

Mental health and substance abuse network update

Geisinger Health Plan (GHP) made changes to its network of mental health and substance abuse providers. As of July 1, 2016, Magellan Healthcare, Inc. will provide mental health and substance abuse services as covered by your plan. Magellan offers a broad network of experienced providers, and nurse case managers who will work with GHP staff to provide your employees care. Magellan's valuable online extras, such as their web-based learning programs, will also provide additional resources to members.

Some providers may no longer be in the network. Your employees who see the affected providers were sent a letter and given further instruction regarding their transition of care. Members can verify whether a provider is part of the new network by visiting mgl.n.us/GHPprovidersearch. Magellan will continue to add providers on an ongoing basis, so your employees should visit frequently to view the most updated list.

If your employees have questions, they can contact Magellan using the phone number listed on the back of their member ID card.

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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.



The member journey

In an effort to better serve our members, we launched a project to identify key areas in which we can improve upon customer service, communication and the overall experience for our members.

The project is occurring in phases and includes member and employee interviews to clearly identify the most important needs, services and concerns of our members, then we will improve upon each one.

What does this mean for you and your employees?

GHP is starting to implement some improvements now and will continue to do so over the next few years. Some of the areas of focus include:

- **Navigate:** We do more than pay claims. We will provide extra guidance to members and help them navigate through the complicated healthcare system.

Knoebels discounts now available

GHP members can now receive a discount for admission to Knoebels Amusement Resort in Elysburg, PA.

Save \$8 on Ride All Day passes (up to 4 passes) by purchasing the passes online at www.knoebels.com/geisinger, using promo code GHP2016.

If you have questions, please call us at **800-554-4907**.



- **Anticipate:** By analyzing claims data, we will proactively anticipate the needs of our members and prevent future health concerns, thanks to the expertise of our caring physicians, nurses and other providers.
- **Simplify and personalize:** Reducing the complexities of health insurance is one of our main goals. Simplify benefits and plans, communicate more clearly and effectively, and personalize each interaction with our members.



Why wellness works

Sharon B., service advisor for Blaise Alexander Chevrolet Buick, in Philipsburg, Pa., credits GHP's wellness program for helping her lose 70 lbs.

"I am writing to give a testimony on the Geisinger Health Plan Smart Steps program. Since I've started at Blaise Alexander, I've lost around 70-75 lbs. I started losing [weight] by watching what I eat and exercising a lot more."

"I started walking to work and cutting out all of the sweets/sugars from my diet. I couldn't believe what I weighed at one of [my] check-ups and what my BMI had registered at. I was told to lose at least 10 lbs. by the next weigh-in to meet the criteria needed. I took it as a challenge and did just that. My blood work now has much better levels, and I have finally reached my BMI needed for [the insurance discount]. I feel so much better. GHP's Smart Steps program was the push I needed for a better lifestyle."

If you are interested in learning more about Smart Steps and other GHP wellness programs, please contact our wellness team at [866-415-7138](tel:866-415-7138).



Sharon B., Blaise Alexander employee, proves hard work pays off. **Left:** Sharon after her success from GHP's Smart Steps program. **Right:** Sharon before beginning the GHP Smart Steps program.

Geisinger begins new research study

Geisinger physicians—Dr. Christopher Still, director of the Obesity Institute; Dr. Michael Suk, director of the Orthopaedics Institute; and Dr. Anthony Petrick, director of the Minimally Invasive and Bariatric Surgery Department—are studying the effect that weight loss (bariatric) surgery has on total knee replacement (arthroplasty) surgery outcomes. Your employees may be eligible for this study if they are in need of total knee replacement surgery. Patients who need knee replacement surgery are often advised to lose weight before surgery and may choose to do so through bariatric surgery. In this study, they will follow patients who have total knee replacement surgery and patients who have bariatric surgery before their total knee replacement surgery.

Participation will not affect a member's insurance or care at any of the Geisinger facilities. If one your employees chooses to participate, they will be compensated for their time and travel.

If any of your employees are interested in discussing the study in more detail, they can call 570-214-2721, and reference study #2015-0244. For questions about participant rights, please call the Geisinger Institutional Review Board (IRB) at 570-271-8663 and identify study #2015-0244.

Geisinger

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“Mammothon” held at GHP

In April, we held our first mammothon event in an effort to increase breast cancer screening rates among our members. A total of 175 employees representing every department volunteered their time to make calls, scheduling a total of 461 mammogram appointments in four days. For each scheduled appointment, GHP donated \$10 to the American Cancer Society.

Breast cancer is the second leading cause of cancer-related deaths in women and accounted for nearly 40,000 deaths in 2013, according to the National Committee for Quality Assurance (NCQA). GHP’s efforts targeted 4,500 members ages 50-74 and exceeded our goal to schedule 110 mammograms.

As a leader in the health insurance industry, we are committed to keeping our members healthy. The mammothon was just one step in an ongoing effort to educate our members on the importance of breast cancer screenings.



Pictured above: Keith Boell, MD, GHP medical director; Alesia Mitchell-Bailey, American Cancer Society representative; and Nikole Johnston, American Cancer Society representative.

Watch our mammothon video on
Facebook at <http://bit.ly/2a140N8>.

Caring