

Here's what you can expect next:

1. We'll mail you your membership ID card about 10 days after we receive your completed application.
2. You will also receive the following documents:
 - Your Evidence of Coverage, which includes benefit and cost information
 - A list of covered drugs and a mail-order pharmacy packet (if you enrolled in prescription drug coverage)
 - An Accessories Program brochure, which details money-saving discounts and services offered to Gold members
 - A recent issue of the *Gold Member Update* newsletter
 - *Things You Should Know About Your Health Plan*, which includes important information about Geisinger Gold
 - Important information on advance directives
 - An Authorized Representative Statement, which is required if you'd like to designate someone to receive information from Geisinger Gold on your behalf

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 Company are part of Geisinger, an integrated healthcare delivery and coverage organization.

In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. Benefits, premiums and/or copays/coinsurance may change on Jan. 1 each 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 GOLD

Getting the most from your benefits.

Geisinger

HEALTH PLAN

Geisinger Gold: The plan that plans for more.

Frequently asked questions

**Q. I'm new to Medicare Advantage.
What should I do first?**

A. A good first step is to get to know your primary care provider (PCP). Our customer service team can help you choose a PCP and schedule a visit. With 30,000+ doctors in our network, chances are you can continue to see your current doctor. Your PCP can help coordinate all your healthcare services and is your best resource for consistent, quality care, regardless of what type of Medicare Advantage plan you've selected.

An annual wellness visit can help your PCP get to know you and your healthcare needs. You can also talk to your PCP about completing a health assessment, which will provide more information about your health and identify any specific concerns to keep an eye on.

Q. I enrolled in a Geisinger Gold plan with Medicare Part D Prescription Drug Coverage. When is my prescription drug coverage effective?

A. Your medical and prescription drug coverage benefits are effective on the same day. If you enrolled during the Annual Enrollment Period between Oct. 15 and Dec. 7, your benefits become effective on Jan. 1. If you qualified for a special election period and enrolled after Dec. 7, your benefits become effective the first day of the month after your enrollment or change.

Q. I have Geisinger Gold Health+. How do I submit a reimbursement?

A. To receive your reimbursement for dental, vision, hearing or fitness expenses, you'll need to submit a reimbursement form. This form is included in your welcome package and can also be found online at [geisingergold.com](https://www.geisingergold.com) or by calling the customer service team. Some fitness centers will bill Geisinger Gold for your membership, so you won't have to pay first. Our staff can help you find out if one is near your home. Be sure to submit your fitness expenses quarterly for reimbursement.

Q. Are flu shots covered with Geisinger Gold?

A. Geisinger Gold members can get a yearly flu vaccine at no cost at in-network providers and pharmacies. Our customer service team can help you find a provider or pharmacy near you. Questions about your prescription drug coverage? Call **800-988-4861**.

Q. Is there any extra help available to pay for healthcare costs or get to my appointments?

A. Yes. Through Geisinger Gold, you can locate resources such as healthcare, medication, food and housing, as well as find assistance with getting to appointments. Call our customer service team for more information.



Geisinger Gold Customer Service

866-912-2294 TTY: 711

Oct. 1 – Dec. 7

Daily • 8 a.m. – 8 p.m.

Dec. 8 – Sept. 30

Weekdays • 8 a.m. – 8 p.m.

[geisingergold.com](https://www.geisingergold.com)