Member Update

Quarter 2, 2026

Geisinger
HEALTH PLAN

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**.

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.

SNAP updates to know about

Recent federal updates may impact SNAP benefits, including eligibility and benefit amounts. To avoid missing important changes, review the latest information from the Pennsylvania Department of Human Services (DHS).

The DHS SNAP Toolkit offers clear guidance on eligibility, benefit updates and application or renewal tips. Visit **pa.gov/agencies/dhs/resources/snap/snap-toolkit**.

You can also scan the QR code to access the most recent DHS SNAP newsletter.

Connecting you to healthy food

Access to healthy food is essential to good health. That's why Geisinger Health Plan offers programs to help make nutritious food more affordable and accessible through our Food is Health approach, including:

- Mobile food pantries delivering fresh options to rural areas
- SNAP application support
- Fresh Food Farmacy programs for members with diabetes

You can find local food assistance through Neighborly, with access to over 2,000 food resources statewide. Just visit **neighborlypa.com**.

Neighborly

Safe, steady and strong:
Preventing and recovering from falls

When everyday activities start taking more time or effort — like walking on uneven ground or standing up quickly — you're at higher risk of injury. And because even a minor fall can lead to serious setbacks, prepare yourself with practical ways to stay safe.
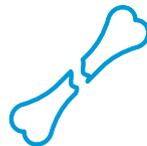
Keep your bones strong. Calcium and vitamin D support bone health and reduce the risk of fractures. If your doctor suspects a deficiency, they can check vitamin D levels with a simple blood test.

Improve strength and balance. Muscle loss affects balance over time. Gentle exercises such as ankle rolls, heel-to-toe walking, sit-to-stand movements and stretching will help you maintain stability. Use a chair for support, if needed.

Get regular eye exams. Vision changes are common with age — and can increase fall risk. Have an annual eye exam and visit the doctor promptly if you notice sudden changes.

Stand up slowly. Sudden changes in position can cause lightheadedness. Take a moment to sit before standing, especially when getting out of bed.

Know your medications. Some medications cause dizziness or drowsiness. Ask about side effects when starting a new prescription.

Create a safer home. Maintain good lighting, cool indoor temperatures and secure handrails. Remove trip hazards like loose rugs or cords, too, to reduce your fall risk.

By understanding how your body changes with age and taking simple steps to reduce fall risks, you can stay independent and keep doing the things you love with confidence.
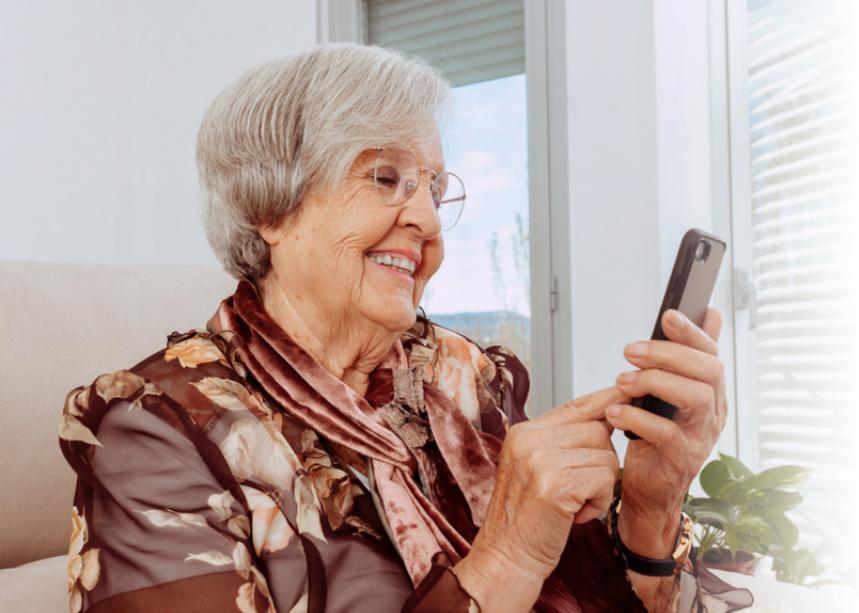
Manage your health in the member portal

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