

Geisinger
GoldMember
Update

Think you
don't need
a flu shot?

**...Because it will give you the flu?
Not true!**

The flu vaccine is made from a dead virus that cannot make you sick; it helps your body build immunity to help you stay healthy.

**...Because you're healthy?
Not true!**

Even strong, healthy people can get the flu. Thousands of healthy adults and children die each year in the U.S. due to flu-related complications.

**...Because antibiotics will make you
feel better? Not true!**

Antibiotics fight bacteria with no effect on viruses or the flu. The flu is not like the common cold. Symptoms include fever, chills, headache, sore throat, muscle aches and runny nose which can result in several days of missed work or school.

The flu vaccine is recommended for everyone six months of age and older.

Your primary care physician or a participating retail pharmacy can administer the flu vaccine at no cost. Visit GeisingerHealthPlan.com to select a participating pharmacy in your area.*

Many Geisinger hospitals and facilities also provide flu shots. **[See the list of locations at Geisinger.org/flu.](http://Geisinger.org/flu)**

**If at a pharmacy, the vaccine must be administered by a pharmacist and billed through the pharmacy claims system. Not all pharmacies offer flu vaccines. There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.*

Get your annual wellness visit at home

We're making it easy for you to get your annual wellness visit. At no cost to you, our nurse practitioners are now offering annual wellness visits in the comfort of your own home.



During each visit, our nurse will work with you to:

- Perform physical exams
- Develop or update personalized prevention plans
- Perform health risk assessments
- Provide information about in-home care and health and wellness programs.
- Schedule necessary checkups
- Promote an on-going relationship between you and your primary care provider

This service is available to members in Luzerne, Lackawanna, Wayne, Wyoming and Monroe counties. Currently, two nurse practitioners are scheduling at-home visits:

Luzerne county

Terry Alberico-Rarig, CRNP,
570-452-2044

Lackawanna, Wayne, Wyoming and Monroe counties

Patricia Bunting, CRNP,
570-452-2104

Please call the nurse practitioners directly if you're interested.

Members in all other counties can also receive an in-home wellness visit through our partner, Matrix Medical Network. This effective one-on-one visit with a Matrix nurse practitioner gives you a more complete picture of your health. Scheduling your no-cost in-home visit is easy!

Visit Matrix online at MatrixForMe.com or call Matrix at 1-855-403-0967 (TTY: 711) 8 a.m. to 8 p.m. EST., Monday through Friday.

Mail order madness

CareSite, Geisinger's mail order pharmacy, offers benefits that will make you smile!*



90

Convenience: CareSite mails your medications right to your doorstep.

Care: With CareSite you get 90-day supplies of medications at a time, instead of worrying about refills?

Peace of mind: Rest assured your medications are safe, secure and handled with the highest level of care. To ease your mind, we offer email notifications for you to track your medications from the time they leave our facility in Elysburg, Pa., until they arrive in your home.

To take advantage of this opportunity or if you have any questions about this benefit, call the CareSite Mail Order Pharmacy at 844-878-5562, 6:30 a.m. - 5 p.m., Monday - Friday.

* *This benefit includes maintenance medications, like diabetes, blood pressure or cholesterol medications, but does not include all medications. Benefits and costs will vary depending on your specific coverage or if you're enrolled in a cost assistance program. Please contact the Customer Care Team with any questions.*



New 90-day supply refill policy

As of July 1, 2019, all 90-day medications — retail and mail order — can be refilled only when you have used at least 85 percent of the medication. With a typical 90-day supply of medication, 85 percent usage is when there is approximately 13 days of medication still available. Questions? Call your Customer Care Team by dialing the number on the back of your member ID card.

Are you a Geisinger Gold Secure Rx (HMO SNP) member?

If so, beginning Jan. 1, 2020, the Pennsylvania Department of Human Services (DHS) will no longer administer your Medical Assistance benefits. You should have received information this summer directing you to choose a new company to administer your Medical Assistance benefits. Once you make that decision, you'll be set. No need to do anything else.

If you have any questions about this change we're happy to help. Call us at 800-498-9731 (TTY:711), 8 a.m.- 8 p.m., Monday - Friday.

Dental fraud is on the rise

It is estimated that \$12.5 billion is lost to dental fraud and abuse annually. Although most dentists are competent professionals, a small number who commit fraud tarnish the profession. Examples include:

- Billing for a service that wasn't provided
- Charging for a more expensive service than was provided
- Misrepresenting the actual date, a service was performed
- Waiving deductibles or co-payments
- Performing unnecessary procedures or services

Health insurance fraud costs companies millions of dollars while raising the charges of healthcare for everyone. This is the reason Geisinger Health Plan has established an anti-fraud department to help detect, correct, and eliminate potential fraud and abuse. If you suspect fraud or abuse, contact us:



Phone The GHP Compliance Hot Line at 800-292-1627 or call the Customer Service Team number listed on the back of your member ID card

Email FA@geisinger.edu

Mail Geisinger Health Plan Anti-Fraud Program
100 North Academy Avenue
Danville, PA 17822-3220

All reports are kept strictly confidential.

List of covered drugs are available online

Formulary updates (a list of drugs covered under your pharmacy benefit) are available online at GeisingerHealthPlan.com. These updates include covered drugs, quantity limits, tiering levels and pharmacy management procedures.

You can review the formulary online at GeisingerGold.com or to receive a printed version of the formulary list, call the number on the back of your member ID card.

For any questions concerning your drug benefits, consult your Evidence of Coverage or call the pharmacy customer service team at 800-988-4861, Monday - Friday, 8 a.m. - 8 p.m.

For cost savings and convenience with your medications, make sure to take advantage of CareSite, Geisinger's mail order pharmacy. Call today at 844-878-5562.



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 identify, 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

100 N. Academy Ave.
Danville, PA 17822-3240

Learn more about living healthy with prediabetes

Do you have prediabetes or are you at risk for developing diabetes? If so, we welcome you to join our year-long, interactive and nationally-recognized group, the National Diabetes Prevention Program.

At no cost to you, participants 18 years or older meet about weekly for the first six months to learn how to make healthy lifestyle choices. During the second six months, monthly group support sessions will then encourage you to stay on track with your new lifestyle choices. Caregivers, friends and family are welcome to attend. To register, call our Health and Wellness Department at 866-415-7138.

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HPM50 klg MU Gold Fall dev 9/19

