

Geisinger Member Update

Gold

SUMMER 2018

Your mental health matters

How you feel mentally and emotionally affects your daily routine. It also affects your physical health and vice versa, so it's important to notice how you feel and how often you feel it. Do you feel downhearted or blue? Do you have a lot of energy? Are you calm and peaceful? Unfortunately, due to the stigma surrounding mental health, mental health problems are often under-reported by older people and under-identified by health care professionals.

You can stop this issue from happening. Take control and take an active role in your health care. Talk with your provider if you think you're having mental health problems. Don't be embarrassed. Your provider is on your team and you can journey together toward better health.

For mental health inquires, contact your provider or call our customer service team at 844-343-2639, Monday through Friday, 8 a.m. – 5 p.m.

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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)。



Protect against tick bites

Anyone can get Lyme disease, especially if you spend a lot of time outdoors. Protect yourself and your family against tick bites with these four easy steps:

- Use insect repellent that contains 20-30% DEET. Follow the instructions on the packaging and coat yourself well.
- Once you're done outside, bathe or shower as soon as possible.
- After you bathe or shower, examine your body for ticks. Ticks can hide under armpits, behind the knees, in the hair and in the groin area.
- Put your clothing in the dryer on high heat for 60 minutes. This will kill any remaining ticks.

If you experience symptoms such as a rash, fever, chills, fatigue, joint or muscle pain or facial paralysis, and you know or suspect that you have been exposed to ticks, seek medical attention. You might have Lyme disease and need appropriate medical treatment immediately.

Hone in on heat-related illnesses

Summer is here, and so are the hot, summer days in the sun. Enjoy these times, but don't let the heat get the best of you. Protect yourself from heat exhaustion or heat stroke. Here are some prevention tips:

Keep hydrated. Make sure you're drinking two to four cups of water every hour. The body needs more water than usual when in the sun because it loses more fluids through sweating.

Dress light. Dress in light-colored, loose clothing when out in the heat. A brimmed hat is even good to keep the sun out of your face and help you stay cooler.

Stay cool. Try doing more activities inside a temperature-controlled or air-conditioned environment. Anything to stay cool and keep the body temperature down.

Steer clear of cars. Never sit in a closed, parked car. The temperature inside a closed car can become very hot, instantly causing heat-related illnesses.

Reminder: New Medicare cards are on their way

Just a reminder that Medicare has redesigned ID cards for beneficiaries. New cards have begun being sent to members and will continue to be sent through 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. Medicare will not contact you for any information related to receiving the new card. There is no cost to you for the new card, and you can continue to use your existing Medicare card until your new card arrives.

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.



Familiarize yourself with fraud

Insurance fraud can happen to anyone. Knowing how to spot these instances and how to report it can help save you and your family a lot of headaches.

First and foremost, use discretion when providing your health insurance information, including your member ID number. And be familiar with fraudulent situations:

- Requesting payment for a service that wasn't provided
- Charging for a more expensive service than was actually provided
- Incorrectly stating a member's condition or diagnosis to maximize payment
- Selling or sharing a person's insurance identification number or information so false claims can be filed

These are just a few examples of many, which is why Geisinger Health Plan (GHP) has established an anti-fraud program designed to help detect and eliminate potential fraud and abuse. When you report fraud, you may remain anonymous and all reports are kept confidential.

If you suspect fraud or abuse, contact GHP using one of the methods below:

- **Email:** FA@geisinger.edu
- **Phone:** The GHP Compliance hotline at 800-292-1627 or call the customer service team number listed on the back of your insurance card
- **Mail:** Geisinger Health Plan, Anti-Fraud Program, 100 North Academy Avenue, Danville, PA 17822-3220

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100 N. Academy Ave.
Danville, PA 17822-3240

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Help for diabetes management

Geisinger health and wellness offers a variety of programs to help those living with long term or chronic conditions. The Live Your Best Life programs are interactive, group programs offered at no cost and are open to the public.

Programs are also available for those with diabetes, pre-diabetes or those who are at risk of developing diabetes. Participants learn healthy eating habits, exercise and relaxation techniques and how to set goals for improvement.

Call Geisinger health and wellness at 866-415-7138 to find a program near you.

