

Member Update

Quarter 1 2023



Geisinger

Living with long COVID

Most people recover fully and quickly from COVID-19 — but some don't. Physical and mental symptoms can develop during or after having COVID, known as post-COVID symptoms. Many people refer to this later or lasting illness as “long COVID.”

What are post-COVID symptoms?

Symptoms of long COVID generally last more than a month and can't be explained by another cause. And even though the infection has cleared, old symptoms may linger and new ones can develop.

It's not clear why long COVID happens to some people and not others. While it may be worse in people who were very sick and had to be hospitalized, even young and previously healthy people who only had mild infections can get long COVID.

Common long COVID symptoms include:

- Fatigue
- Getting short of breath with exertion
- Chest pain
- Cough
- Joint pain and body aches
- Headaches
- Loss of smell or taste
- Hair loss
- Anxiety
- Depression
- Poor memory or concentration

Continues on p. 2

If you have symptoms of long COVID, you may need closer evaluation. That could mean lab tests as well as heart or lung tests, though it varies from person to person. You might also need rehabilitation or medication to help with symptoms.

Regardless of how severe your case is and whether you need treatment, recovery can be slow. It's common for people with long COVID to have symptoms for many months.

Having symptoms of long COVID?

Talk to your primary care physician. You'll get a thorough evaluation and, if needed, a referral to the Post-COVID Clinic, which specializes in caring for people with long-term COVID symptoms.

Opioid limits

The Centers for Medicare and Medicaid Services (CMS) have applied the following limitations to opioids under Medicare Advantage plans, including Geisinger Gold:



- Opioids are limited to a seven-day supply for members who are not already established on opioid therapy.
- Opioids will require health plan review when a member is receiving multiple long-acting opioids or a combination of opioids and benzodiazepines.
- All Part D plans have a drug management program that limits access to controlled substances that are frequently abused drugs (currently defined as opioids and benzodiazepines) for members at risk for prescription drug abuse or misuse. The goal of drug management programs is better care coordination for safer use of these drugs.

Did you know opioid reversal agents are available on our formulary? Naloxone syringes, naloxone cartridges and naloxone nasal spray are available on formulary for Geisinger Health Plan members. Your healthcare professional can prescribe them if they think you'd benefit from having naloxone on hand.

Information about your dental benefits

Benefit correction

The dental benefit for the Geisinger Gold Classic 360 Rx (HMO) was increased from \$650 in 2022 to \$850 for 2023. Page 6 of the All Plans brochure incorrectly states that the dental benefit is \$825 for 2023. We're sorry for the error.



Dental services network

If you're a Gold HMO member, you can receive dental services from in-network or out-of-network licensed dentists. Supplemental dental benefits, up to your plan's allowed benefit maximum, can be provided by a participating provider or any licensed dentist. For more information, see your new 2023 member ID card or contact Member Services.

Hearing vendor change

If you have Geisinger Gold Classic (HMO), Geisinger Gold Heritage (HMO) or Geisinger Gold Secure Rx (HMO D-SNP), you'll see a change in your hearing benefits administrator. AudioNet America is now Birdsong Hearing Benefits, as of Jan. 1, 2023. There's no change to you other than the name of the company. The hearing specialist network remains the same, so you can still see your same audiology team and remain in-network.

Keep your FSA or OTC card

If you have a flexible spending account (FSA) card or an over-the-counter (OTC) card, hold onto it — the 2023 funds are added to your account after Jan. 1, 2023, and you can keep using the same card to access them.

Need help with your broadband services?

The Affordable Connectivity Program is a Federal Communications Commissions (FCC) benefits program that can help you afford the broadband services you need for work, school, healthcare and more. Eligible households are those whose income level is at or below 200% of the federal poverty measure, or if a member of the household meets at least one of these conditions:

- Received a Federal Pell Grant during the current award year
- Meets the eligibility criteria for a participating provider's existing low-income internet program
- Participates in one of these assistance programs:
 - Free and reduced-price school lunch program or school breakfast program, including at U.S. Department of Agriculture Community Eligibility Provision schools.
 - SNAP
 - Medicaid
 - Housing Choice Voucher Program (Section 8 vouchers)
 - Project-Based Rental Assistance (PBRA)/202/811
 - Public housing
 - Supplemental Security Income
 - WIC
 - Veterans pension or survivor benefits
 - Lifeline (an FCC program)
- Participates in one of these assistance programs and lives on qualifying tribal lands:
 - Bureau of Indian Affairs General Assistance
 - Tribal TANF
 - Food Distribution Program on Indian Reservations
 - Tribal Head Start (income-based)
 - Affordable housing programs for American Indians, Alaska Natives or Native Hawaiians



This program is limited to one monthly service discount of up to \$30 per month and a one-time one electronic device discount per household up to \$100.

Additional discounts are available for those who households live on qualifying tribal lands.

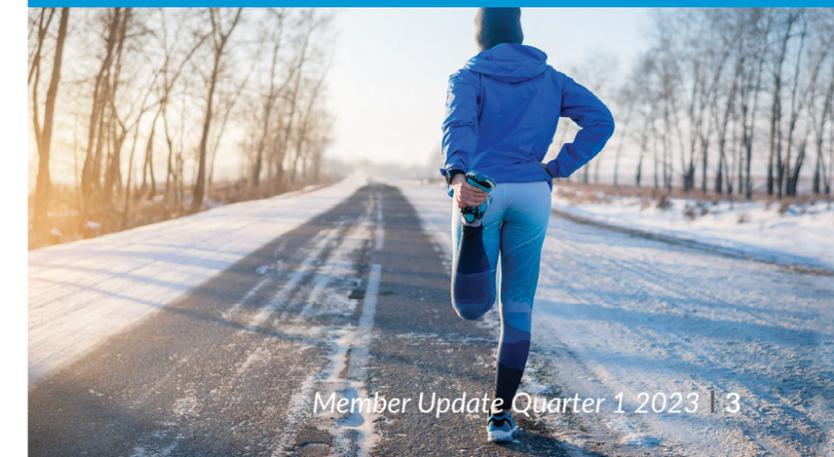
To enroll, go to affordableconnectivity.gov to submit an application or print a mail-in application.

For more information, go to fcc.gov/acp.

Wellness corner

Get ready to start moving more with our March Mayhem challenge! Compete against others across the state individually or with a team for bragging rights and prizes. Crush this four-week challenge by earning the most step equivalents through physical activity and surprise overtime challenges. March Mayhem will boost your physical activity and focus on other important aspects of your well-being. This challenge kicks off on March 6, 2023, so register today at go.geisinger.org/mmreg.

Keep up the momentum to achieve your health and wellness goals this New Year by joining our well-being webisodes, Coffee and Convos and more. Each month, learn about a different health and wellness topic and hear from experts in the field. Don't miss out — sign up for these events and a monthly wellness email at go.geisinger.org/wellnesscalendar.





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Important Geisinger Gold information



Trouble paying your heating bill?

During the colder months, make sure you're warm, comfortable and healthy in your home. Neighborly can help – just enter your zip code and search for resources for home maintenance and weatherization. You can also contact the Low-Income Home Energy Assistance Program (LIHEAP), which helps qualifying families pay their utility bills. To learn more, call 866-857-7095 (TTY: 711), contact your county assistance office or visit the LIHEAP website by scanning the QR code above with your smartphone.



Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

Geisinger Gold Medicare Advantage HMO, PPO, and HMO D-SNP plans are offered by Geisinger Health Plan/Geisinger Indemnity Insurance Company, health plans with a Medicare contract. Continued enrollment in Geisinger Gold depends on contract renewal. Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization. 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.

Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization. Other Providers are available in our network.

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 800-447-4000 (TTY: 711)。