

Geisinger 65 Forward Q&A

Q: Is this just for Geisinger Gold members? What other types of insurances does this program accept?

A: Geisinger 65 Forward is available for Geisinger Gold (Medicare Advantage) members. We also accept Tricare (insurance for military veterans).

Geisinger 65 Forward Health Centers also accept Geisinger employees enrolled in Geisinger Health Plan, with the understanding the employee will switch to Geisinger Gold once they retire.

We have an insurance specialist on hand from 9 a.m. to 2 p.m. Monday through Friday to assist with any questions relating to Geisinger Gold. Call the nearest center for more information: Kingston, 570-714-3050 or Scranton, 570-207-5970.

Why is the program only available for Geisinger Gold members?

Geisinger 65 Forward isn't a new idea – there are similar health centers like this offered across the country. At Geisinger, we wanted to do something different. All these services – primary care, lab, radiology, wellness classes, nutrition help, rotating specialties, arts and crafts and more – are covered for our Geisinger Gold (Medicare Advantage) members. Because Geisinger offers its own insurance plan, we can seamlessly deliver this high-quality care to members our communities.

Can I still use the fitness equipment if I'm not part of the program?

The fitness equipment is only available for patient use. However, if you are a new patient and have an appointment scheduled, you can use the fitness equipment prior to your appointment.

My spouse is 65 and part of the program. Can I come with my spouse to use the fitness equipment even though I'm not a patient of Geisinger 65 Forward?

Only patients of the Geisinger 65 Forward Health Center can use our fitness equipment.

Can I use the fitness equipment while I wait for my loved one during their appointment?

The fitness equipment is reserved for patient use. If you are already a patient of the health center or have a new patient appointment scheduled, you can use the fitness equipment while waiting for your loved one during their appointment.

Can I use the Geisinger 65 Forward Health Center as an outpatient facility for lab draws, x-rays and other services if I'm not a patient there?

Geisinger 65 Forward Health Centers are like one-stop shops for patients. We designed the centers this way to help make healthcare easier for our patients aged 65 and older. Because of this design, these services are reserved only for patients in the 65 Forward program.

Can I still attend a wellness class if I'm not part of the program?

If you are already a patient of the health center or have a new patient appointment scheduled, you can attend one of our wellness classes.

Can I participate in the social events without being part of the program?

Our social events are part of our patients' care. Studies show patients aged 65 and older can experience social isolation, which can affect their physical and mental health. We encourage our patients to gather at the center for activities like card games, painting sessions, book club and more. If you'd like to participate in these events, please call one of our centers to learn about how you can become a patient.

How do you become a patient in the Geisinger 65 Forward program? Can my current PCP refer me?

Geisinger 65 Forward Health Centers offer a new patient orientation during which speakers will review the program and meet the providers. To qualify, you must be aged 65 or older and have Geisinger Gold (Medicare Advantage) insurance. No referral is necessary, but you will need to switch from your current primary care provider (PCP) to one of our Geisinger 65 Forward providers. We also have an insurance specialist on hand from 9 a.m. to 2 p.m. Monday through Friday to assist with any questions relating to Geisinger Gold. Call the nearest center for more information: Kingston, 570-714-3050 or Scranton, 570-207-5970.

Do I have to switch my Geisinger PCP to take advantage of all the other offerings at the Geisinger 65 Forward Health Center?

Yes. To be a member of the Geisinger 65 Forward program, including use of fitness equipment, wellness classes and other offerings, you must be a patient of one of the providers at the centers. Just call the Kingston office at 570-714-3050 or the Scranton office at 570-207-5970 to schedule a new patient appointment.

We could really use this program in my area. Is the program expanding?

We have plans to expand, as the Scranton center recently opened in October. We are working on opening sites in the Bloomsburg and Lewistown areas in 2020. Stay tuned for more communications about future Geisinger 65 Forward Health Centers.