

Geisinger  
Gold

# Member Update

## Warm up with these Geisinger Gold perks

Recently rated the top Medicare Advantage plan in Pennsylvania and among the highest-performing Medicare Advantage plans in the nation\*, Geisinger Gold HMO continues to provide perks to warm your spirits.



All members can enjoy discounts on eyeglasses and contact lenses, amusement parks, event tickets and recreational activities.

You can also take advantage of no-cost preventive services like your annual wellness exam; vaccinations including pneumonia, the flu shot and more; and health screenings for diabetes, colon cancer, breast cancer, blood pressure and HIV.

Want to learn more about your plan's perks, including information about our no-cost health management programs? Call us at 800-498-9731 (TTY: 711).

*\* Rated by the National Committee for Quality Assurance (NCQA) Medicare Health Insurance Plan ratings 2019-2020.*

## GHP welcomes Penn State Health!

Penn State Health is now part of our provider network!\*

This means you have access to providers at Hershey Medical Center, St. Joseph Medical Center in Reading and Penn State Children's Hospital, as well as more than 2,000 other physicians in 127 locations.



**PennState  
Health**

To find a Penn State Health participating provider, visit our online provider search at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com)

*\* GHP Kids and select narrow networks are not included in this agreement. Please check with our Customer Care Team to make sure your coverage is included.*

Warm  
up this  
winter  
season



## Learn more about living healthy with prediabetes

Do you have prediabetes or are you at risk for developing diabetes? If so, we welcome you to join our year-long, interactive and nationally-recognized group, the National Diabetes Prevention Program.

At no cost to you, participants 18 years or older meet about weekly for the first six months to learn how to make healthy lifestyle choices. During the second six months, monthly group support sessions will encourage you to stay on track with your new lifestyle choices.



Caregivers, friends and family are welcome to attend. To register, call our Health and Wellness Department at 866-415-7138.

## Naloxone aids in opioid treatments

Naloxone, a medication that can help reverse the overdose effects of opioids, is now recommended\* for all members who are taking increased amounts of opioid medications for pain treatments.

Geisinger Health Plan offers a variety of Naloxone products, including syringes, cartridges and nasal sprays. If you are a member who is prescribed opioids for pain treatment, please talk with your doctor or pharmacist for more information.

\* [cdc.gov/drugoverdose/pdf/guidelines\\_at-a-glance-a.pdf](https://www.cdc.gov/drugoverdose/pdf/guidelines_at-a-glance-a.pdf)



## A note about behavioral health benefits

As of January 1, Magellan, our vendor for behavioral health services, will no longer process member claims. To give you coordinated quality care, all medical and behavioral health benefits will be processed and coordinated in-house by Geisinger Health Plan (GHP).

No reason to worry! This move does not change any member benefits. Both GHP and Magellan providers are still participating providers.

*\* This change does not apply to GHP Family and Medicare supplement enrollees, and PEBTF active and pre-65 retirees.*



## More meds, many more benefits!

As of January 1, you will have the option through CareSite, our mail order pharmacy, or through your retail pharmacy, to choose a 100-day supply of eligible medications rather than the usual 90-day maximum.

A 100-day maximum provides:

- 100-day supply for the same copay as a 90-day supply
- Fewer trips to the pharmacy
- Encouragement to take your medications as prescribed

This benefit is optional. If you have any questions, please contact our Customer Care Team using the number on the back of your member ID card.



## Benefit change reminder

Members in Geisinger Gold Secure or a Geisinger Gold Classic plan are reminded that beginning Jan. 1, 2020, you must receive your hearing aid benefits from an Audionet provider. You can call the Customer Care Team with questions or for assistance locating a provider.

## List of covered drugs available online

Formulary updates (a list of drugs covered under your pharmacy benefit) are available at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com) and include covered drugs, quantity limits, tiering levels and pharmacy management procedures.

Questions regarding your drug benefits or to receive a printed version of the updates, call the pharmacy service team at 800-988-4861, 8 a.m. to 8 p.m., Monday through Friday.

And don't forget we offer cost savings and convenience with your medications, too! Simply call CareSite, Geisinger's mail order pharmacy, at 844-878-5562 to access these benefits.

## Mail order madness!

Take advantage of CareSite, Geisinger's mail order pharmacy, to receive extended supplies of medications mailed right to your doorstep!\*



To get started, call the CareSite Mail Order Pharmacy at 844-878-5562, 6:30 a.m. - 5 p.m., Monday - Friday, or online at [geisinger.org/pharmacy](http://geisinger.org/pharmacy).

*\* 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. Contact the Customer Care Team with any questions.*

## New payment option

You now have a new option to pay your monthly premium: our automated phone system. Call 844-639-3117 to make a one-time payment with your credit card or checking account.

Additional payment options, including recurring payments, are available by logging in at [GeisingerHealthPlan.com](http://GeisingerHealthPlan.com).



## One payment per envelope, please

When paying your monthly premium payments, please make sure to include only one payment per envelope and mailing. If you have more than one payment to make, send each payment in a separate envelope. This helps ensure processing accuracy. Questions? Call the Customer Care Team number on the back of your member ID card.



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)。

## Stay safe while staying warm

Carbon monoxide (CO) may be considered “invisible” as a colorless, odorless gas, but there are prevention strategies to keep CO poisoning from affecting you or your family.

Since most CO exposure happens in the winter when we’re heating our homes, consider the following five tips:

- Install CO detectors in areas with appliances that burn fuel
- Have fuel-burning appliances professionally checked and cleaned every year
- Have your fireplace cleaned and inspected each year
- Use fuel-burning space heaters only in well-ventilated areas
- Don’t use a gas oven for heat

CO poisoning is very similar to symptoms from other health conditions, such as the flu or food poisoning. If you’re ever unsure of possible poisoning, please seek medical attention immediately.



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