

# Geisinger Member Update

Gold

SUMMER/FALL 2017

## Announcing the new secure member service center

We recently updated our secure member portal at GeisingerGold.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 GeisingerGold.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!

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*The Gold Member Update is published quarterly. Comments are welcomed: goldmemberupdate@thehealthplan.com.*

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**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)。



## Watch your mail to learn about your 2018 benefits

Be ready for 2018! The Annual Notice of Change (ANOC) for your plan will arrive at your home by the end of September.

The ANOC contains important details about your 2018 healthcare coverage, including any benefits which will change from 2017. We encourage you to review the introductory letter to learn more about your 2018 benefits and to keep the book handy for reference throughout the year.



Our top priority is to provide the best coverage and member experience possible. Understanding your benefits is vital to your physical and financial health. The Geisinger Gold customer service team is dedicated to helping with any questions or concerns you may have. Call 800-498-9731 (TDD: 711) from 8 a.m. to 8 p.m., Monday through Friday.

## More benefits information

You can review your benefits, get information on doctors and hospitals, email the customer service team and more by visiting [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.

## Formulary updates now available online

You 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. You 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, from 8 a.m. to 8 p.m., Monday through Friday, for any questions regarding drug benefits, including information on drugs covered under Medicare Part B.

## 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, register as a member and set your communication preference (tell us which documents you want to view online).

To go paperless:

- Visit [GeisingerGold.com](https://GeisingerGold.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.

## Coverage you can count on

More than 90,000 Medicare beneficiaries already trust Geisinger Gold for their Medicare Advantage coverage. We have a well-earned reputation for providing quality healthcare coverage at an affordable price. We're proud to offer plans with the benefits you need, and with our large network of doctors, hospitals, and pharmacies, you'll also have the flexibility you want.

Our easy-to-use plans are designed for the way you live and we are committed to serving our members. We also offer programs and services to help you maintain a healthy lifestyle, as well as member resources you can access online for quick and easy reference.

At Geisinger Gold, we work to make sure you have the best member experience possible. If you have any questions about your plan or benefits, call the customer service team at 800-498-9731, from 8 a.m. to 8 p.m., 7 days a week. We'll be happy to help with anything you may need. Thank you for your membership in Geisinger Gold. We look forward to continuing to serve you!





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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 [GeisingerGold.com](http://GeisingerGold.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.

