

Updated customer service hours

GHP's customer service hours have been extended to provide more opportunities to serve our members.

The new hours, affecting all lines of business, will be Monday through Friday, 7 a.m. – 7 p.m., and Saturday 8 a.m. – 2 p.m. There will be no Sunday hours and two exceptions to this schedule:

- Geisinger Gold customer service hours will remain Monday through Friday, 8 a.m. – 8 p.m., and Saturday hours will be added from 8 a.m. – 2 p.m.

To best serve members during October 1 to March 31 Medicare enrollment periods, Geisinger Gold hours will expand to seven days a week, 8 a.m. to 8 p.m.

- GHP Family customer service hours will adjust to the new, extended hours, except for Wednesdays, which will be 7 a.m. – 8 p.m.

Pharmacy service hours will remain the same:

- Commercial/TPA/Exchange:
Monday – Friday, 8 a.m. – 5 p.m.
- Medicare Part D: Monday – Friday, 8 a.m. – 8 p.m.

During October 1 – March 31 Medicare enrollment periods, Medicare Part D hours will expand to seven days a week, 8 a.m. – 8 p.m.

- Medicaid: Monday – Friday, 8 a.m. – 5 p.m.

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



Changes to employer group payments

Effective July, 2018, Geisinger Health Plan (GHP) will no longer accept credit card payments for employer group products. You can continue to make payments over the phone by calling [844-343-2639](tel:844-343-2639) or by mailing your payment to the address listed on your invoice.

Geisinger received Innovation in Advancing Health Equity award

Geisinger was among three companies honored by the National Business Group on Health, a non-profit association of 420 large U.S. employers, for its ongoing commitment to promote health equity and reduce health care disparities in the workplace.

Geisinger, Atrium Health's Levine Cancer Institute, and UnitedHealth Group were presented with "Innovation in Advancing Health Equity Awards" at the National Business Group on Health's 2018 Business Health Agenda conference.

Brian Marcotte, president and CEO of the National Business Group on Health, commented, "We are thrilled to recognize Atrium Health's Levine Cancer Institute, Geisinger, and UnitedHealth Group for their support and dedication to advance health equity through workplace and community initiatives. They recognize by addressing health equity and disparities, they are improving the value, quality and effectiveness of the services their employees and the surrounding communities receive."

Geisinger has moved beyond traditional medical care with programs designed to improve patients' economic and housing stability, food security, education, transportation and environmental conditions.

Geisinger's Fresh Food Farmacy is an example of the innovative programs it has developed to address the social determinants of health. By providing fresh, healthy food and nutrition education to those most in need, Geisinger is combating high obesity rates, pre-diabetes and diabetes.

In addition to providing enough healthy food for 10 meals a week to feed the entire family free of charge, Geisinger's Fresh Food Farmacy also offers evidence-based diabetes management and a comprehensive suite of education, outreach services, nutritional consultations, case management, medication management, cooking expos and healthy recipes.

Geisinger is also conducting two pilot programs that will subsidize the cost of transportation options for clinical and non-clinical but health-related activities. These include obtaining counseling or other social services, getting to food banks, grocery stores, and pharmacies, and applying for government benefits.

A person to lean on

Sometimes you just need a person to lean on. That's how Victoria Rawa views her role as peer support assistant at GHP.

Rawa is part of a team who assisted a young GHP member through her high-risk pregnancy. At first, the member was not engaged in her pre-natal care or with her care management team. When the team was able to make contact, she informed them that she was running very low on food.

Rawa immediately arranged a food delivery for the next morning from a local food bank. Rawa not only delivered the box of food, but stayed with the member to provide support and went over all the pregnancy resources available in the area.

Although the member was hesitant to take advantage of the resources, Rawa assured her that there was no judging and they only want to help because they care about her and her baby's health.

Rawa also worked with a local church organization to provide clothing for the member and her daughter. She also convinced the member to work with a mentor and enroll in pregnancy education classes at Pregnancy Care Center of Hope, Shamokin.

Rawa then connected the member with the Central Susquehanna Opportunites program where they helped her find a job working from home.

"The position I hold is very important at GHP, simply because most of these moms have no one to lean on for support," Rawa said. "A little bit of help might just be enough to give them morale to succeed in not just parenting, but life. Even if it is just accompanying a patient to a resource center, visiting her home to check in, or just calling her to talk."

"I am grateful for the collaboration I have with the team," she said. "Having a joint effort on a case helps fill in the missing pieces to a patient's story. Working together to fill in these gaps in care makes me love GHP, what it stands for, and the people I work with."



Claims are now available in the member portal

Members can now view their claims via their member portal account. Claims information that is available online includes:

- Facility name and address
- Amount patient may owe
- Patient name
- Time of service
- Contribution to deductible
- Amount insurance paid
- Claim number
- Date of service
- Copay
- Total cost
- Procedure code
- Contribution to coinsurance

Members can click the "Print this claim" button to print out the information as it appears on the page. They can also request a paper copy of their EOB by calling customer service at the number on the back of their ID card.

Geisinger

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Geisinger receives AGAPE's Diamond Donor award

The AGAPE ministry recognized Geisinger as a Diamond Donor for its contributions to the charity's community work in 2017.

AGAPE, based in Bloomsburg, started in 2009 and serves people in Columbia and Montour counties with a variety of community services.

Geisinger was among 33 organizations, businesses and volunteers presented with AGAPE's Diamond Donor award on March 23, 2018.

Katrina Conrad, wellness specialist, is part of the team that works with school and community programs to provide healthy options to children in need. She said Geisinger partnered with AGAPE because they share the same mission - to combat housing insecurity, transportation issues, food insecurity and childhood obesity.

Last year, Geisinger provided the ministry with funding to purchase fresh fruits and vegetables and canned meats for their backpack and school pantry program. They also provided funding towards refrigeration units to store the fresh food. This allowed AGAPE to buy additional fresh food and distribute them more often.

"We want to sincerely thank AGAPE for all the work they do to help our communities live healthier lives," Allison Hess, associate vice president of health and wellness at Geisinger, said. "We really appreciate the efforts to ensure the backpack program is able to offer fresh and healthy food for the children they serve."



Katrina Conrad, wellness specialist, and Allison Hess, associate vice president of health and wellness, accept the Diamond Donor award from Sandie Yule, president of AGAPE's board of directors, and Eileen Chapman, AGAPE executive director.