

# Member Update

Quarter 3 2024



## Geisinger HEALTH PLAN

### Give some love to your lenses

Whether you have daily disposable contact lenses or standard soft lenses, caring for them properly will extend their life and keep your eyes healthy. Here are some tips to keep your contacts (and peepers) in good shape:

- **Handy advice:** Wash your hands with mild soap to be sure they're free of perfume, oil or lotion before touching your contacts.
- **Be product-savvy:** Not all products are contact-friendly. Stick to the disinfecting solution, eye drops and cleaners your doctor recommends. Some eye drops and other products aren't safe to use with contacts.
- **Water warning:** Never use tap water on your lenses. It could lead to an infection.
- **Blurry vision blues:** Got a smudge? Don't put a contact in your mouth to clean or rinse it. Opt for your sterile lens solution and rub the lens gently with a finger in the palm of your hand.

- **Case in point:** Clean your lens case daily with sterile saline solution and replace it every three months.
- **Sleepy time:** Unless you have extended-wear lenses, don't sleep with your contacts in. Your eye surface won't get as much oxygen as it needs, and that could harm your eyes and vision.
- **Solution slip-ups:** Don't let the tip of the solution bottle touch anything. You could transfer germs into the solution.

Always follow your eye doctor's contact care instructions to dodge infections and keep your vision sharp. Call your doctor if you have any problems with your eyes or lenses. Taking care of your contacts the right way will keep you seeing clearly and comfortably.







## Comprehensive cancer support

Geisinger Health Plan is partnering with OncoHealth to deliver a more seamless cancer treatment experience that prioritizes members' individual needs. With new software, we'll be able to offer employer groups and members a wide variety of services, including:

- 24/7 oncology nursing
- Nutrition programs
- Behavioral health support
- Resource navigation

This new partnership helps us deliver a more supportive, personalized treatment experience when it's needed most.

## From head to toe, better health is easier with a PCP

A primary care provider (PCP) is your first line of defense against illness. Through regular checkups, your PCP helps you manage your health and catch potential health problems early, when they're easier to treat.

### Why choose a PCP? They're your partner in navigating healthcare:

- They treat common medical conditions and provide preventive care.
- They keep you on track with health screenings.
- If you have a chronic illness, they can help you manage it.
- People who have a PCP generally have better health outcomes.

Besides your PCP, you'll have a care team of nurses and pharmacists devoted to keeping you healthy. And the MyChart app lets you manage your care online by sending messages, scheduling appointments and refilling medications.

To find a PCP near you, call the customer service number on your ID card or visit [geisinger.org/patient-care](https://www.geisinger.org/patient-care). Choose one today and start your journey to better health!

## Your path to wellness

Our well-being resource center is your online source for health and wellness information, making it easier to manage your health in one convenient place.

### You'll find:

- A symptom checker
- Healthy recipes
- Podcasts on mental health and wellness
- Well-being resource center videos – everything from quick 10-minute workouts to breathing exercises
- Health articles on a variety of topics
- A personal health record you can access and update as needed

### Tools to change behaviors:

- Daily habits – Use this online accountability tool to accomplish your goals at your own pace by breaking them down into achievable steps.
- Health trackers – Sync your favorite fitness device to your well-being portal with our device and app connection center.
- Programs – Join challenges, request a health coach or sign up for a class – and do it all right online.
- Wellness assessment – Get a snapshot of your current health by answering questions. You'll get a report of your health status and suggestions to improve it.

### Getting started is easy:

- Go to [geisingerhealthplan.com](https://www.geisingerhealthplan.com) and choose "Select account," then "Health plan members" to log in (registration is required).
- From the "Health and Wellness" tab, choose "Wellness online."

### Questions?

We're here to help. Call us at 866-415-7138 or email [wellness@geisinger.edu](mailto:wellness@geisinger.edu).



## Wellness Wednesdays

Join our Wellness Wednesday series for quick tips and resources to improve your health. Get information on wellness topics such as physical activity, diabetes management, stress reduction and nutrition. Register at [go.geisinger.org/wellnesscalendar](https://www.geisinger.org/wellnesscalendar).



## 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/membernews](https://www.go.geisinger.org/membernews). Some of the things you can do:

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

## Fighting fraud is a team sport

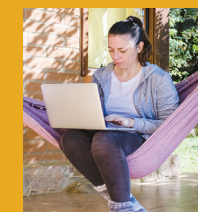
Healthcare fraud not only leads to higher healthcare costs, but it can also limit your healthcare services. That's why we've established an anti-fraud program, designed to help detect and eliminate potential fraud and abuse. Fraud can happen in many ways. For example, a doctor files a claim for a service you didn't receive or bills for equipment they didn't provide, or someone else uses your insurance card.

### If you suspect fraud or abuse, contact us:

- Email: [fa@geisinger.edu](mailto:fa@geisinger.edu)
- Phone: 800-292-1627 or the customer service number on the back of your insurance card
- Mail: Visit [geisingerhealthplan.com](https://www.geisingerhealthplan.com) and search for "fraud referral form." Print and complete the form, then send it to:

Geisinger Health Plan  
Anti-Fraud Program  
100 N. Academy Ave.  
Danville, PA 17822-3220

You may report fraud anonymously. We keep all reports confidential.





## Beyond your benefits

Get the most from your insurance coverage by saving on health-related products and services, such as:

- Fitness centers and YMCAs
- Amusement park admissions
- Vision services
- Chiropractic care
- Massage therapy
- Nutrition services
- Wearable fitness devices

Find details about these discounts at [geisingerhealthplan.com](https://www.geisingerhealthplan.com). Log in (registration required), go to the “Health and Wellness” drop-down menu and click “Local discounts.”



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)。

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