

Beyond your physical health

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	xxxxxxxxxxxxxxxxxxxxxxxx
PCP	\$0	Office	xxxxxxxxxxxxxxxxxxxxxxxx
Spec	\$20	Medical record	123-456-7891
ER	\$100	Rx BIN	003585 PCN ASPROD1 GRP GHS01

MedImpact

Classic Advantage (HMO) A Medicare Advantage Plan

Connect with us

Customer service

800-498-9731

Tel-A-Nurse

877-543-5061

Part B benefit drug questions

800-988-4861

TTY hearing impaired

PA Relay at 711

Emergency 911

Mental health / substance abuse

888-839-7972

GeisingerHealthPlan.com

Mail medical claims to

Geisinger Health Plan

P.O. Box 853910, Richardson, TX 75085-3910

Mail dental claims to

Avesis Third Party Administrators, Inc.

P.O. Box 38300, Phoenix, AZ 85069-8300

Mail general information to

Geisinger Health Plan, 100 N. Academy Ave.

Danville, PA 17822-3229

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.



Sample photo



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.

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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 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)。



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.