

Geisinger Member Update

Health Plan

FALL 2018

Spread the word, not the flu

Flu season is around the corner, so spread the word: you cannot get the flu from receiving a flu shot. In fact, preventive antibodies develop approximately two weeks after receiving the vaccination, so you're protected rather quickly.

With that said, if you're six months old or older, excluding rare exceptions, you should be the first in line for your yearly flu vaccination.

Visit your primary care provider or a participating pharmacy to receive your vaccination. To search for pharmacies in your area, visit GeisingerHealthPlan.com. There's no charge for the flu shot if received from a doctor or pharmacy in our network.*

**Office visit copay may apply. 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.*



Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, 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 Health Plan may refer collectively to Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted.

HPM50 GHP MU Fall 2018

New network providers

To view a list of new providers who have joined the Geisinger Health Plan network, visit GeisingerHealthPlan.com and click on "Find a Doctor, Drug or Location," then select "View New Network Providers." You can also view providers who are leaving the network. For more information on these and other participating providers, you can use the provider search and scheduling directory or call the customer service team at the number on the back of your member ID card.

New approval requirements for opioids

Opioid addiction and abuse is a serious health issue in the United States. Geisinger Health Plan is committed to the health and well-being of our members, and new state-wide changes to opioid prescription approval requirements will help us ensure you are receiving the care you need in the safest way possible.

These changes will occur in three phases throughout 2018 and 2019. Members with active cancer, sickle cell crisis or palliative care/hospice are exempt from these changes.

	Phase 1 <i>Implemented 9/1/2018</i>	Phase 2 <i>To be implemented 1/1/2019</i>	Phase 3 <i>To be implemented 7/1/2019</i>
Long-acting opioids <i>(usually taken twice a day or less)</i>	All long-acting opioids now require a prior authorization.		
Short-acting opioids <i>(usually taken several times per day)</i>	Members new to opioid therapy need a prior authorization for short-acting opioids after: Children: 3 days / Adults: 5 days	All members need a prior authorization for short-acting opioids after: Children: 3 days / Adults: 5 days	
Morphine milligram <i>(Morphine dose)</i>	All opioids with a morphine milligram equivalent (MME) of equal to or greater than 90 mme / day require prior authorization.		All opioids with a morphine milligram equivalent (MME) of equal to or greater than 50 mme /day require prior authorization.

We are working on processes with doctors to help ensure our members receive appropriate care, including long-acting or high dose opioids if needed. If you have any questions or concerns about this change, please consult your doctor or call our pharmacy customer service team.

Customer service hours extended

We are excited to announce that our customer service hours have been extended to provide more opportunities to better serve you, our valued members.

The new hours are Monday through Friday, 7 a.m. – 7 p.m. and Saturday, 8 a.m. – 2 p.m. There are no Sunday hours. Pharmacy service hours remain the same: Monday through Friday, 8 a.m. – 5 p.m.

If you have any questions regarding the new hours, please call the customer service number on the back of your member ID card or visit GeisingerHealthPlan.com.

The Member Update is published quarterly by Geisinger Health Plan and serves as an informational resource for members. Comments are welcome. Please write: Editor, 100 N. Academy Ave. Danville, PA 17822-3240 or email: memberupdate@thehealthplan.com

A better way to get the medications you need

CareSite, Geisinger's mail order pharmacy, offers benefits you deserve and don't want to miss!*

- **Convenience:** Enjoy the convenience of having your medications mailed directly to your home.
- **Care:** Since CareSite specializes in providing 90-day supplies of medications you take on a regular basis, you can focus on better care for yourself and less on needing refills. Take your medications on schedule and follow your doctor's recommendations.
- **Peace of mind:** You can rest assured knowing your medications are safe and secure. The CareSite facility, locally situated in Elysburg, PA, handles your medications with the highest level of care. Packaging products have been tested to ensure medications are safely stored throughout the shipping and delivery process. Additionally, email notifications are available for shipment and delivery tracking, so you'll be able to track your medications from the time they leave our facility until they arrive at your doorstep.

It's easy to get started with CareSite!

If you are not yet registered for Geisinger Health Plan's secure member portal, visit geisingerhealthplan.com/register.

Once you are registered, visit geisingerhealthplan.com/rx to enroll with CareSite.

You can also take advantage of this great opportunity by calling the CareSite Mail Order Pharmacy at 844-878-5562, 6:30 a.m. - 5 p.m., Monday – Friday. If you have questions about your benefits, call the pharmacy customer service team at 800-988-4861, 8 a.m. - 5 p.m., Monday - Friday.

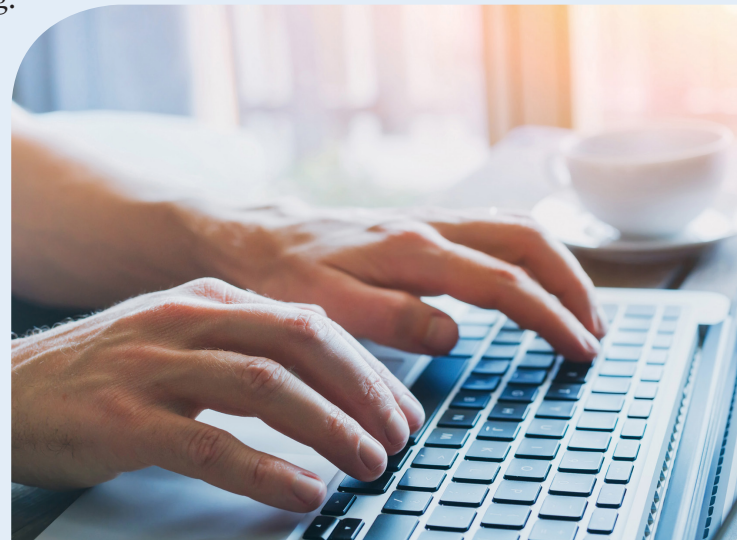
** This benefit includes maintenance medications, like diabetes, blood pressure or cholesterol medications, but does not include all medications. Benefits and costs will vary depending on your specific coverage or if you're enrolled in a cost assistance program. Please contact the customer service team with any questions on your benefits. Mail order benefit is not available to GHP Family members.*

Our member portal is waiting for you

Save yourself a phone call to customer service and visit our secure online member portal. Registration is easy and at no cost to you. The portal offers many self-service features, including:

- View your mobile ID card
- Find doctors and covered medication in your network
- Learn more about your benefits and claims activity
- Send secure messages to customer service
- Set your preferences to request paperless delivery
- And much more

Visit GeisingerHealthPlan.com/register today to get started!



Geisinger

Health Plan

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

Formulary updates are available online

Recent updates to the formulary (list of drugs covered under your pharmacy benefit) are available online at GeisingerHealthPlan.com. The online formulary drug search includes updates to covered drugs, quantity limits, tiering levels and pharmacy management procedures. Updates may affect prior authorization.

You may also call customer service to receive a printed version of the formulary list. For questions regarding drug benefits, call the customer service team at 800-988-4861, 8 a.m. to 5 p.m., Monday through Friday.

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.

