

Spread the word; not the flu!

There are many flu viruses, and they are always changing. Each year a new vaccine protects against three or four viruses that are most likely to cause sickness. Even when the vaccine doesn't exactly match these viruses, it may still provide some protection.

Even healthy people can get the flu, and it can be serious. Everyone six months of age and older, with rare exceptions, should get a vaccination.

You can't get the flu from a 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.

Where can your employees go for a no-cost flu vaccine?

1. Their physician's office

Primary care physicians will administer the flu vaccine at no cost to your employees.

2. Participating pharmacies

Local retail pharmacies can administer the flu vaccine, at no cost. Visit GeisingerHealthPlan.com/providersearch to find local participating pharmacies.

- The vaccine must be administered by a pharmacist, who bills us through the online pharmacy claims system.
- Not all pharmacies offer flu vaccines.

3. On-site flu clinics

To make getting a vaccination convenient and easy, we're able to offer on-site flu vaccination clinics to many groups in our service area. If your group is interested in holding a flu vaccination clinic at your workplace, email the health and wellness department at ghp_wellness_staff@thehealthplan.com for more information regarding requirements and availability.

Note: There are state regulations, such as age, regarding who can receive a vaccine from a pharmacist.

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



Introducing the new employer care team

We're pleased to introduce your new employer care team! This group of specialized staff were assembled to give our groups a dedicated line of contact, which will deliver a better service experience through one-call resolution. Each employer care team member will be able to assist with questions regarding ID cards, premiums, billing, benefit/plan information, new hire criteria, application status, removing/adding dependents and much more. The team will serve all lines of business except for certain groups with custom benefits, who already have their own dedicated line of contact.

The employer care team can be reached starting Tuesday, September 3, 2019 at 833-901-0059 or employerhelp@thehealthplan.com, Monday—Friday, 8 a.m. – 5 p.m.

We're excited for you to work with your new care team members!

Important change to retroactive enrollment policy

Geisinger Health Plan (GHP) is pleased to announce that, starting Jan. 1, 2020, we are changing our retroactive enrollment window. When your employees have a qualifying life event that would allow them to join your health plan, they can enroll up to 60 days after the event. This gives your employees and their dependents longer to become part of your health plan.

There's no additional cost to you or your employees for this change, and this change will be available automatically to all our commercial groups starting Jan. 1, 2020.

How you can assist employees with claims issues

Say one of your employees needs your help with questions or issues related to a GHP claim. How can you make sure you're able to provide the necessary support? Your employee will need to fill out an Authorized Representative Form, which you can acquire from your GHP account service representative.

We require an Authorized Representative Form to be on file when someone other than the member contacts us on the member's behalf. This will enable your employee to consent to your involvement in their claim, and is especially important if you'll be privy to their protected health information (PHI). Ask your account service representative about Authorized Representative Forms today!

GHP to administer behavioral health services

Magellan currently administers behavioral health services for all GHP plans except GHP Family (Medicaid). Beginning Jan. 1, 2020, GHP will assume the administration of behavioral health benefits for members.

Evidence supports that this type of integration optimizes member outcomes and controls medical costs. This approach will also allow GHP to have a more holistic view of member health, assist in better outcomes and improve overall satisfaction.

GHP will meet all federal and state network adequacy requirements, ensuring members have access to providers, regardless of location.

We will maintain a current database of behavioral health providers so members can identify providers who meet their needs (e.g., location or specialty). To provide our members with continuity of care for their behavioral health needs, Magellan providers will be considered in-network for GHP's behavioral health network.



Don't forget this new group payment process!

Please be aware that all group payments must be remitted to the same address or can be paid online. If you wish to mail your payments, please send them to:

Geisinger Health Plan | P.O. Box 829703 | Philadelphia, PA 19182

When submitting payments, be sure to include the appropriate stubs as well as the group/class/division number on the memo line, and identify the dollar amounts that should be applied to each division/class. This will ensure that all payments are processed quickly and accurately. If your payments are remitted via bill pay, please remember to contact your bank to change the bill pay address to the one listed above.

Geisinger

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Extra savings for your employees

While we offer great benefits and an excellent network of healthcare providers, GHP aims to help your employees save money. Through our local discounts, members can get discounts on everyday health-related items, as well as tools to help them stay fit. We want to remind you to check out TicketsAtWork.com.

Members can receive valuable discounts on travel and entertainment opportunities including local and national amusement parks, movie and show tickets, shopping and more. Your employees can visit TicketsatWork.com and register using company code DPGEISIN to get started.

If your employees would like additional information or have questions about any of the local discounts we offer, they can call the customer service team at the number listed on the back of their member ID card.