

GEISINGER GOLD

Member Update

Quarter 4, 2025



How technology transforms your visit

Geisinger
HEALTH PLAN

Technology is working at Geisinger to create a better, more efficient patient experience. Here's how we're using technology to be the best in healthcare for you.

Ambient documentation

Your next visit might benefit from ambient documentation. With your permission, your physician uses an app that records your conversation and makes notes for your medical record. That way, they can focus on you instead of the keyboard.

Afterward, the doctor reviews and signs the recorded notes. The notes go securely into your record, and the data from your conversation is gone from the server after 30 days. Information is never stored on the doctor's device.

Right now, ambient documentation is available mostly in primary care and a few specialties.

Virtual nursing

Nursing shortages are straining healthcare organizations nationwide. To support our nurse workforce, we're using virtual nursing technology to handle some administrative responsibilities for hospitalized patients. These nurses speak with you via video through an iPad, giving your bedside nurses more time to care for you face to face.

Facial recognition check-in

This technology is already available at many kiosks and reception desks throughout Geisinger's service area, with more to come. Once you're enrolled, a camera identifies your face when you arrive for your appointment. The benefits? Better security — you don't risk anyone overhearing your personal information — and a quicker check-in. Enroll at your next appointment!

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Hello Patient

The new Hello Patient feature lets you tell us when you're in the clinic reception area and ready for your appointment. Just log into your MyGeisinger account via the MyChart app and mark your arrival or use 2-way texting to let us know you've arrived.

Don't have a MyGeisinger account? Sign up at mygeisinger.org, then download the MyChart app to take advantage of all the convenient features.

Hospital at Home

Through in-home visits, virtual check-ins and remote monitoring, Geisinger's Hospital at Home program offers hospital-level care — right where you live. As a patient, you'll have all the comforts of home, plus

quality care. Hospital at Home is covered by your insurance, just like an inpatient hospital stay.

Ideal candidates are recovering from a condition that requires hospitalization, but not around-the-clock observation. If you're eligible for Hospital at Home, you'll get:

- Daily in-person and virtual visits from your medical team
- A device that monitors your vital signs
- A tablet with a call bell that connects you with your medical team (no Wi-Fi needed)
- Any needed treatments, oxygen or medical equipment

When technology is skillfully applied, it enhances the human, personalized care you've come to expect from all your healthcare team members.

Tips for winter workouts

As the temperature drops, it's tempting to curl up under a blanket and skip your workout. But staying active in cold weather is doable — and it supports your health and well-being. With just a few smart precautions, you can keep moving safely all season long.

Check the weather.

If it's snowy or icy, be extra cautious on slippery sidewalks and roads. Make sure you're wearing non-skid, rubber-soled shoes to guard against falls. And don't forget to bundle up. Dressing in layers regulates your body temperature, and a hat, scarf and gloves will keep you warm and protected from the chill.

If the weather's really bad, stay indoors.

There are plenty of ways to get your heart rate up without

stepping outside. Try a workout video, stretch with some yoga or even walk laps around your house. If you're looking for a change of scenery, head to a local mall for a safe indoor walk.

Preparedness is key.

Whether you're heading out for a jog or a brisk walk, it's always a good idea to let someone know where you're going. Better yet, bring a buddy along. And don't forget to carry a fully charged cell phone just in case.

Before starting any new exercise routine, be sure to check in with your doctor. Your safety and health always come first.

Want to explore more wellness opportunities? From webinars to mindfulness sessions and interactive challenges, there's

something for everyone. Visit go.geisinger.org/wellnesscalendar or scan the QR code to learn more.



Using filters in Neighborly for personalized results



Breathe easy this flu season: Get a flu shot

Getting a yearly flu vaccine is a simple, effective way to protect yourself and others — and there's no cost to you. It reduces your risk of serious illness, hospitalization and complications. Vaccination also slows the spread of flu in your community, easing the burden on healthcare systems. Stay healthy and protect others by getting vaccinated.

- You can make an appointment by logging into MyGeisinger/MyChart.
- Call **866-915-2313** to schedule an appointment.
- Walk into any Geisinger doctor's office, ConvenientCare (age 9 or older) or pharmacy.

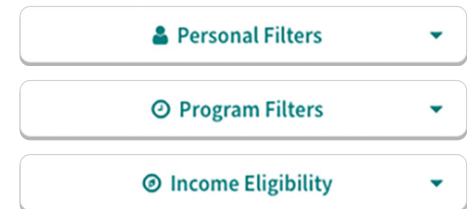
Find a nearby location to get your flu shot at [geisinger.org/ghpflu](https://www.geisinger.org/ghpflu).

Need food, help with utilities or housing support? Neighborly is Geisinger's resource platform that helps you find free or low-cost services nearby. It has programs in every zip code in Pennsylvania. And it's easy to narrow down the list, so you only see the programs that fit your needs.

To start a search using a filter, follow these steps:

1. Go to neighborlypa.com.
2. Select "Find community resources near me."
3. Enter your zip code.
4. Search for a program by choosing an icon at the top, such as "Food," or enter a keyword or program name in the search bar at the top left.
5. Open the filter drop-down menus and select the options that apply to you.

There are 3 filter choices at the top of the screen: personal filters (e.g., your age, if you're a parent, if you're a veteran), program filters (what hours the program is open or what language they speak), and income eligibility (help identifying programs that meet your needs). These filters help you find programs that are a good match for you.



Neighborly is also available as an app for Apple or Android.



Take advantage of your benefits

As a Geisinger Gold Secure Rx (HMO D-SNP) member, you have added benefits available through your prepaid NationsBenefits debit card at no extra cost. To access them, just swipe your debit card at any participating location. Learn more about your benefits at geisinger.nationsbenefits.com.

Transportation

Get up to \$500 annually to help with rides to health-related appointments or to pick up prescriptions. You can use this benefit for bus, subway or van services and Uber or other similar ride services. (This is for non-emergency medical transportation only. If you have a medical emergency, call 911.)

Eyewear

Up to \$425 annually is available for routine prescription eyewear. This includes:

- Glasses
- Contact lenses
- Frames
- Eyeglass lenses

Items like warranties, cleaning kits and dispensing fees are not covered.



Monthly essentials allowance

Each month you have \$150 to spend on:

- Over-the-counter items like first aid supplies, pain relief, cold and allergy medications
- Healthy food and produce, such as fresh fruits and vegetables, grains, dairy, meat, seafood and canned or frozen items
- Utilities – You can use this money to help pay your utility bills, like phone, electricity, home heating and internet services.

Insurance made simple: Terms to know



Case manager

A nurse or social worker who provides support, guidance and coordination of care for you, your family and your caregivers to help you reach your highest level of health.



Comprehensive assessment

A set of questions that helps the case manager understand your resources and strengths. We use it to find areas where we can provide help and resources through the health plan and your community.



Care plan

A plan made by you, your family, your caregivers and the care team that includes steps to successfully meet your health goals.



Interdisciplinary team meeting

A meeting where you, your family and your caregivers can speak with the case manager and a provider about your care plan goals.

What to expect from your coverage

Because you're a Geisinger Gold Secure Rx (HMO D-SNP) member, your Medicare coverage is provided by Geisinger Health Plan. And we're here to help you make the most of it, because we're glad to be part of your healthcare journey.

By teaming up with nurses and social workers who offer case management support, we can help you navigate your Medicare and Medicaid benefits. We also work closely with the Community Health Choices team, who handles your Medicaid coverage, so you're supported on all sides.

A bonus for taking care of yourself:

When you connect with a case manager, complete a comprehensive assessment and work together to create a care plan that fits your goals, you'll be eligible to receive a \$25 gift card as a thank-you!

Wondering when your case manager will call?

Here's what to expect:

- Annually, an associate from our team will reach out to talk about your healthcare needs and goals — plus any social support you might need, like help with food or transportation.
- If you've visited the emergency room, we may check in to see how you're doing and offer help with follow-up care.
- After you've had a hospital stay, we'll call to make sure you have everything you need to recover comfortably. We'll ask about medications, therapies and any appointments you might need help scheduling.

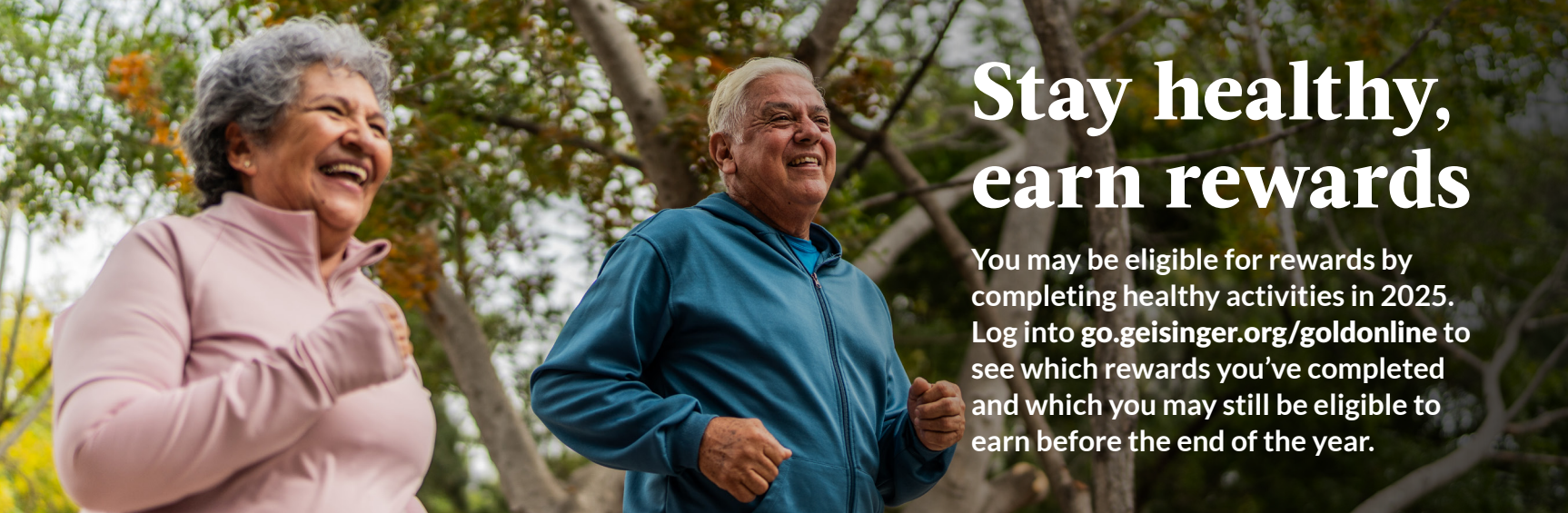
Reaching your case manager

Just call the customer service number on the back of your insurance ID card and ask for a call back. If you have a MyGeisinger account, you can also find your case manager listed in the "care team" section.

We're here to support you every step of the way — because your health and well-being matter.



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.



Stay healthy, earn rewards

You may be eligible for rewards by completing healthy activities in 2025. Log into go.geisinger.org/goldonline to see which rewards you've completed and which you may still be eligible to earn before the end of the year.

Geisinger Gold complies 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)

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.