

# Geisinger Member Update

Gold

SPRING 2017

## Changes to our mail order pharmacy benefit

Effective July 1, 2017, mail order pharmacy will be changing from Express Scripts, Inc. to CareSite Mail Order. This change will provide you with the highest level of care, better value, improved customer service and the convenience of mail order services. Most existing prescriptions at Express Scripts that have remaining refills should transfer automatically and, if needed, CareSite will work to contact providers to ensure a smooth transition. Members who have used the mail order benefit in the last six months will be notified by letter with further instructions for transitioning their medications.

If you have any questions about this change or need assistance with a prescription, call the pharmacy customer service team at 800-988-4861, 8 a.m. to 5 p.m., Monday – Friday. You may also contact CareSite Mail Order Pharmacy by phone at 844-878-5562 6:30 a.m. -- 5:00 p.m., Monday – Friday or by mail at 210 Industrial Park Road, Elysburg PA, 17824.

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*The Gold Member Update is published quarterly. Comments are welcomed: [goldmemberupdate@thehealthplan.com](mailto:goldmemberupdate@thehealthplan.com).*

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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 identify, 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)。



## Preventing medical identity theft

Medical identity theft occurs when someone uses your personal information such as your name, Social Security Number (SSN) or health insurance ID to receive medical care, prescription drugs or obtain expensive medical equipment.

You can help protect yourself from medical identity theft:

- Be suspicious of offers for free medical equipment or services.
- Don't provide your birthdate, SSN or health insurance ID by phone, mail or internet unless you initiated the contact.
- Never provide your personal information in exchange for free services, gifts, groceries or transportation.
- Check your medical bills for items or services or items you did not receive or unusual/questionable charges.

Geisinger Health Plan's Special Investigation Unit (SIU) addresses all concerns related to fraud, waste and abuse including potential medical and/or identity theft.

To discuss benefit, coverage or claims payment concerns, contact the Geisinger Gold customer service team at 800-498-9731. To report suspected fraud, call 877-7SAFERX (877-772-3379). You can also report suspected fraud directly to Geisinger Gold's Fraud, Waste, and Abuse Unit by emailing [fa@thehealthplan.com](mailto:fa@thehealthplan.com) or by calling the Compliance Hotline at 800-292-1627. Reports may be made anonymously.



## More benefits information

You can review your benefits, get information on doctors and hospitals, email the customer service team, and more. Visit [GeisingerGold.com](http://GeisingerGold.com). Benefits and programs available to members may vary by plan. Please consult your Evidence of Coverage (EOC) and other benefit documents for details on your specific coverage.



## Community health assistants are here to help!

Did you know that Geisinger Health Plan's Community Health Assistants coordinate community resources for all GHP members? Working with physicians, case managers and social workers, they make sure that your healthcare needs are met, resources are in place and barriers are removed so you can focus on improving your health.

Some of the many services that community health assistants can provide are:

- Transportation — connecting you with shared ride programs or public transportation
- Food — enrolling in Meals on Wheels, local churches or food banks that supply meals
- Appointments — scheduling appointments and coordinating specialty care visits
- Home safety — conducting home safety evaluations and linking you to resources to assist with safety issues
- Medication — reviewing your medications and helping you get medications delivered, enrolling you in programs to assist you in paying for medications (e.g., PACE or PACENet) and checking for compliance or unused medications
- Housing — finding housing for those with unacceptable housing conditions
- Durable medical equipment — locating DME items and helping you find grants for items such as electric scooters and hospital beds or finding organizations to donate items
- Additional resources needed such as cell phone assistance, Bluetooth scales for those with congestive heart failure and equipment checks

There are countless examples of community health assistants helping members remain in their homes while dealing with acute conditions. Some cases are simpler — assisting an individual with getting mobility devices that allow a measure of freedom and independence. Some cases are more complicated and require a lot of assistance for home safety, insect infestation, inadequate clothing and caring for dependents. Community health assistants have gone beyond the scope of their job to ensure members have what they need, even if what they most need is a friend they can trust to help them navigate through a health issue.

If you think a community health assistant may be able to help you, you can contact your GHS physician, a GHP nurse case manager or social worker or the customer service team to learn more.



"When someone asks what a community health assistant does, the answer is simple...whatever we can."

*Christine F., community health assistant*

# Geisinger Gold

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## Formulary updates now available online

Members can review formulary updates online at [www.geisinger.org/en/health-plan/find/formulary-updates](http://www.geisinger.org/en/health-plan/find/formulary-updates). The online formulary includes recent updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures.

Members may also view the entire formulary online at [GeisingerGold.com](http://GeisingerGold.com) or call to receive a printed version of the online formulary.

Consult your Evidence of Coverage or call the pharmacy customer service team at 800-988-4861, Monday through Friday from 8 a.m. to 8 p.m., for any questions regarding drug benefits, including information on drugs covered under Medicare Part B.

