!

Log into your account at [geisinger.org/mygeisinger](https://www.geisinger.org/mygeisinger) or download the MyChart mobile app in the Apple app store or Google Play store.



Clearing the air on COPD

Know your lung function. That's the theme of this year's World COPD Day, observed Nov. 20. Lung function tests can detect chronic obstructive pulmonary disease early — when many people might dismiss symptoms like shortness of breath and coughing as a normal part of aging or a consequence of inactivity. Early diagnosis and treatment can significantly improve your quality of life and prognosis if you're diagnosed with COPD.

Measuring lung function helps in:

- Diagnosing COPD and other conditions like asthma
- Assessing the response to treatment
- Monitoring the progression of lung diseases
- Determining the severity of pulmonary impairment

If you're at risk of COPD, especially if you're a long-term smoker, it's smart to have regular spirometry testing to monitor your lung health. Being proactive — understanding and taking care of your lung function — is what this year's theme of World COPD Day is all about. For more information, discuss with your healthcare provider.

Help us improve

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) plan members.

Watch your mail for 2025 meeting dates and join us in planning how to meet the needs of all Geisinger Gold Secure Rx members.

Give yourself a stress-free holiday season

From setting the table at Thanksgiving until the ball drops on New Year's Eve, this season can be a whirlwind of excitement and celebration. With so much happening, feelings of stress, anxiety and depression might set in, too — particularly if you're missing loved ones you've lost.

Try these tips to ease feelings of stress or sadness around the holidays:

- **Set realistic expectations:** Don't feel pressured to have a "Hallmark" holiday: the party that everyone's talking about or the perfect gift. Keep in mind that if something can go wrong, it probably will. Set realistic expectations for yourself and your family — and maybe some holiday disasters will become fun memories.
- **Give back, and give thanks:** Know anyone who may need extra help during the holidays? These might include seniors, those who've had a loved one die recently and people without a family of their own. Volunteering your time gives you a unique perspective that can boost your own mood and well-being.
- **Don't overschedule:** Know when to say no to an invitation. Having too much to do during the holidays is bound to overload your anxiety. And if you do decline, you can find another way to include that person in your holiday plans — or reschedule sometime after the New Year.
- **Make a list and check it twice:** Write down your to-do list to reduce your stress. It helps keep your mind from racing to keep track of the little details you need to remember. Plus, you'll get a feeling of accomplishment every time you check something off.

- **Stick to a budget:** When you can avoid overspending, you dodge another major source of anxiety and depression. Before the holidays, decide together with family members and friends on a gift-giving budget. Then stick to it.
- **Dial back the drinks:** Alcohol makes you feel less stressed in the moment, but it has the opposite effect in the long run. Because it depresses the activity in your central nervous system, alcohol can lead to feelings of anxiety and depression.

Know when to ask for help

Watch for symptoms like these:

- **Depression:** Feeling sad and discouraged, sleeping and eating more or less than usual, trouble concentrating, losing interest in things you once enjoyed
- **Anxiety:** Feelings of fear, heart palpitations, a sense of losing control, numbness and tingling in your extremities, fear of dying

If you notice new or worsening symptoms of depression or anxiety around the holidays, it's time to call your doctor. They can identify resources, such as cognitive behavioral therapy or medications, that can reduce your symptoms and get you back on track.

Arm yourself with a flu shot this season

The CDC (Centers for Disease Control and Prevention) recommends everyone 6 months and older get a flu vaccine every year. It's easy to get yours.

- You can make an appointment by logging into MyGeisinger/MyChart.
- Call 866-915-2313 to schedule an appointment.
- Walk into any Geisinger doctor's office, ConvenientCare (must be age 9 or older) or pharmacy.

Find a convenient location to get your flu shot at [geisinger.org/ghpflu](https://www.geisinger.org/ghpflu).

The CDC issued respiratory virus guidance to provide information and recommendations to help lower the risk of common respiratory illnesses, including COVID-19, flu and RSV. You can find this information at [cdc.gov/respiratory-viruses/guidance](https://www.cdc.gov/respiratory-viruses/guidance).



Geisinger

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Important Geisinger Gold information

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



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)。