

Geisinger Member Update

Gold

SPRING 2018

Don't be embarrassed

Let's face it, urinary incontinence, or the unintentional leaking of urine, can be a nuisance and completely bothersome. Whether brought on by stress, coughing, laughing or some other weakening of the bladder muscles, most people—especially men and women 65 and older—find the act of leaking urine downright embarrassing and sometimes debilitating.

But it doesn't have to be that way. Take control and take an active role in your health care. Talk with your provider about bladder or leaking urine issues. Don't be embarrassed. Share any information you can. Ask questions.

Your provider is on your team and you can journey together toward better health.



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

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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)。

New Medicare cards on the way

To better protect your sensitive information, Medicare has redesigned ID cards for beneficiaries. You will receive a new card between April 2018 and April 2019. The new card will display a unique Medicare ID number rather than your Social Security number. While you primarily use your Gold member ID card for doctor visits, keep your new Medicare card in a secure place and always be cautious before providing any of your personal information over the telephone, internet “pop-up” surveys or magazine postcards. Remember, if you are contacted by an unknown person or company asking for personal or sensitive health information, it is always advisable to verify with whom you are speaking.

You can help fight fraud, waste and abuse by closely reviewing your Explanation of Benefits documents to ensure the services which appear on your statements were provided to you. If you have any concerns or feel you may have received any fraudulent phone calls related to your healthcare benefits, please report the matter by calling the Geisinger compliance hotline at 800-292-1627.

Updating your information

Just a friendly reminder that it's important to keep your contact information – especially your mailing address – updated in our system. We, as well as the Social Security Administration, often use letters, fliers and other mailers to keep you informed on your care and benefits, so it's important that we have your correct mailing address to get you the information you need.

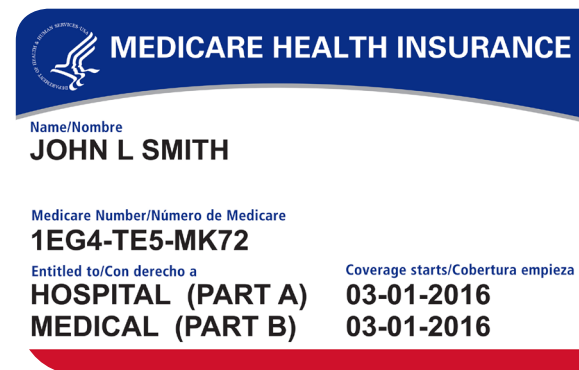
To update your mailing address and other contact information, call the Social Security Administration at 800-772-1213. Please also call us using the customer service number on the back of your member ID card.

Pick your premium payment option

We offer several premium payment options for your convenience:

- **Automated telephone service:** You can pay your premium anytime through our automated service 24 hours a day, 365 days a year. Call 844-639-3117 to pay by telephone. You will receive a confirmation number after your payment is made.
- **Online payment:** You can also pay your premium online at any time by visiting GeisingerHealthPlan.com/paymybill.
- **Pay by mail:** If you choose to mail your payment, please send it to the address on your premium statement.
- **Geisinger Gold payment withheld from your Social Security check:** To enroll, call the customer service team at 800-498-9731.

Accepted forms of payments are Visa, Mastercard, Discover and direct deposits from your bank account. American Express is not accepted. Account balances are updated daily and available online or by phone. If you have questions about your premium statement or payment, please call our customer service team at 844-343-2639, Monday through Friday, 8 a.m. – 5 p.m.



Cost savings with CareSite

CareSite, Geisinger's mail order pharmacy, offers cost savings for Gold members who are in their initial coverage phase for prescription drugs. For example:

- Copay for a 30-day supply at retail: \$3.00
- Copay for a 90-day supply at retail (2.5 times your copay): \$7.50
- Copay for a 90-day supply via CareSite (1.5 times your copay): \$4.50

This benefit does not include all medications and is not available for Secure Rx members. Cost savings will vary based on your specific coverage or if you're enrolled in a cost assistance program. Copay discounts only apply in your initial coverage phase. Your initial coverage phase may end more quickly depending on your use of Tier 3, Tier 4 and other high-cost medications.

To take advantage of this opportunity, contact the pharmacy customer service team at 800-988-4861. You can also call CareSite at 844-878-5562.

Five tips for fall prevention

Falls happen, and unfortunately due to the aging process and other risk factors, falls happen more frequently in older adults—those 65 and older—putting you in dangerous and potentially fatal situations. While the aging process can significantly affect things like mobility, strength and balance, there are still actions you can take to prevent a fall from happening.

Talk to your doctor: Make sure to talk to your doctor about your current health status. Do you feel dizzy, have joint pain or feel numbness in your feet and legs when you walk? These are all issues that may affect your fall risk. And especially talk to your doctor if you've fallen before. Details such as these may help your doctor identify other potential fall risks.

Mind your medications: Be mindful of your medications. If possible, review all side effects with your doctor or pharmacist. Some medications cause dizziness, or other effects, that may heighten your risk of falling.

Practice strength and balance exercises: Aging isn't always easy. As we get older, our physical bodies lose abilities they've had for so long, like strength, balance and steady mobility. Remain active. Practice exercises that focus on these factors to help your body stay in the best shape possible.

Wear sensible shoes: Consider changing your footwear. Flip flops, high heels or shoes with slippery soles can make you slip and fall. Instead, wear shoes that are supportive, properly fitting and that don't have slick soles. Wearing the right shoe may also reduce joint pain.

Remove home hazards: Start with one room at a time and remove potential falling hazards from around your house. Consider things like securing loose rugs, removing cords from walkways, storing necessary items in easy-to-reach places or repairing loose floorboards. Don't skimp; fixing something small can go a long way.

Geisinger Gold

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Formulary updates now available online

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

