

GEISINGER GOLD SECURE Rx (HMO-DSNP)

Member Update

Quarter 1, 2026

New year, new you

The beginning of a new year is the perfect time to focus on you: your health, your goals, your well-being. Whether you'd like to eat better, move more or simply feel your best, Geisinger Health Plan's health coaches are here to help — and there's no cost to you.

Your coach will give you personalized, one-on-one support by phone, completely confidential and tailored to your lifestyle. Together, you'll set

realistic goals and create a plan that works for you. Over time, these small steps can lead to big changes like improving blood pressure, cholesterol, blood sugar or A1c, weight and stress management.

Ready to get started? Call Geisinger Health and Wellness at **866-415-7138** (PA Relay 711) or email wellness@geisinger.edu to schedule your appointment.

Let's make this your healthiest year yet!

Geisinger HEALTH PLAN



Stay healthy, earn rewards

Earn rewards by completing preventive health screenings and healthy activities in 2026. Watch your mail — we'll send you information on how to start earning rewards within the next few weeks. Need help with meeting the reward criteria? A health coach can help.



Need a little extra support? We've got you covered.

When you think about healthcare, things like affordable housing, utility assistance, fresh produce and reliable transportation might not be the first things that come to mind. But they're essential for living a healthy life. That's why Geisinger takes a whole-health approach, connecting you to social care resources when you need them most.

Utility bills getting out of hand? Let's make it easier.



Staying warm and safe at home isn't just about comfort — it's about your health. Winter can be tough, but keeping cozy shouldn't be. Neighborlypa.com

makes it simple to find help. Just enter your zip code to discover local organizations offering heating assistance, home maintenance and weatherization resources.

You can also reach out to your local utility provider. Regulated utility companies are required to offer discounts, energy-saving tips, and programs to help lower your bills. For even more support, visit the Pennsylvania Public Utility Commission at PUC.pa.gov. Under "Need Help with Your Utility Bills?" click "Learn more," then go to "Assistance Programs" and click "Find support."

Your local Area Agency on Aging office is another great resource for connecting to assistance programs.

The bottom line: Health starts at home. Whether it's staying warm, eating well or finding dependable transportation, we're here to help you live your healthiest life — inside and outside the doctor's office.



Your voice matters

Your feedback can make a real difference in your healthcare experience. If you receive a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey this spring, here's your chance to speak up.

Surveys are sent out from March through May. Completing one only takes a few minutes and your answers are confidential. Every response helps us understand what's working and what needs improvement — so we can provide you with the best care possible.

So, if a CAHPS survey lands in your mailbox or inbox, take a moment to fill it out. It's fast, easy and makes a big impact.



Opioid safety

Your health and safety come first. For Geisinger Gold members, the Centers for Medicare & Medicaid Services requires new safeguards for opioid prescriptions:

- New to opioids? Your first fill is limited to a 7-day supply.
- Taking multiple opioids or combining opioids with benzodiazepines? Your health plan will review for safety.

These steps are part of a drug management program for all Part D plans designed to prevent misuse and improve care coordination.

Also, the opioid reversal agent naloxone is available on our formulary. Naloxone syringes and cartridges can save lives in emergencies — ask your provider if keeping naloxone on hand is right for you.

Manage your health in the member portal

For tools to make your healthcare easier, sign in or create a member portal account at go.geisinger.org/goldnews. Some of the things you can do:

- Find a provider
- See your claims and benefits
- Update your communication preferences



Protect yourself this flu season

Getting a flu shot isn't just about avoiding the flu — it helps keep you healthy, reduces your risk of serious complications and protects those around you. A quick vaccine can mean fewer sick days and more time enjoying what matters most. Don't wait until symptoms strike — prevention is key.

Call your healthcare provider today to schedule your flu shot or visit [geisinger.org/flu](https://www.geisinger.org/flu) for information and locations.

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Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. are part of Geisinger, an integrated health care delivery and coverage organization. Risant Health is the parent organization of Geisinger.

Your care team is here for you

Because you're a Geisinger Gold SecureRx (HMO D-SNP) member, Geisinger Health Plan provides your Medicare coverage — and we're here to make navigating your health easier. Our nurses and social workers work alongside the Community Health Choice team to coordinate your Medicaid benefits.

Each year, we'll reach out to talk about your healthcare and social support needs, like food or transportation, and help set goals for the year ahead. Plus, when you connect with a case manager, complete a comprehensive assessment and make a plan, we'll send you a \$25 gift card* as a thank-you!



Extra benefits for 2026

Great news! As a Geisinger Gold SecureRx (HMO D-SNP) member, you have access to added benefits through NationsBenefits, so don't forget to take advantage of:

- Transportation: \$500 annually
- Vision: \$580 annually
- Over-the-counter/bath and home safety devices: \$150 monthly

And keep an eye out for the date of our next Engagement Committee meeting — we'd love to hear from you.

Health risk assessment: Why it matters

Your health risk assessment (HRA) is a quick questionnaire that helps us understand your health needs and goals. Completing your HRA allows us to:

- Spot health risks early
- Connect you with personalized care and resources
- Make sure you get the most from your plan benefits

Your case manager will reach out every year to complete your HRA. Not sure who your case manager is? Call customer service and ask for your case manager to call you back — they're ready to help!



*Cannot be redeemed for cash value, or to purchase alcohol, tobacco or firearm

Geisinger Gold Medicare Advantage HMO, PPO, and HMO D-SNP plans are offered by Geisinger Health Plan/Geisinger Indemnity Insurance Company/Geisinger Quality Options, Inc., health plans with a Medicare contract. Continued enrollment in Geisinger Gold depends on contract renewal. Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. are part of Geisinger, an integrated health care delivery and coverage organization. Risant Health is the parent organization of Geisinger.