GEISINGER GOLD SECURE Rx (HMO D-SNP)

Member Update

Quarter 4, 2026



Protect your identity and health information

Geisinger Health Plan

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.

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.

Your health is about more than healthcare

Your health is shaped by more than doctor visits, medications and medical care. Everyday needs — like access to healthy food, reliable transportation and safe housing — can also have a big impact on your well-being.

That's why we offer programs and resources to connect members with support inside and outside of healthcare.

As a Geisinger Health Plan member, you can visit **neighborlypa.com** to find help with:

- Food
- Transportation
- Housing
- Utility assistance
- Community programs
- Local support services

Neighborly

Neighborly lets you search for and connect with organizations that provide free or reduced-cost services right in your community.

Ready to learn more about resources available to you? Log into the Geisinger Health Plan member portal.

Neighborly:
More than health coverage

Connection to healthy food resources and food assistance

Transportation for eligible members to healthcare appointments

Tools to find local free and reduced-cost services



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**.

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.

Aging well: Small changes matter



Getting older brings many changes, and some are uncomfortable to talk about. But discussing new symptoms with your healthcare provider can keep you healthier, more active and more independent.

Changes in bladder control are common with age and can happen for several reasons, including medications, infections or normal hormonal changes. While it may feel embarrassing, urinary leakage is worth mentioning to your provider. Simple lifestyle adjustments, pelvic floor exercises or other treatments may help improve symptoms and quality of life.

Balance and stability can also change over time. Vision changes, muscle loss, certain medications and other health conditions increase the risk of falling. If you've started feeling unsteady or have had a few slips, don't ignore it. Getting regular exercise, including strength and balance training, will help keep you on your feet. Keep your home well-lit and remove tripping hazards to reduce your fall risk, too.

Geisinger Health Plan offers classes to help older adults age well, including programs focused on improving balance and reducing fall risk. Learn more about available classes at **events.geisinger.org**.

Many age-related concerns can be managed when addressed early. So talk openly with your healthcare provider about any changes you notice. Together, you can find solutions that help you stay safe, comfortable and confident.

Pumpkin spice smoothie

Capture the cozy flavors of fall in a nutritious smoothie that's as healthy as it is delicious. Made with pumpkin puree, warm pumpkin pie spices and wholesome ingredients, this pumpkin spice smoothie delivers fiber, vitamins and protein in every sip.

Adapted from the American Heart Association.

Ingredients

- ½ cup canned pumpkin (not pie filling)
- ⅓ cup fat-free, plain yogurt (or plain Greek yogurt)
- ⅓ cup fat-free milk
- 2 tablespoons rolled oats
- 2 teaspoons honey
- ½ teaspoon pumpkin pie spice
- 3–4 ice cubes



Directions

1. In a food processor or blender, process all ingredients for 1 minute or until smooth and frothy.
2. Pour into a glass. Serve immediately.



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.

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.

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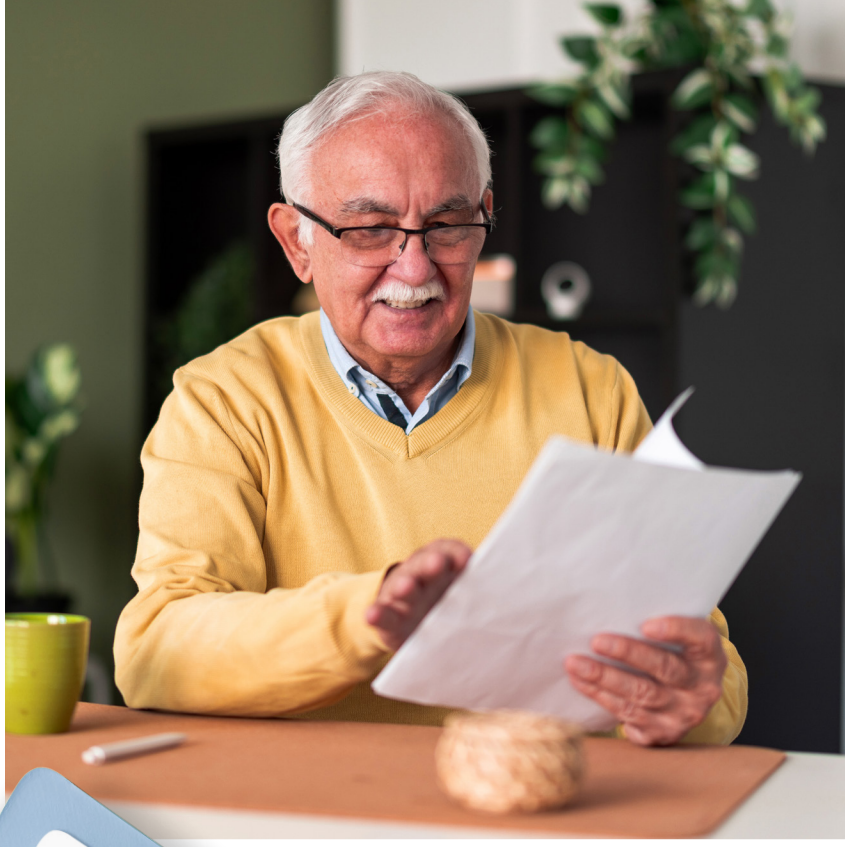
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Help shape your health plan

Giving us your feedback allows us to improve your coverage. Start by completing your annual Health Risk Assessment (HRA) to help us understand your health needs. Later, we'll send you a letter inviting you to take a short member survey.

The survey is a quick, easy way to share your experience and tell us what's important to you. You'll help us improve care, strengthen programs and benefits and make it easier to get the support you need.

By completing your HRA and the survey, you're enhancing our services for you and for all Geisinger Health Plan members.





A season of gratitude

As the year comes to a close, we thank you for being a Geisinger Health Plan member. It's our privilege to support your health and well-being throughout the year. We appreciate the trust you place in us — and we're committed to helping you find the care, benefits and resources you need.

Here's wishing you and your loved ones a joyful holiday season filled with peace, happiness and good health. Thanks for trusting us to be part of your healthcare journey.

Geisinger

HEALTH PLAN

Your care, working together

As a Geisinger Gold Secure Rx (HMO D-SNP) member, we want to help you stay healthy, independent and connected to the care you need. That's why we use a model of care — a team-based approach that helps make sure you get the right care, at the right time, from the right people.

Our model of care is more than a healthcare plan. It's a partnership between you and your care team to help you reach your health goals and get the most from your benefits.

Our goals are to help you:

- Stay as healthy and independent as possible
- Get the care and services you need
- Avoid unnecessary hospital stays and emergency room visits
- Manage ongoing health conditions
- Improve your quality of life
- Receive coordinated care from your doctors, specialists and care team

Each year, we review our model of care to make sure we're meeting your needs as our member.

We focus on:

- Helping you get preventive care and health screenings
- Educating you on conditions like diabetes, heart disease and COPD
- Improving communication between you and your providers
- Increasing your satisfaction with care and services

You play an important role in your health, too. One of the best ways to get the most from your Gold Secure Rx benefits is to stay involved in your care. Completing your annual Health Risk Assessment, keeping scheduled appointments, following your care plan and staying in touch with your care team can help you stay on track and achieve your health goals.



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