

Geisinger Member Update

Gold

WINTER 2017

We want to hear from you!

The Medicare Health Outcomes Survey (HOS) was created by the Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, to monitor and improve the quality of care provided to Medicare beneficiaries.

Geisinger Health plan members are randomly sampled and you may receive this survey in the mail. The HOS monitors the quality of care provided to our members by asking questions about their health status over a specific period of time.

If you receive this survey in the mail, please complete it! Your responses will help CMS make sure that you receive high-quality care.

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The Gold Member Update is published quarterly. Comments are welcomed: 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)。



Beware of email scams

Criminals may pose as Medicare or health insurers to get your personal information over the internet. It is not always easy to distinguish an important email about your benefits from an online scam.

Learn what to look for:

- Even if the email looks legitimate, watch out for email addresses that do not end in .com, .gov or .org or that do not match the address on a company's website.
- Beware of emails with misspellings or grammatical errors.
- Scam emails may say there is a problem with your account or ask for updated information to continue your Medicare coverage. The email asks you to click a link to enter information.



Once scammers steal your personal or Medicare information, they can harm you financially and may disrupt your Medicare benefits. Follow these online safety tips to avoid becoming a victim:

- Delete or ignore suspicious emails.
- Do not click links or download attachments in suspicious emails. To visit your insurer or Medicare's websites, type your plan's website address or CMS.gov into the browser address bar.
- Do not provide personal or financial information an email asks for. Health insurers and Medicare never ask for your username, password, Social Security Number, Medicare number or banking information by email.
- Update your anti-virus software regularly, and set up filters for junk or spam email.
- When in doubt, call your insurance provider using the number on the back of your card or 1-800-MEDICARE.

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 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 by visiting 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. 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 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.

Need help managing chronic conditions?

Our mission is to help members be as healthy as possible. As a member, you can get expert help to better manage chronic conditions, all at no extra charge, with our care coordination program. For more information, call 800-883-6355, speak with your healthcare provider or visit us on the web at GeisingerHealthPlan.com. If you're already enrolled in one of our condition-specific programs, informational newsletters are available on our website. You can also request a hard copy by calling 800-883-6355.

Annual wellness visit reminder

Physical examinations should be scheduled with your PCP every year. When you go to your physical exam, your PCP will ask you questions about your medical history and your family's medical history. This is important because sometimes you may have more of a risk of having a disease if someone in your family had or has it.

Your PCP will also check your height and weight, measure your body mass index (BMI), take your blood pressure and perform other tests. Your PCP may also order lab tests to check your cholesterol level or blood sugar. The exams performed and tests ordered will depend on your age and whether you are male or female.

Call your PCP to schedule your appointment. The Geisinger Gold customer service team is also available if you need assistance.



Geisinger Gold

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Exclusive discounts for members

Learn more about the discounts we offer on everyday health related items by visiting GeisingerHealthPlan.com. Log in and go to the “Health and Wellness” drop-down menu and click “Local discounts” to view the exclusive discounts available to you.

Be sure to check out our newest offering, TicketsAtWork.com. Members can receive valuable discounts on travel and entertainment opportunities including local and national amusement parks, movie and show tickets, shopping and more. Visit TicketsatWork.com and register using company code DPGEISIN to get started.

If you would like additional information or have questions about any of the local discounts we offer, call the customer service team at the number listed on the back of your member ID card.

