

Beyond your physical health

Behavioral health conditions, also known as mental illness, substance abuse or other addictions, can affect how you think, feel and act every day. Alongside Magellan, your behavioral health administrator, Geisinger Health Plan has a dedicated behavioral health team ready to help. This includes case managers stationed in primary care sites throughout our service area.

For questions about our behavioral health services, please call 855-214-8100.

Available to both children and adults, these case managers provide stress management education, guidance to make positive choices and help improving your overall well-being. They also coordinate care plans with your doctors and serve as advocates to get you the care you need. We understand the importance of behavioral health and we're here to help.

New network providers

To view a list of new providers who have joined the Geisinger Health Plan network, visit GeisingerHealthPlan.com and click on "Find a Doctor, Drug or Location," then select "View New Network Providers." You can also view providers who are leaving the network. For more information on these and other participating providers, you can use the provider search and scheduling directory or call the customer service team at the number on the back of your member ID card.

A new look for member ID cards

Exciting news! Our Geisinger Health Plan member ID cards are sporting a new look!

Geisinger Health Plan	Lawrence Ronaldaldowiche ID 12345678901
Copay	Deductible in-network \$ XXXX
PCP \$ XX	Coinsurance in-network \$ XX
Spec \$ XX	Deductible Rx \$ XX
ER \$ XX	Medical record 1234567890
Rx \$ XX/XX/XX	Rx BIN 003585 PCN ASPROD1 GRP GJHS06
PPO No Referral	HRA Participant <small>Geisinger Health Plan is an affiliate of Geisinger Quality Options, Inc.</small>

Connect with us	GeisingerHealthPlan.com
Questions / precertify for services 800-504-0443	Mail medical claims to Geisinger Quality Options P.O. Box 853910, Richardson, TX 75085-3910
Chiropractic services American Specialty Health 800-678-9133	Mail general information to Geisinger Quality Options 100 N. Academy Ave., Danville, PA 17822-3229
Prescription questions 800-988-4861	Pharmacy assistance 800-988-4861
Tel-A-Nurse 877-543-5061	Issue Date 00-00-0000 xx-xx
TTY hearing impaired PA Relay at 711	
Mental health / substance abuse 888-839-7972	

Sample photo

The new cards, showcasing a cleaner, more organized look, make it easier for you to find the information you need.

While the cards display most of the same information, the primary care site has been removed from the new cards. If you do not know what your primary care site is, log in to our online member portal at GeisingerHealthPlan.com or call the customer service number on the back of your member ID card.

New member ID cards will be printed and mailed at the time of your insurance renewal.

Ease your fear of falling

As we age, and especially in the winter months, it's not uncommon to be concerned about falling or to restrict your daily activities due to the fear of falling. That's why our health and wellness team offers A Matter of Balance, a no-cost educational program to help ease your fears and prevent falling.

At no cost to you, this eight-week program teaches you how to view falls as controllable, set goals for increasing activity, make changes to reduce home fall risks and how exercising can increase your strength and balance.

To register, or for a list of upcoming classes in your area, please contact 866-415-7138.





Midwives offer more than pregnancy care

Geisinger's certified midwifery program offers an array of healthcare services, focusing on the many phases of a woman's life. While midwives are most commonly known to provide prenatal, delivery and postnatal care, our certified midwives and registered nurse practitioners go beyond these duties. They also provide routine wellness care, such as annual exams, PAP smears, breast exams, hormone therapy and more. If you think a Geisinger midwife could be right for you, our midwifery program is currently available at Geisinger Bloomsburg Hospital, Geisinger Wyoming Valley Medical Center and most recently, Geisinger Lewistown Hospital. Plans for additional locations are coming soon. For more information about services near you or to schedule an appointment, call 800-230-4565 and say "Women's health" or visit Geisinger.org.

The Member Update is published quarterly by Geisinger Health Plan and serves as an informational resource for members. Comments are welcome. Write to us: Editor, 100 N. Academy Ave., Danville, PA 17822-3240. Or you can email us at MemberUpdate@TheHealthPlan.com.

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and do 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)。

Geisinger Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.

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Photo: Heidi Loomis, CRNP, CNM, certified nurse midwife, women's health



Formulary updates are available online

Recent updates to the formulary (list of drugs covered under your pharmacy benefit) are available online at GeisingerHealthPlan.com. The online formulary drug search includes updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures. Updates may affect prior authorization.

You may also call customer service to receive a printed version of the formulary list.

For questions regarding drug benefits, call the customer service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

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.