

Geisinger's MyCode® initiative

The MyCode Community Health Initiative at Geisinger is helping researchers understand the relationship between genes and diseases. The goal is to diagnose medical conditions earlier and find new treatments to manage illness. Geisinger is encouraging all our patients and members to participate.

How does it work?

Blood and saliva samples are collected from participants, and researchers then study these genes against a participant's electronic health records, allowing them to identify what changes in genes keep participants healthy or make them sick.

If researchers find gene mutations associated with certain illnesses, participants will be notified of the results. Although most people in MyCode will not receive results, all findings are treated with complete confidentiality.

If you or your employees are interested in learning more, please visit our MyCode page at Geisinger.org.

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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.



Employer Service Center now available to all small businesses



Small businesses with Geisinger Marketplace coverage can now access our online Employer Service Center at the [TheHealthPlan.com](https://www.thehealthplan.com).

With access to the Employer Service Center, you can:

- Add or remove employees
- Update employee information
- View benefit documents
- View health and wellness information

To register:

- Fill out the Super User Registration form and email to clientgroupservices@thehealthplan.com.
- Once the form is processed, you will receive a personal identification number (PIN).
- Visit [TheHealthPlan.com](https://www.thehealthplan.com) and select “Sign in to my account” in the top right corner, then “Create an account” and click “Employer” from the list.

- You will need your GHP group number, ZIP code, PIN and email address to register.

At this time, bill pay is not available for small businesses with Marketplace coverage.

For large groups and non-Marketplace small groups, nothing has changed. You can access our Employer Service Center as you always have. For new large group or non-Marketplace small groups, follow the same instructions outlined here to gain access to our Employer Service Center. Questions? Call us at [800-554-4907](tel:800-554-4907).

Geisinger Marketplace Select: A new plan option for small businesses

With our new Geisinger Marketplace PPO Select plans, your monthly premium will cost less than our regular PPO plans. For in-network services, your employees will have a select network of providers. And, like our regular PPO plans, employees are not required to select a PCP and can see out-of-network providers for a higher out-of-pocket cost.

It's important to note these plan options are only available to small businesses in the following counties: Clinton, Columbia, Huntingdon, Juniata, Lehigh, Luzerne, Mifflin, Montour, Northampton, Northumberland, Schuylkill, Snyder, Sullivan, Susquehanna, Union and Wayne. To find Select providers near you, visit [TheHealthPlan.com/providersearch](https://www.thehealthplan.com/providersearch).

If you're interested in learning more, call us at [800-554-4907](tel:800-554-4907).

Why wellness works

Diabetes education

The GHP health and wellness team is teaching members and the community how to manage their diabetes through a six-week program called Live Your Best Life with Diabetes.

Trent,* a participant with diabetes, found the class to be informative and helpful. “I really enjoyed sharing thoughts and experiences with others who have the same condition. It really helped to know you are not alone and others are going through similar situations and emotions as you,” Trent said. “I left this course better informed and equipped to manage life with diabetes.”

Weight loss success

GHP health and wellness health coach Loretta Rhodes worked with Susan* for two months to help her make healthier meal choices. Before starting her sessions with Loretta, Susan ate frozen entrées, casseroles, breads and salty snacks on a regular basis. Throughout their time together, Loretta was able to help Susan add salads, fruits, veggies, and water to her diet - as well as encourage her to prepare meals. She’s also started doing aerobic exercises. Her success has even inspired her husband to stop eating junk food and walk on the treadmill regularly. Thanks to the encouragement and motivation from Loretta, Susan has lost nearly 20 lbs., and counting.

To learn more about our chronic disease programs and other GHP health and wellness services, call us at [866-415-7138](tel:866-415-7138).

*Names have been changed to protect our members’ privacy.



Important updates

Transitional relief extended again

The government recently issued another extension to the transitional relief policy for insurance plans that are not compliant with the Affordable Care Act (ACA). Meaning, small businesses with non-ACA insurance plans can keep their current plan through 2018. Small businesses with non-ACA plans will have to enroll in a compliant plan for 2019 coverage.

Changes to our mail order pharmacy benefit

Effective July 1, 2017, our mail order pharmacy will change from Express Scripts, Inc. to CareSite Mail Order. This change will provide better value and improved customer service. Most existing prescriptions are expected to transfer automatically and, if needed, CareSite will contact providers to ensure a smooth transition. Members who have used the mail order benefit in the last 6 months will be notified by letter.

If you or your employees have any questions about this change, would like more information, or need assistance with a prescription, call the customer service team at [800-988-4861](tel:800-988-4861), Monday – Friday from 8 a.m. to 5 p.m.

Group size certification form

The 2017 group size certification forms were mailed to renewing employer groups for group size eligibility. Please return this form to GHP per the instructions as soon as possible. If you have questions, call us at [800-554-4907](tel:800-554-4907).

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Employee education: Urgent vs. emergency care

If your employees' doctors aren't readily available, it's important they get the right care in the right place to ensure their personal and financial well-being. Below are some quick tips to share with your employees about which facility is most appropriate when they need care.

Urgent care

Visit an urgent or convenient care clinic when care is needed quickly but is not life-threatening. Ailments including falls, sprains, fever, flu, skin rashes, infections and minor broken bones can all be treated at an urgent care facility.

Copays are often significantly lower than the emergency room and no appointments are necessary.

Emergency room

For any life-threatening issues, call 911 or visit the nearest emergency room. Emergency room services are covered worldwide with GHP.

Ailments including compound fractures, chest pain, serious head, neck or back injuries, poisoning, uncontrolled bleeding, seizures, heart attack, stroke and burns should all be treated at the emergency room.

[Download our urgent vs. ER care flier to share with your employees by visiting \[TheHealthPlan.com\]\(http://TheHealthPlan.com\). At the top of the page, under the "Members" drop down, select the "Getting Care Quickly" page, then click the "View" button in the blue box.](#)

