

# Geisinger Member Update

Health Plan

SUMMER/FALL 2017

## Announcing the new secure member service center

We recently updated our secure member portal at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com). It's easier than ever for you to find information on the mobile-friendly site. Once registered, you can:

- Search for a hospital or pharmacy that's covered under your plan
- Use the new provider search and scheduling directory, powered by Zocdoc
- Change your PCP
- Find information about your plan, including what services are covered and how to submit a claim
- Print a temporary member ID card
- Send secure messages to customer service online

Registration is free and easy. Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) and register today to access great features and important information. In 2018, we will continue to improve and update other areas of our website. Look for additional updates in future issues!

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and do 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)。

*Geisinger Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.*

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## Formulary updates are available online

Recent updates to the formulary (list of drugs covered under your pharmacy benefit) are available online at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com). The online formulary drug search includes updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures. Updates may affect prior authorization.

You may also call customer service to receive a printed version of the formulary list. For questions regarding drug benefits, call the customer service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

## Back to school vaccination guide

Public schools require certain vaccinations to ensure children are protected from preventable diseases. Make sure your child's vaccination records are up-to-date before the new school year begins.

Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) to view the latest guidelines. If your child needs a shot on this list, call your doctor to schedule an appointment.

To find a doctor or schedule an appointment for your child to receive a vaccine, use the provider search and scheduling directory. To search, visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) and click on "Find a Doctor, Drug or Location."



*The Member Update is published quarterly by Geisinger Health Plan and serves as an informational resource for members. Comments are welcome. Please write: Editor, 100 N. Academy Ave. Danville, PA 17822-3240 or email: [memberupdate@thehealthplan.com](mailto:memberupdate@thehealthplan.com)*

## Set your communication preferences

Would you like to receive your member newsletter and other important documents online? Later this year, we'll start sending some key documents through email or posting them to the secure member portal. If you want to go paperless, we need you to visit the member portal and set your communication preference (tell us which documents you want to view online).

To go paperless:

- Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) to log in or register at the member portal
- Click "Go Paperless"
- Click "Edit communication preferences"
- Read and accept the terms and conditions
- Select which documents you want to get online
- Click "Save"

When we start paperless documents, you'll get an email with your document or a link to a secure page to view your document. Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) and set your preferences today!



## New network providers

To view a list of new providers who have joined the Geisinger Health Plan network, visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) and click on "Find a Doctor, Drug or Location," then select "View New Network Providers." You can also view providers that are leaving the network. For more information on these and other participating providers, you can use the provider search and scheduling directory or call the customer service team at the number on the back of your member ID card.

# Geisinger

## Health Plan

100 N. Academy Ave.  
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## Don't let the flu get you

One of the most important things you can do to protect yourself is to get the flu vaccine. Each year, the new vaccine protects against the top viruses that are most likely to cause sickness. Everyone 6 months of age and older, with rare exceptions, should be vaccinated every year. You can get vaccinated at two easy locations: your primary care physician's office or a participating pharmacy. Visit [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) to search for pharmacies in your area. There's no charge for the flu shot, just visit a doctor or pharmacy in our network.\*

\*Office visit copay may apply. The vaccine must be administered by a pharmacist and billed through the online pharmacy claims system. Not all pharmacies offer flu vaccines. There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.

