

GEISINGER GOLD

Member Update

Quarter 1 2024



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, 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 will continue uninterrupted. If you do lose your Medical Assistance eligibility, don't worry. You can stay with Geisinger Gold 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).

Geisinger

Stay healthy, earn rewards

You may be eligible for rewards by completing healthy activities in 2024. Watch your mail – we'll send you information on how to start earning rewards within the next few weeks.

Providers added to your network

Beginning Jan. 1, 2024, licensed professional counselors and marriage and family therapists are included in the provider network for Geisinger Gold Medicare Advantage plans. To find a provider in the network, visit providers.geisinger.org.

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 or calling 877-205-8005 (TTY: 711).

Go to 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, lottery tickets and gift cards are excluded. If you have Geisinger Gold Secure Rx (HMO D-SNP):

- The fresh produce box you may have previously been eligible for has been replaced with the OTC grocery benefit. With your OTC card, you will 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.
- Your OTC card can be used 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 or call 877-880-8874 (TTY: 711), 8 a.m. – 8 p.m.



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. Some of the things you can do:

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

Where's my refund?

You may get a refund from Geisinger due to overpayment of copays, balances or errors in insurance processing.

If your email address is connected to your Geisinger account:

- You'll receive an email notification of a refund from notification@thepaychoice.com, branded by Geisinger.
- Click "Proceed" in the email.
- Verify your identity.
- Choose how to accept your payment: direct deposit, direct deposit to your debit card or Zelle, PayPal or Venmo.

Prefer a check? You don't have to do anything. Your check will arrive in the mail in seven to 10 days.

Have questions? Call 800-640-4206 or visit go.geisinger.org/billingandinsurancehelp.

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.

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. 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.



Your tool for mental health and wellness

MyStrength is a digital tool in the Teladoc mobile app that support your mental health. It offers access to resources customized to your needs. The MyStrength app includes brief screening and assessment tools and a range of topical content, including:

- Depression
- Anxiety
- Alcohol and substance use
- Relationship issues
- Grief
- Aging
- Caregiving
- Work-life balance

You can also get support through text messages and up to seven one-on-one video coaching sessions — at no cost to you. Your mental health guide will help you navigate the digital content, as well as build and practice evidence-based skills for taking on life's challenges. If needed, you can also use the Teladoc app to schedule virtual appointments with a licensed psychiatrist or psychotherapist. (Copays may apply based on your plan benefits.)

MyStrength is available to Geisinger Health Plan Commercial and Gold members, their spouses and any dependents who are 13 and older. You can access it by downloading the Teladoc app. Or sign into teladoc.com and enter your first and last name, date of birth and email address.



Opioid limits

The following limitations apply to opioids for Geisinger Gold members, as required by Centers for Medicare and Medicaid Services (CMS):

- Opioids are limited to a seven-day supply for members who are not already established on opioid therapy.
- Opioids will require health plan review when a member is receiving multiple long-acting opioids or a combination of opioids and benzodiazepines.
- All Part D plans have a drug management program that limits access to controlled substances that are frequently abused drugs (currently defined as opioids and benzodiazepines) for members at risk for prescription drug abuse or misuse. The goal of drug management programs is better care coordination for safer use of these drugs.

Did you know opioid reversal agents are available on our formulary?

Naloxone syringes, naloxone cartridges and naloxone nasal spray are available on formulary for Geisinger Health Plan members if your prescriber feels you may benefit from having naloxone on hand.



Your safety is our priority

Geisinger's Information Security Office identifies the latest security threats and scams to keep you informed and protected. You can find an updated list of security alerts and safety tips at [geisinger.org/about-geisinger/security](https://www.geisinger.org/about-geisinger/security). Check back regularly to make sure you stay secure and in control of your personal information.



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 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.

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)。

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