

What to know about the UPMC Sunbury closure

We have been informed that UPMC Susquehanna Sunbury Hospital closed inpatient and emergency services on January 31, 2020. Outpatient labs and radiology services will remain open until March 31, 2020. All hospital services currently offered at UPMC Susquehanna Sunbury will be moved to UPMC Susquehanna Williamsport Regional Medical Center, which is located about 35 miles from the Sunbury hospital.

The following hospitals are also in your employees' network:

- Geisinger Medical Center in Danville, located about 15 miles from Sunbury.
- Evangelical Community Hospital in Lewisburg, located about 13 miles from Sunbury.
- Geisinger Shamokin Area Hospital in Shamokin, located about 15 miles from Sunbury.

What this means for your employees

If they have received medical services at UPMC Susquehanna Sunbury Hospital in the past, these services will now be available at UPMC Susquehanna Williamsport Regional Medical Center or at a closer in-network hospital.

What are their next steps?

They may have received information from UPMC Susquehanna with instructions on how to continue their care. A conversation with their primary care doctor and any specialists they are seeing is the best way to ensure their care continues uninterrupted.

We can help

If your employees have any questions about upcoming appointments or scheduled medical services, please have them call us and we will be happy to assist with their transition. We are available Monday through Friday, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 2 p.m. at 800-447-4000 (TTY 711).

In this issue

Is your care in-network? **2**

Keeping up with HR **2**

Make one-time
online payments **2**

The more you know:
coronavirus **3**

Katherine's
wellness journey **4**

The Business Update is published quarterly by Geisinger Health Plan and serves as an informational resource for employers. Comments are welcome. 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.





Reminder to employees: is your care in-network?

Have your employees experienced a situation where they have seen a provider that isn't in their plan's network and faced high out-of-pocket costs? There's an easy way to remedy this!

Members can visit geisingerhealthplan.com/providersearch and select their location and plan type. They can also log in to the member portal so they can see the exact plan type and network they have. They should double check that they are selecting a plan type with their correct network as well. Members can also contact the GHP customer care team at the number on the back of their ID card for assistance in locating a participation provider.

They can also call ahead to a prospective provider to ensure that they won't be charged out-of-pocket for their services. Remember, it's the member's responsibility to make sure that the provider that they will be seeing is in-network, even if the member is being referred by another provider.

Keeping up with HR

Did you know that issues can arise when you have changes in your HR staff? It's important for groups to proactively communicate any departing or new team members with both their brokers and their GHP account executive.

Be sure to remind your internal HR team to keep everyone aware of any personnel changes to avoid disruptions in services such as requests for enrollments, terminations and changes for their employees.

Reminder: make a one-time premium payment online

Geisinger Health Plan (GHP) now has new options available for members or groups to pay their monthly premium invoice. One-time payments can be made by calling [844-639-3117](tel:844-639-3117) (members) or [833-505-0471](tel:833-505-0471) (groups). Employer groups may use checking accounts to make payments; individual members may use a checking account or credit card. Additional payment options, including recurring payments, are available by logging in at GeisingerHealthPlan.com.



The more you know: COVID-19 novel coronavirus

What is coronavirus?

Most coronaviruses are associated with colds and are fairly common. However, this novel coronavirus (also known as COVID-19) is more severe. This strain, which has a high contagion rate, is not just causing upper respiratory tract infections but lower respiratory tract infections as well. This is where trouble with breathing and pneumonia can occur.

Who is at most risk for contracting a severe case of coronavirus?

Anyone can contract COVID-19, but to date severe cases have mostly been limited to the elderly and those with existing chronic health conditions like heart disease, cancer, diabetes and respiratory disease. However, in comparison to the relatively low number of COVID-19 worldwide, this current flu season still remains a greater concern for the general population.

How dangerous is coronavirus to healthy people?

COVID-19 is most dangerous for the elderly and those with existing chronic conditions like heart disease, cancer, diabetes and respiratory disease. Healthy individuals and children under 10 have mostly avoided impact from COVID-19.

How does coronavirus spread?

Coronaviruses are spread through respiratory droplets. These are microscopic droplets that are coughed up or sneezed, get in the air, on hands, in rooms, and are transmitted to others through direct contact (touching) or inhaling the droplets floating around that might have the virus on them.

How can I stay safe?

Basic respiratory hygiene is the best way to keep yourself and those around you safe from contracting COVID-19.

- Frequent handwashing is highly recommended, especially after coughing or visiting public areas.
- Alcohol-based sanitizers and wipes are also good options for hand hygiene as long as they have at least 60 percent alcohol.
- Making sure you cover your mouth when coughing is an important way to stop the spread of viruses like COVID-19 and others that are spread through droplets.
- Clean and disinfect frequently touched objects with disinfectant household wipes or sprays.

The flu is still a big threat

The Centers for Disease Control and Prevention (CDC) reports widespread flu cases nationwide. In Pennsylvania, there have been more than 48,000 flu cases reported and 33 deaths. In many ways, how you would protect yourself against the flu is the same way you'd protect yourself against coronavirus. The flu shot is still the most effective way to protect yourself and are available to members at their physician's office and participating pharmacies.

Where can I learn more?

If you or your employees have any questions or concerns about COVID-19, please visit www.geisinger.org/coronavirus for current news, testing information and prevention guidelines.

Geisinger

Health Plan

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

NON-PROFIT
ORG.
U.S. POSTAGE
PAID
Geisinger

HPM50 ab Spring Business Update Rev. 03/2020

Katherine's wellness journey

Meet Katherine,** a participant in our Diabetes Prevention Program. Though she was skeptical that she would be motivated to participate, she found herself excited and engaged in the program and attended nearly every class.

She also began collaborating with a GHP wellness coach to commit to her goals and devise a plan. She made practical changes to her lifestyle including a whole food-based diet and a regular exercise routine. Katherine's wellness coach helped her nail down healthy habits, including preparing nutritious meals and practicing stress management tactics. Soon, Katherine's entire family was involved!

Over a 17-week timeframe, Katherine lost 20.2 pounds, or about 18% of her body weight. She is proud to report feeling like a new person with more energy, less bloating, less fatigue and better sleep. Way to go, Katherine!

**This name has been changed to protect member privacy.

