

GEISINGER GOLD

Member Update

Spring 2021



Geisinger

GHP – Caring for you

The latest COVID-19 news

For the latest on the availability of COVID-19 vaccine appointments and FAQs about the vaccine, go to [geisinger.org/COVIDVax](https://www.geisinger.org/COVIDVax). You can even sign up to receive vaccine eligibility updates from Geisinger and message us with your questions about testing or scheduling care. Don't live near a Geisinger vaccine clinic? Visit health.pa.gov for information on vaccine locations near you.

Online visits make healthcare more convenient

Keeping up with routine care is more important than ever. Doctors are working hard to make sure it is safe for you to visit, but you can also connect with your doctor from the comfort of home with telemedicine appointments. No need to cancel an appointment because of a busy schedule, transportation hiccups

or iffy weather. Visit [geisinger.org/telemedicine](https://www.geisinger.org/telemedicine) or call your doctor or 800-275-6401 to see if telemedicine visits are available.

Finding providers is easy

Looking for new providers who have joined Geisinger Health Plan's network? Or looking for one already in the network? It's easy:

- Visit [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com)
- Click on Find a Doctor, Drug or Location

For more information on these and other participating providers, you can use the online provider search directory or call our customer care team using the number on the back of your member ID card.

Cost and quality of care, just a click away

Healthcare just got easier, more affordable and more accessible to our members.

A new online shopping tool is now available exclusively to Geisinger Health Plan (GHP) members with an active member portal account. With the Geisinger Cost Transparency tool, you can compare cost and quality for many common medical services, as well as complex episodes of care. You'll not only see the average historical cost for a procedure, but an estimate of out-of-pocket expenses based on the benefit plan you're currently enrolled in.

Get advice from doctors, plan your healthcare spending and know you're getting the best all-around care available. Ready to try it? Just choose "Find a Provider" in the member portal to access the tool.

The cost information provided is an estimate and is for informational purposes only. Contact GHP or your doctor to get actual pricing and coverage for a specific procedure. Price is just one of many factors in determining a care plan. Factors like quality, convenience and access to care are not included in the estimate. The tool is available only to members who have an active Geisinger member portal account.

Behavioral health case management

All Geisinger Health Plan members are eligible for care coordination. Behavioral health case management serves those with serious mental illness, substance use disorders or serious psychosocial stressors. Get the help you need to navigate your care and get services you need to thrive and be healthy. If you'd benefit from behavioral health case management, contact your doctor or call 888-839-7972.

Geisinger Medical Clinic Lock Haven is now open

Geisinger's new facility at 68 Spring St. in Lock Haven has everything you need for great care close to home:

- Walk-in urgent care
- Adult and pediatric primary care
- Medication therapy management
- Pharmacy
- Bone and joint care
- Foot care
- Physical and occupational therapy
- Imaging and lab services
- Skin, heart and GI care
- Women's health services
- Adult and pediatric psychology

Find out more at go.geisinger.org/LockHaven.



Convenience, delivered.

Want to run one less errand? With Geisinger Mail-Order Pharmacy, you'll receive 90-day supplies of medications mailed right to your doorstep.* Shipping is free, you can save up to 50% on drug copays and you can sign up for automatic refills.

To get started, call the Geisinger Mail-Order Pharmacy at 844-878-5562 on weekdays from 6:30 a.m. to 5 p.m. or visit geisinger.org/pharmacy.

**This benefit includes maintenance medications, like diabetes, blood pressure or cholesterol medications, but does not include all medications. Benefits and costs will vary, depending on your specific coverage, or if you're enrolled in a cost assistance program. Contact the Customer Care Team with any questions.*



List of covered drugs available online

Formulary updates — a list of drugs covered under your pharmacy benefit — are available at [GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com). They include covered drugs, quantity limits, tiering levels and pharmacy management procedures.

Have questions about your drug benefits? Call the pharmacy service team at 800-988-4861 (TTY: 711), 8 a.m. to 5 p.m., Monday through Friday.

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.

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)。

Fraud alert: Phone number spoofing

Phone spoofing, a tactic used by scammers, is when a phone call on caller ID looks like it's coming from one number when it's actually coming from a disguised, unidentified number. It's an attempt to entice people to answer their phones so the caller can collect their personal information, which can then be used to steal money from a bank account or for other fraudulent activity. The phone number may appear to be from a local police department, the FBI, Medicare or the IRS. Recently, scammers pretending to be representatives of Geisinger have been calling local community members. Don't give out your name or any other personal information to unknown callers, including:

- Social security number
- Driver's license number
- Insurance information
- Date of birth
- Mother's maiden name
- Credit card information
- Bank account information



If you receive a call from a spoofed phone number claiming to be from Geisinger, it does not mean our systems have been hacked. Be cautious. If you suspect a scam, hang up. You can always call Geisinger back — that way you know for sure who you're talking to.

You can report a scam to the Federal Communications Commission (FCC) by visiting [FCC.gov](https://www.fcc.gov). Have a concern related to suspicious, illegal or unethical activity related to your healthcare benefits? Call the Geisinger Health Plan compliance hotline at 800-292-1627. The hotline is available 24/7. If you choose to remain anonymous, your call will be investigated and treated confidentially.

Geisinger

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Important Geisinger Gold Information

Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization. Y0032_21081_1_C

GHP member portal

Want to keep tabs on your benefits and costs?
Manage your prescription drugs? Explore
health and wellness tips and programs?
Log into our secure member portal at
GeisingerHealthPlan.com/SignIn today!

