

Member Update

Quarter 4, 2026



Behavioral health support, where and when you need it

Geisinger
HEALTH PLAN

Getting support for your mental health should be simple. That's why GHP offers access to in-person and virtual behavioral health services — to connect members with care where and when they need it. As a GHP member, you can find more than 10,700 providers, 2,400 psychiatrists and psychologists, and 535 treatment facilities across Pennsylvania.

Behavioral healthcare is available in person as well as virtually, making it easier to get support when and where you need it. Virtual care reduces barriers such as travel, scheduling challenges and long wait times while providing support for stress, anxiety, depression, burnout and substance use concerns.

Over the past few years, about 30% of behavioral health visits were virtual.* Digital tools such as virtual therapy and self-guided programs can help you access care sooner and stay connected to the support you need.

To find a Geisinger provider who offers virtual visits, visit geisinger.org/providers and type “behavioral” into the search bar. As you type, a box will appear below with options. Under the “Conditions” section, click “behavioral health in Specialists.” You’ll be taken to a new page. Click the “Telehealth” filter below the search bar.

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*Source: Mercer.com, “Has virtual been a gamechanger for behavioral health?” September 2025. mercer.com/en-us/insights/us-health-news/has-virtual-been-a-gamechanger-for-behavioral-health

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Along with Geisinger's own virtual services, here are some quick access options :

- **Bend Health** – Youth mental healthcare (up to age 26). Call **800-516-0975**.
- **Equip** – Virtual treatment for eating disorders (up to age 30). Call **855-387-4378**, ext. 2.
- **Grow Therapy** – In-person and virtual therapy options and medication management. New patient appointments typically available within 7 days. Call **215-445-4353**.
- **Headway** – In-person and virtual therapy options and medication management. New patient appointments typically available within 7 days. Call **646-941-7645**.
- **Rula** – In-person and virtual therapy options and medication management. New patient appointments typically available within 7 days. Call **323-745-8323**.

Whatever your behavioral health needs, Geisinger offers compassionate, personalized care designed around you. Learn more about behavioral health services and virtual care



options at [geisinger.org/bh-member](https://www.geisinger.org/bh-member), scan the QR code or call **888-839-7972** for personalized help.



Protect your identity and health information

Geisinger Health Plan is looking into reports of suspicious text messages that claim to be from a patient's care team. Some members have also received mail addressed to someone else.

Stay safe

- Do not reply to suspicious text messages.
- Do not click on links or share personal information.
- Contact your care team using a trusted phone number or MyChart.

What you should know

Geisinger does not send medical advice or personal health information by text message. Real care-related messages will come through MyChart or by phone from Geisinger staff.

What you should do

If you receive a suspicious text, contact your care team using a phone number listed in MyChart or on [geisinger.org](https://www.geisinger.org).

If you receive Geisinger Health Plan mail addressed to someone else, call the customer service number on the back of your member ID card or email fa@thehealthplan.com.

When you're not sure, check before you respond. Staying alert can help protect your personal and health information.

Need help with a substance use disorder?

There's hope.



Geisinger Marworth Treatment Center has supported people on their recovery journey since 1982. Plus, it was named Pennsylvania's No. 1 addiction treatment center by Newsweek.

Expanded virtual care is here: MDLIVE®

Eligible Geisinger Health Plan Commercial members now have access to MDLIVE® — the best way to get 24/7 virtual urgent care when you're outside Pennsylvania.

You can use MDLIVE if you live outside the Geisinger service area, or when you're traveling, attending school, working remotely or temporarily residing outside Pennsylvania.

How it works

If you need virtual urgent care in Pennsylvania:

Use Geisinger virtual urgent care for non-emergency medical needs. You'll be connected with Geisinger providers, integrated care resources and coordinated support.

If you need virtual urgent care outside Pennsylvania:

Use MDLIVE, a national telehealth provider that fills the gap when you're outside the service area for any reason.

Together, Geisinger virtual urgent care and MDLIVE help you access appropriate virtual care based on where you are.

Before scheduling care, review your plan details for coverage, cost-share and availability. MDLIVE is a separate company that provides telehealth services.

How to get virtual urgent care:

1. Sign into the Geisinger Health Plan member portal.
2. Select whether you are in or outside Pennsylvania.
 - **In PA:** You'll be directed to Geisinger virtual urgent care.
 - **Outside PA:** You'll be connected to MDLIVE through single sign-on.

You can also download the MDLIVE app.



Download on the
App Store

ANDROID APP ON
Google play



Need virtual primary care outside PA? MDLIVE offers that, too.



Moving? Let us know.

If you move, tell Geisinger Health Plan your new address. Then we can send important plan information, member updates and other mail to the right place.

You can update the address of your primary residence by logging in through the member portal. Or you can call the customer service number on the back of your member ID card.



Fight sickness this season: Get a flu shot

- Walk into any Geisinger doctor's office, ConvenientCare clinic or pharmacy.
- Make an appointment using MyChart.
- Have a Geisinger doctor? Call 570-678-1121.
- See a doctor outside Geisinger? Call their office.

If you still can't find a location, call the number on the back of your member ID card.

Learn more at [geisinger.org/ghpflu](https://www.geisinger.org/ghpflu).

If you get a flu shot or other vaccination at a non-Geisinger location, let us know so we can update your health records.

The CDC recommends everyone age 6 months and older get a flu vaccine every year.



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)。 2934605 sdp 10/26