

GEISINGER HEALTH PLAN

# Member Update

Quarter 2, 2026



## Reach your wellness goals with a health coach

Want to be more active, improve nutrition or just build healthier habits? Our health coaches are here to support you. Coaching is available over the phone at no cost. And it's flexible, offering morning and evening appointments, Monday through Friday.

Why does it work? A health coach helps you create sustainable habits that can improve conditions like high cholesterol, high blood pressure and high blood sugar. You can even use health coaching for managing your weight, getting better sleep, becoming more mindful and reducing stress. Regular check ins with your coach keep you motivated and accountable.

**Real people are seeing real results.**  
Here's what participants say:

**"Coaching gave me tools to make healthier choices. My A1c went down, and I was able to stop my medication."**

**"I'm eating more fruits and vegetables, walking more and losing weight."**

**"I'm more mindful, more active and sleeping better – and my clothes fit better."**

### Ready to begin?

Schedule an appointment with a health coach at **866-415-7138** or [wellness@geisinger.edu](mailto:wellness@geisinger.edu).

**Geisinger**  
HEALTH PLAN

# A better call experience at Geisinger Health Plan

When you call the Geisinger Health Plan contact center, you need answers as quickly and easily as possible. So this spring, we're rolling out a new Intelligent Virtual Assistant (IVA) experience designed to be more conversational, personalized and convenient.

## What's new?

Our updated phone system now asks simple, natural questions, such as how we can help you and the reason for your call, so we can quickly understand what you need. And because you'll be able to verify your identity right away, we can get you securely to the right representative or self service option.

## New self service features

To get information fast, secure self service tools let you:

- Check your eligibility and coverage status
- Review your benefits
- Get claims information

These options will be available 24/7.

## Prefer to talk to someone?

You can reach a live Customer Care representative anytime by saying "representative." But if you verify your identity and tell us why you're calling first, our IVA can connect you to the best person to help you, saving you time and having to repeat yourself.

## Why it matters

With this enhanced system, you'll get:

- Faster connection to the right support
- Improved security through early authentication
- Less repeating of information
- More self service options

Ready for a smoother, easier, more efficient Geisinger Health Plan experience? Just give us a call.



# Tips for tackling seasonal allergies

'Tis the season for sneezing, itchy eyes and runny noses. Seasonal allergies triggered by tree, grass or weed pollen are in full force. When your immune system reacts to these allergens, your body raises all its defenses — sometimes including hives, swelling and even anaphylaxis (a rare but life-threatening allergic reaction). Thankfully, for most people, symptoms are mild. And the right treatment can make a big difference.

## Stock up on seasonal allergy medications

Over the counter and prescription options can dial back your symptoms:

- **Antihistamines** reduce your body's allergic response. Some cause drowsiness, so use caution when driving or operating machinery.
- **Steroidal nasal sprays** ease inflammation and congestion and you can use them longer than decongestant sprays. Antihistamine nasal sprays are also available with a prescription.
- **Eye drops** lessen itchiness and watering. Some are over the counter, while others require a prescription. Remove contact lenses before using drops.

## Keep an eye on pollen counts

Weather and air quality apps can help you track allergen levels. On high pollen days, consider adjusting outdoor plans or wearing a mask, sunglasses and gloves when doing yardwork. And it's always smart to change clothes after being outside, shower before bed, vacuum often and clean or replace air filters regularly.

## Consider alternative treatments

Saline rinses and neti pots help flush out pollen and mucus. However, always follow instructions carefully and use purified or distilled water — not tap water — to avoid infection risks.

## When to see an allergist

Want to find a longer-lasting solution? In severe cases, an allergist can identify your triggers and may recommend immunotherapy, which gradually builds tolerance and reduces symptoms.

Don't let allergies keep you indoors. Talk with your doctor about the best ways to find relief.



## DME fraud



Durable medical equipment (DME) is a reusable medical device or equipment ordered by your provider to treat an injury or illness. If you use any kind of DME, be on the alert for DME fraud. A DME company may bill your insurance for products like ankle or wrist braces, but you never receive them. These companies typically target Medicare members but have billed other insurances as well.

Be sure to check your EOB (explanation of benefits) for any fraudulent charges. If you notice charges for DME products that you don't need or didn't receive, call the customer care team at the number on the back of your insurance card to report the issue. You can also report suspected fraud anonymously through the compliance hotline at **800-292-1627**.

# 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/membernews](https://go.geisinger.org/membernews).

Some of the things you can do:

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



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)。 2516207 sdp 2/26