

Referrals no longer needed

Geisinger Health Plan (GHP) is pleased to announce that our members no longer need referrals from their primary care provider (PCP) to visit specialty care providers for covered services. This change went in to effect May 1, 2017 for fully-insured commercial group members. For individual Marketplace members, this change will take effect on January 1, 2018.

Please help us encourage members to keep their PCPs informed when receiving healthcare services elsewhere to ensure their care is coordinated properly. It's also important that our members continue to see in-network providers to receive the highest level of benefits and pay less out of pocket for care. Some of our plans still require members to use in-network providers only.

Benefits documents will be updated at the beginning of each plan's new benefit year. Summary of Benefits and Coverage documents will be updated appropriately after May 1, 2017.

If you have questions, call us at [800-554-4907](tel:800-554-4907).

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The Business Update is published quarterly by Geisinger Health Plan and serves as an informational resource for employers and brokers. Comments are welcomed. Please email businessupdate@thehealthplan.com.

Geisinger Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.



Communication preferences

Later this year, your employees can begin receiving member newsletters and other important documents from GHP online. Once your employees set their communications preferences, they will receive an email when a document is available to view. If they have questions about any document they receive online, they can call the customer service team using the number on the back of their member ID card.

To set preferences, your employees can log in at GeisingerHealthPlan.com/signin and follow the on-screen prompts to tell us how they would like to receive communications; either online or through the mail.

All registered members* of [Geisinger HealthPlan.com](https://GeisingerHealthPlan.com) who set their communication preferences by November 15, 2017 will be entered to win a \$100 Amazon.com gift card. If your employee is not a registered member, they can sign up today at GeisingerHealthPlan.com/register.

**Please note: This drawing is not available for GHP Family, GHP Kids or Geisinger Gold members.*

Success at the 2017 Bloomsburg Fair

This year's GHP booth at the Bloomsburg Fair was a huge success. More than 160 employee volunteers spent countless hours at the award-winning booths helping community members of all ages. Health questions were answered, blood pressure was taken and more than 3,300 flu shots were given – beating last year's flu shot count by almost 2,000.

In addition, the booth won the Director's Award for Best Presentation. This award called out GHP's new modernized booth structure. The Bloomsburg Fair took place from Sept. 23-30 and drew more than 405,000 attendees.

To the right, you can see marketing team member, Starr Haines, being presented with the Best Presentation Award.



Why wellness works

More than weight loss

Susan*, a participant with severe asthma, came to us struggling to meet her weight loss goal. She was unable to increase her cardio workouts due to her condition, so we introduced a strength training program into Susan's routine. She began to feel confident in her program and came to enjoy exercise, something she used to make excuses to get out of.

Susan has developed a love for cooking after she successfully made changes to her diet to eliminate processed foods. Susan has stated that she is down 16 pounds and has become a more confident person since beginning her journey with us. She felt that she made a personal connection with her wellness coach and appreciated the patience, kindness and helpfulness of the department.

Her success has given her encouragement that she can continue to make improvements in her life. To learn about Geisinger health and wellness services, call us at [866-415-7138](tel:866-415-7138).

*Names have been changed to protect our member's privacy.

"I came here to lose weight, but it has been so much more than that [for me]."

- Susan, wellness participant*



Geisinger health & wellness statistics

- There are over 250 employers currently with a custom wellness program.
- Of the 27,275 participants in rewards based wellness programs, 85% have seen improvement in at least one biometric measure since 2011.
- About 75% of those who enroll in a tobacco cessation program go on to complete all sessions, and over 3,000 members have quit using tobacco since 2011.
- There have been over 127,000 pounds lost and an average of 20% reduction in prediabetes seen in rewards based programs.
- Studies have shown that participating in a wellness program can improve your health and well being. A recent study shows a long-term, positive financial impact for those participating in wellness programs.

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HPMS0 sg Fall Business Update Dev. 10/20/17

Don't let the flu get you

Every year more than 200,000 people are hospitalized from flu complications. One of the most important things you can do is to remind your employees to protect themselves with the flu vaccine.

The flu virus is always changing. Each year, the new vaccine protects against the top viruses that are most likely to cause sickness. Remember, you can't get the flu from the flu shot. The viruses in flu shots are either dead or don't contain virus particles. Antibodies develop about two weeks after vaccination so you're protected quickly.

Everyone 6 months of age and older, with rare exceptions, should be vaccinated every year. Your employees can get vaccinated at two easy locations: their primary care physician's office or a participating pharmacy. Your employees can visit GeisingerHealthPlan.com to search for pharmacies in their area. There's no charge for the flu shot, just visit a doctor or pharmacy in our network.*

If you're interested in bringing our wellness team to your office for flu shots, please contact your wellness specialist or sales representative to be added to our waitlist.

*Office visit copay may apply. The vaccine must be administered by a pharmacist and billed through the online 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.



Important Update

All MedExpress sites are now participating urgent care facilities in our network, including the Shamokin Dam, State College and Williamsport sites.