

GEISINGER GOLD

# Everyday supplies for better health

## Geisinger

Geisinger Gold's over-the-counter program provides a monthly allowance for over-the-counter (OTC) medications and health-related supplies and is available with the following plans:

- Geisinger Gold Secure Rx (HMO D-SNP)
- Geisinger Gold Preferred Enhanced Rx (PPO)
- Geisinger Gold Value Rx (HMO)
- Geisinger Gold Heritage (HMO)
- Geisinger Gold Classic 360 Rx (HMO)

Through our partner NationsBenefits, your OTC benefit gives you access to hundreds of OTC products across a variety of categories and with participating retailers.

You'll be able to access your personalized benefits through the NationsBenefits Benefits Pro Portal at [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com) or via the Benefits Pro mobile app – making ordering even easier. You can also call 877-880-8874 (TTY: 711) on weekdays between 8 a.m. and 8 p.m. local time. Language support services are available if needed, free of charge.

If you're a new member, a Benefits Mastercard® Prepaid Card will be mailed to your home within 10 days of enrollment of your Geisinger Gold plan with step-by-step activation instructions. If you're a current member of one of these plans, you will receive a member material packet including your new prepaid card, activation instructions and more.

Once activated, you can check your balance, find a participating retailer and more, call **877-880-8874** (TTY: 711) or visit [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com).

Have questions about your Geisinger Gold plan? Need help? Call the Customer Care Team at 800-498-9731 (TTY: 711). We're available:

**Oct. 1 – March 31:**

Daily, 8 a.m. – 8 p.m. local time

**April 1 – Sept. 30:**

Weekdays, 8 a.m. – 8 p.m. local time

Saturdays, 8 a.m. – 2 p.m. local time

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## OTC products

You can use your card allowance to purchase products online and at participating retailers from the following categories:

- Cold, flu & allergy
- Dental & denture care
- Diabetes care
- Digestive health
- Eye and ear care
- First aid & medical supplies
- Foot care
- Hemorrhoidal preparations
- Home diagnostic & patient aids
- Incontinence supplies
- Pain relief
- Personal care
- Skin care
- Sleep aids
- Supports & braces
- Vitamins and dietary supplements

Visit [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com) to see a complete list of eligible OTC products available to order online. Allowance amounts may vary based on plan type and service area.

**Note:** Prescription drugs are not covered by this card

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Geisinger Gold Medicare Advantage HMO, PPO, and HMO D-SNP plans are offered by Geisinger Health Plan/Geisinger Indemnity Insurance Company, health plans with a Medicare contract. Continued enrollment in Geisinger Gold depends on contract renewal. Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization.

If you have any questions about your Geisinger Gold OTC Card, contact Member Services at 800-988-4861, TTY 711, for specific instructions on using this benefit.

For OTC card services, including checking your balance and finding an accepting retailer, call 877-880-8874 or visit [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com).

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