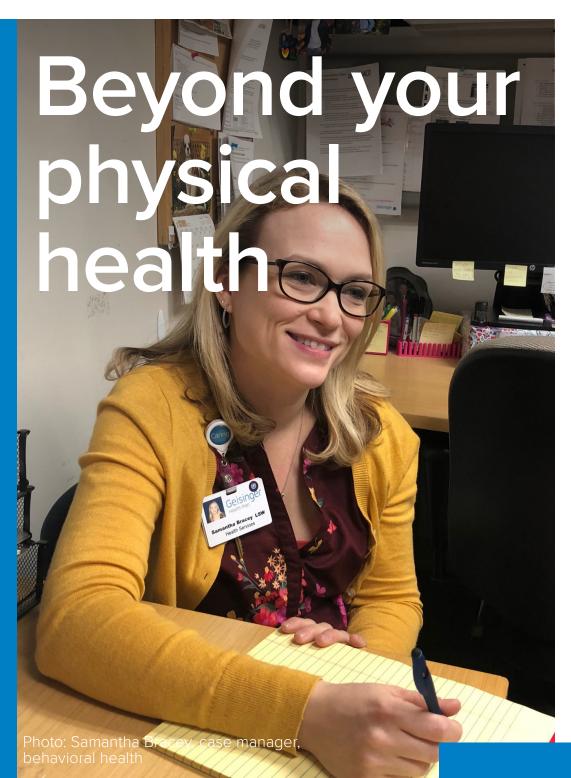
Geisinger Gold

Member Update



Behavioral health conditions, also known as mental illness, substance abuse or other addictions, can affect how you think, feel and act every day.

At Geisinger Health Plan, we have a dedicated behavioral health team ready to help. This includes case managers stationed in primary care sites throughout our service area.

For questions about our behavioral health services, please call 855-214-8100.

Available to both children and adults, these case managers provide stress management education, guidance to make positive choices and help improving your overall well-being.

They also coordinate care plans with your doctors and serve as advocates to get you the care you need.

We understand the importance of behavioral health and we're here to help.

A new look for member ID cards

Exciting news! Our Geisinger Health Plan member ID cards are sporting a new look!

Geisinger Gold		Lawrence Ronaldaldowiche ID 12345678901	
Copay		Primary care	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
PCP	\$0	Office	123-456-7891
Spec	\$20	Medical record	1234567890
ER	\$100	Rx bin 003585 PCN ASPROD1 GRP GHS01	
Medimpad	et	Formulary	

Connect with us	Geisinger Health Plan.com	
Customer service 800-498-9731	Mail medical claims to Geisinger Health Plan P.O. Box 853910, Richardson, TX 75085-3910	
Tel-A-Nurse 877-543-5061	Mail dental claims to Avesis Third Party Administrators, Inc. P.O. Box 38300, Phoenix, AZ 85069-8300	
Part B benefit drug questions 800-988-4861		
TTY hearing impaired PA Relay at 711	Mail general information to Geisinger Health Plan, 100 N. Academy Ave. Danville, PA 17822-3229	
Emergency 911		
Mental health/substance abuse 888-839-7972	Pharmacy technical assistance 800-788-2949	
	Dental provider assistance 844-232-3118	
	Issuer 80840 Issue date 00-00-00 xx-xx CMS Hxxxx-xxx	

The new cards, showcasing a cleaner, more organized look, make it easier for you to find the information you need.

The cards will display the same helpful information as previous cards. Common information includes your primary care site location, office visit copays and your medical record number.

New member ID cards will be printed and mailed following your insurance renewal time.

Ease your fear of falling

As we age, and especially in the winter months, it's not uncommon to be concerned about falling or to restrict your daily activities due to the fear of falling. That's why our health and wellness team offers A Matter of Balance, a no-cost educational program to help ease your fears and prevent falling.

At no cost to you, this eight-week program teaches you how to view falls as controllable, set goals for increasing activity, make changes to reduce home fall risks and how exercising can increase your strength and balance.

To register, or for a list of upcoming classes in your area, please contact 866-415-7138.





Important pharmacy changes for Geisinger Gold members

Two network or formulary changes will affect Geisinger Gold members, starting January 1, 2019

- Walgreen's Pharmacy has decided to leave the Geisinger Gold pharmacy network. Starting January 1, 2019, Walgreens Pharmacy will no longer accept Geisinger Gold insurance.
- Geisinger Gold will no longer cover Januvia, Janumet or Janumet XR for Geisinger Gold members. Similar medications Tradjenta, Jentadueto and Jentadueto XR continue to be covered for Geisinger Gold members. Members currently taking Januvia, Janumet or Janumet XR may be able to request a prior authorization from their provider.

If you have questions call 800-988-4861 (TDD: 711), Monday through Friday, 8 a.m. - 8 p.m. or Saturday 8 a.m. - 2 p.m.

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

Y0032_18334_1_M File and Use 12/4/18

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)。



Formulary updates are available online

You can review formulary updates online at www.geisinger.org/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.

For any questions concerning your drug benefits, consult your Evidence of Coverage or call the pharmacy customer service team at 800-988-4861, Monday - Friday, 8 a.m. - 8 p.m.

For cost savings and convenience with your medications, make sure to take advantage of CareSite, Geisinger's mail order pharmacy. Call today at 844-878-5562.