

Geisinger Member Update

Gold

FALL 2018

Spread the word, not the flu

Flu season is around the corner, so spread the word: you cannot get the flu from receiving a flu shot. In fact, preventive antibodies develop approximately two weeks after receiving the vaccination, so you're protected rather quickly!

Visit your primary care provider or a participating pharmacy to receive your vaccination. To search for pharmacies in your area, visit GeisingerHealthPlan.com. There's no charge for the flu shot if received from a doctor or pharmacy in our network.*

**Office visit copay may apply. If at a pharmacy, the vaccine must be administered by a pharmacist and billed through the pharmacy claims system. Not all pharmacies offer flu vaccines. There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.*



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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) 。

Customer service hours extended

We are excited to announce that our customer service hours have been extended to provide more opportunities to better serve you, our valued members.

The new hours remain Monday through Friday, 8 a.m. – 8 p.m., but Saturday hours have been added, 8 a.m. – 2 p.m. There are no Sunday hours. Medicare Part D pharmacy service hours are Monday through Friday, 8 a.m. – 8 p.m. and Saturday, 8 a.m. - 2 p.m.

Also, to best serve you, during the October 1 to March 31 Medicare enrollment periods, customer service and pharmacy hours will expand to seven days a week, 8 a.m. – 8 p.m.

If you have any questions regarding the new hours, please call the customer service number on the back of your member ID card or visit GeisingerHealthPlan.com.

New cancer study seeks participants

In the first study of its kind, Geisinger and Johns Hopkins University are looking for volunteers to participate in DETECT, a new research study focused on tackling a unique question: Can cancer be detected earlier through a simple blood test?

To participate, you must be a woman between the ages of 65 and 75 and have no history of cancer. All costs associated with the study are covered. However, any treatment pursued beyond the study will be the responsibility of the participant and your personal health insurance coverage.

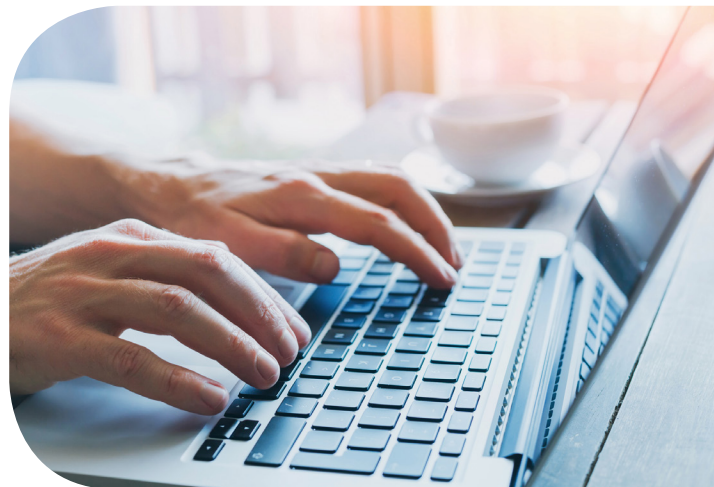
If you meet the criteria above and are interested in being part of a study that could change the way cancer is detected, call the DETECT team at 570-387-2154 or visit Geisinger.org/DETECT.

Our member portal is waiting for you

Save yourself a phone call to customer service and visit our secure online member portal. Registration is easy and at no cost to you. The portal offers many self-service features, including:

- View your mobile ID card
- Find doctors and covered medication in your network
- Learn more about your benefits and claims activity
- Send secure messages to customer service
- Set your preferences to request paperless delivery
- And much more

Visit GeisingerHealthPlan.com/register today to get started!



A better way to get the medications you need

CareSite, Geisinger's mail order pharmacy, offers benefits you deserve and don't want to miss!*

- **Convenience:** Enjoy the convenience of having your medications mailed directly to your home.
- **Care:** Since CareSite specializes in providing 90-day supplies of medications you take on a regular basis, you can focus on better care for yourself and less on needing refills. Take your medications on schedule and follow your doctor's recommendations.
- **Peace of mind:** You can rest assured knowing your medications are safe and secure. The CareSite facility, locally situated in Elysburg, PA, handles your medications with the highest level of care. Packaging products have been tested to ensure medications are safely stored throughout the shipping and delivery process. Additionally, email notifications are available for shipment and delivery tracking, so you'll be able to track your medications from the time they leave our facility until they arrive at your doorstep.

It's easy to get started with CareSite!

If you are not yet registered for Geisinger Health Plan's secure member portal, visit geisingerhealthplan.com/register.

Once you are registered, visit geisingerhealthplan.com/rx to enroll with CareSite.

You can also take advantage of this great opportunity by calling the CareSite Mail Order Pharmacy at 844-878-5562, 6:30 a.m. - 5 p.m., Monday – Friday. If you have questions about your benefits, call the pharmacy customer service team at 800-988-4861, 8 a.m. - 5 p.m., Monday - Friday.

** 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. Please contact the customer service team with any questions on your benefits. Mail order benefit is not available to GHP Family members.*

Do you know your dental options?

Geisinger Gold offers many benefits and programs that are not covered by traditional Medicare. Some of our plans include coverage for routine dental services like examinations with cleanings and x-rays, simple fillings and extractions and dentures.

Members enrolled in Classic Advantage, Classic Complete or Secure Rx can take advantage of these benefits by visiting an in-network dental provider. Members enrolled in Preferred Advantage or Preferred Complete with Health+ have similar benefits but can see any Medicare-approved provider.

Geisinger Gold's dental network is offered by Avesis. For assistance in finding a network provider, you can call the customer service team at 800-498-9731 (TTY:711), Monday – Friday, 8 a.m. – 8 p.m. You can also visit avesis.com/TPS/Geisinger/geisinger.aspx for the most up-to-date information.

Geisinger Gold

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Formulary updates now 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.

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.

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.

