

Geisinger Member Update

Gold

WINTER 2016

GHP has #HadEnough

We've #HadEnough, have you? That's the message we're pushing out with Geisinger Health Plan's new opioid awareness community campaign called #HadEnough. This initiative, which focuses on educating community members of all ages about opioid abuse and its dangers, places the voice of the community at the heart of the campaign. It calls to action the power of a community to say, "We've #HadEnough of needlessly losing lives to drug abuse and we want to see changes made to help prevent addiction, stop opioid abuse and help those who struggle."

To kick off this campaign, GHP sponsored an opioid awareness speaker who spoke at 6 schools, reaching more than 4,000 students. "Speak up. Save a life," was the message to students. We've also held community discussion panels, allowing community members to learn more about opioid abuse and to ask questions to experts concerning the drug issues in their communities.

Want to learn more? Our next panel will be held at Lewisburg Area's new high school on Thursday, Jan. 12, 6:30 – 8:30 p.m. The event is open to the public at no cost.

You can review your benefits, get information on doctors and hospitals, email the customer service team, and more. Visit GeisingerGold.com. Benefits and programs available to members may vary by plan. Please consult your Evidence of Coverage (EOC) and other benefit documents for details on your specific coverage.

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)。



Protect yourself from genetic testing scams

Genetic tests must be ordered by your doctor to be covered by Medicare. Some labs may offer a cheek swab for genetic testing as part of a “free” health screening in order to obtain your Medicare information for identity theft or fraudulent billing purposes. Before you agree to genetic testing, be sure:

- The test is ordered by your doctor
- The genetic test is medically necessary and covered by your plan



Protect yourself from this scam: A booth at a local health fair, senior housing, community center or home health agency is offering free health screenings, including genetic testing. The representative falsely promises that Medicare will pay for the test, and you simply need to provide a cheek swab, your ID and Medicare information to receive your test results. They may even ask for your doctor’s name, implying that they will send your results to your doctor. Unfortunately, now they have your health plan or Medicare number, and they can bill Medicare thousands of dollars for medically unnecessary tests or even services that you never receive. They also have personal genetic information regarding your health. Don’t be a victim of Medicare fraud. Protect yourself and your benefits:

- Never give out your Social Security, Medicare or health plan numbers or banking information to someone you don’t know.
- Do not consent to any lab tests without your doctor’s order.
- Keep in mind, it is illegal to accept anything of value in exchange for medical services.

To discuss benefit, coverage or claims payment concerns, contact the Geisinger Gold customer service team at 800-498-9731. To report suspected fraud, call 877-7SAFERX (877-772-3379). You can also report suspected fraud directly to Geisinger Gold’s Fraud, Waste, and Abuse Unit by emailing fa@thehealthplan.com or by calling the Compliance Hotline at 800-292-1627. Reports may be made anonymously.

Attention Secure Rx plan members

We want to remind you about your over-the-counter (OTC) medication and supplies benefit. If you have Geisinger Gold Secure Rx, you will receive a debit card in the mail with instructions and details for use. Beginning in 2017, Geisinger Gold will apply a \$25 balance to your OTC debit card each month, which can be used for approved OTC items at participating locations. Locations include Dollar General, Family Dollar, CVS/Pharmacy, Rite Aid, Walgreens and Walmart. A list of eligible and non-eligible items will be included with your new card. If you do not use the full \$25 for the month, the remaining balance will not carry over. Call the customer service team at 800-498-9731 (TTY: 711) if you have any questions or would like more information. For OTC card services, including checking your balance and finding a participating retailer, call 1-888-682-2400, or go to www.myotccard.com.

Formulary updates now available online

Members can review formulary updates online at TheHealthPlan.com/Formulary/FormularyUpdates. The online formulary includes recent updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures. Members 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, Monday through Friday from 8 a.m. to 8 p.m., for any questions regarding drug benefits, including information on drugs covered under Medicare Part B.

We want to hear from you!

The Medicare Health Outcomes Survey (HOS) was created by the Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, to monitor and improve the quality of care provided to Medicare beneficiaries. Health plan members are randomly sampled and you may receive this survey in the mail. The HOS monitors the quality of care provided to our members by asking questions about their health status over a specific period of time. If you receive this survey in the mail, please complete it! Your responses will help CMS make sure that you receive high-quality care.

Referrals no longer needed

The doctor who provides and manages most of your healthcare needs is called your primary care physician (PCP). A specialist is a doctor that has advanced training for treating certain illnesses or conditions, like cardiologists (for heart conditions) or allergists (for allergy treatments).

Previously, your PCP needed to give you a “referral” so you could see a specialist. Beginning Jan. 1, 2017, Geisinger Gold members will no longer need a referral to see a specialist. You should still tell your PCP about all of your healthcare needs. It’s also important to tell your PCP if you are seeing a specialist, because he or she will need to communicate with any specialists you may see to manage your care. Please note that some services, including all non-covered services, may still require prior authorization. If you have questions or would like more information, call the customer service team at 800-498-9731, 7 days a week, 8 a.m - 8 p.m.

CMS to require opioid pain medication review

Beginning Jan. 1, 2017, the Centers for Medicare and Medicaid (CMS) will require Geisinger Gold to review some high doses of opioid pain medication. These medications can become addictive and cause harmful side effects at high doses and will require prior authorizations by Geisinger Gold. To ensure our members are receiving the best care possible, we will be reviewing these prescriptions to ensure the doses are appropriate and safe. If you have any questions or concerns about your current medication, please contact your doctor. Our customer service team is also available at 800-988-4861 to answer questions about coverage of your opioid medications.

Geisinger Gold

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Enjoy the holidays at Hersheypark

As part of the Accessories Program, all Geisinger Gold members can save \$4 per ticket for a 1-day visit to Hersheypark's Christmas Candylane in December. Tickets must be purchased online.

Visit <http://tinyurl.com/ghp2015> and enter promo code: 12871. You can visit Hersheypark.com for Christmas Candylane details and hours.

To access our Accessories Program page online, log into TheHealthPlan.com, select "Member Health & Wellness," and click on "Accessories Program."

If you have any questions, call the Geisinger Gold customer service team at 800-498-9731, 7 days a week from 8 a.m. to 8 p.m.

