

GEISINGER GOLD

# Member Update

Quarter 2 2024



## Geisinger

### Let a health coach help you achieve your goals

Trying to be more active, eat better or just live a healthier lifestyle? You'll have all the support you need from a health coach.

Health coaching sessions over the phone are available at no cost. This personalized service helps you set and accomplish your health goals. Sessions are flexible, with early morning and evening hours available Monday through Friday.

#### What is health coaching?

This program helps you build sustainable, healthy habits. These lifestyle changes can improve conditions like high cholesterol, high blood pressure and high blood sugar. Health coaching puts a positive spin on weight management, better sleep, mindfulness and stress management.

If you have trouble getting motivated, a health coach holds you accountable. And they support you through frequent conversations as you work your way toward a healthier, happier lifestyle.



Ready to get started on your health journey? Call 866-415-7138 or email [wellness@geisinger.edu](mailto:wellness@geisinger.edu) to schedule an appointment.

## Need help paying for healthcare?

If you need assistance paying for your premiums, copays and deductibles or prescription medications, there are programs that can offer support.

PACE/PACENET helps with prescription drug costs. Call 800-225-7223 or go to [pacecares.magellanhealth.com/paceenrollmentwizard.asp](https://pacecares.magellanhealth.com/paceenrollmentwizard.asp).

Medicare Extra Help can assist with a portion of your Part D premium and prescription drug costs. Call 800-772-1213 or visit [ssa.gov/benefits/medicare/prescriptionhelp.html](https://ssa.gov/benefits/medicare/prescriptionhelp.html). Medical Assistance helps with premiums, cost-sharing and prescription drug costs. Contact your local county assistance office by visiting [dhs.pa.gov/services/assistance/pages/cao-contact.aspx](https://dhs.pa.gov/services/assistance/pages/cao-contact.aspx).



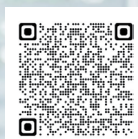
## Find food resources (and more) in your neighborhood

Neighborly, powered by Geisinger, is an easy online resource that helps you find free or reduced-cost programs, services and social care resources.

NeighborlyPA launched a mobile app for Android and Apple (iOS) devices. Now it's even easier to find resources like food, housing, transportation and utility assistance. Scan the QR codes to go to the Google Play Store or Apple iOS store. You can also download the app from [neighborlypa.com](https://neighborlypa.com).



Apple



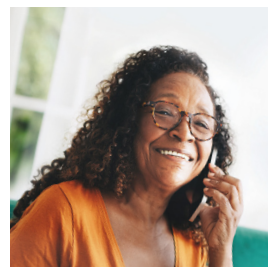
Android

## Don't lose your benefits!

To keep all your benefits from Geisinger Gold Secure Rx (HMO D-SNP), you must stay eligible for Medical Assistance. You'll get a renewal packet in the mail (the month before it's due) when it's time to renew your Medical Assistance. Complete and return the forms by mail or in person at your local county assistance office, or complete your renewal online on the COMPASS website, <http://www.compass.state.pa.us>. You can also renew by phone at 866-550-4355.

Be sure to submit your renewal, even if nothing has changed. Make sure your address and phone number are up to date. The Department of Human Services (DHS) will determine if you're still eligible. If you are, your coverage under Geisinger Gold Secure Rx (HMO D-SNP) will continue uninterrupted. If you do lose your Medical Assistance eligibility, don't worry. You can stay with Secure Rx for up to six months, and we can help you choose another Geisinger Gold plan that's right for you.

Call 800-498-9731 (TTY: 711) between 8 a.m. and 8 p.m. on weekdays (Feb. 15 – Sept. 30) or daily (Oct. 1 – Feb. 14).



## New OTC/flex cards



If you have over the counter (OTC) and flex benefits, you should have received your new NationsBenefits debit card for 2024. Keep in mind if you have a plan that includes both flex and OTC benefits, they are combined on one card.

You don't need a PIN to access your benefits. Just activate your account by visiting [geisinger.nationsbenefits.com/activate](https://geisinger.nationsbenefits.com/activate) or calling 877-205-8005 (TTY: 711).

Go to [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com) to:

- See a complete list of retail locations where your card can be used
- Purchase eligible OTC products (cards can't be used at other online retailers)
- Check your card balance

Your card cannot be used to pay for prescription drugs or products that are not eligible. Alcohol, tobacco and gift cards are excluded.

If you have Geisinger Secure Rx (HMO):

- With your OTC card, you'll be able to buy healthy food and produce like fruits and vegetables, grains, canned or frozen fruit or vegetables, dairy, meat and seafood at a variety of grocery stores. You can also purchase fresh food pantry boxes online at NationsBenefits, including fresh fruit and vegetables, and have the pantry box delivered right to your home.
- You can use your OTC card to pay utilities, including natural gas, water, sewer, electricity, phone bills, sanitation/trash and your internet provider bill. Fuel at a gas pump is not covered.



Need help? Visit [geisinger.nationsbenefits.com](https://geisinger.nationsbenefits.com) or call 877-800-8874 (TTY: 711), 8 a.m. to 8 p.m.

## OncoHealth

GHP is partnering with OncoHealth to provide managed care and patient support services for GHP members receiving oncology treatment.

OncoHealth is a digital health company that combines real-world data and cutting-edge analytics with a dedicated team of renowned oncology experts.

Their mission is to provide solutions for navigating the physical, mental and financial complexities of cancer. This partnership will reduce the cost of cancer diagnosis therapies.



## Help us improve

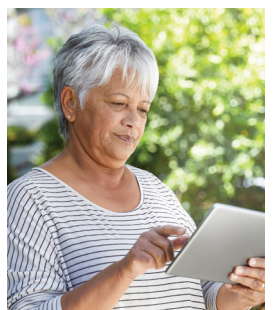
Geisinger Health Plan is holding a D-SNP Enrollee Advisory Committee meeting for members to express their ideas and collaborate with community providers and staff about their healthcare experiences. The committee will be held at least once a year. You can learn about new initiatives and get the chance to provide feedback on how GHP can improve your health services. This committee is only for Geisinger D-SNP members.

Interested members can expect more information about participation and sign up in an upcoming mailed flyer.

## Manage your health in the member portal

For tools to make your healthcare easier, sign in or create a member portal account at [go.geisinger.org/goldnews](https://go.geisinger.org/goldnews). Some of the things you can do:

- Find a provider
- See your claims and benefits
- Update your communication preferences



# Geisinger

M.C. 40-20  
100 N. Academy Ave.  
Danville, PA 17822

## Important Geisinger Gold information

### Risant Health completes acquisition of Geisinger

Find out why this is great news for GHP members!  
[geisinger.org/risanthealth](https://www.geisinger.org/risanthealth)

## More than one insurance plan? Complete the COB survey today.

When you have more than one insurance plan, we need to find out which one is primary. That's called coordination of benefits (COB). Knowing which plan pays first helps avoid delays in claims processing. It also makes sure your out-of-pocket expenses (if any) are accurate.

Complete your COB survey today — just visit [geisinger.org/cob](https://www.geisinger.org/cob) or scan the QR code.



Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

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. Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Idemnity 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.

Geisinger Health Plan/Geisinger Indemnity Insurance Company are part of Geisinger, an integrated health care delivery and coverage organization. Other Providers are available in our network.

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 800-447-4000 (TTY: 711) 。 Y0032\_24100\_1\_C