

# Business Update

Winter 2021

## What we know about the COVID-19 vaccine

We know the details of when and how your employees will receive their vaccine is important to you. Geisinger is administering the Pfizer BioNTech and Moderna COVID vaccines in accordance with state and federal recommendations. Based on federal and state guidelines, ***we are only able to offer vaccines to those in the current vaccine rollout phase.*** More information on vaccine phases and rollout timing can be found on [Pennsylvania's Department of Health webpage](#) or on [our vaccine FAQ webpage](#).

### More things to consider

- We trust the development and testing process for the COVID-19 vaccine. The findings to date show the vaccine's safety and effectiveness.
- Appointments are required to receive the vaccine and can be made online at [myGeisinger.org](#) or using the myGeisinger app. A questionnaire must be completed prior to scheduling to ensure eligibility and for health screening purposes. Healthcare personnel must bring to their appointments their healthcare-related identification (certificate, license etc.).
- Healthcare personnel who have been cared for by Geisinger or have Geisinger Health Plan insurance, but don't have a myGeisinger account, can create one online. Those who haven't been cared for by Geisinger and don't have Geisinger Health Plan insurance or anyone under the age of 18 can call [570-284-3657](#) for help setting up an account.

# Geisinger

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*Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.*



- If you’re unable to schedule through myGeisinger, call [570-284-3657](tel:570-284-3657). If if no appointments are available, please check in with the scheduling tool on myGeisinger regularly as more appointments will be published on a weekly basis as supply, logistics and staffing allow. We appreciate your patience and understanding.
- When scheduling appointments, it’s important to remember that two doses of the vaccine are required so healthcare personnel are encouraged to consider that timing when scheduling. The second dose of the Pfizer vaccine is needed 21 days after the first, and the second dose of the Moderna vaccine is needed 28 days after the first. It’s required to receive both vaccines doses at the same location.
- The vaccine is a two-step process. At no time – before, during or after – receiving a vaccine, should you stop preventive steps like masking, physical distancing and handwashing. It will likely be well into 2021 before enough people are vaccinated to allow for relaxed preventive measures.

**Need a COVID-19 test? Schedule on the app in seconds.**

With increased functionality and a new design, our mobile app makes it easier for your employees to stay connected to their Geisinger care from anywhere. And, if your employees need a COVID-19 test, there’s no need to pick up the phone. They can schedule their COVID-19 test right from the myGeisinger app and answer pre-screening questions. There is even an option to request a self-swab, which increases the turnaround time for test results.

**Group resources? We've got you.**

Our community resources webpage and our employerHUB are your one-stop shop for business education and support during the pandemic. Visit today:

Community resources: [go.geisinger.org/businessresources](https://go.geisinger.org/businessresources)

EmployerHUB: [go.geisinger.org/EmployerHUB](https://go.geisinger.org/EmployerHUB)

**Stay informed**

For more information about the state’s plans and timelines, visit Pennsylvania’s Department of Health webpages or visit the Geisinger COVID-19 vaccine resources center at [Geisinger.org/COVIDvax](https://Geisinger.org/COVIDvax).

If you have any questions or need any additional information, reach out to your account representative.



## The employer service center is better than ever

We’ve made critical upgrades to our online employer service center! Geisinger Health Plan’s (GHP) online employer portal allows you to securely access critical information wherever and whenever you need it. This innovative and secure tool is available for employers and brokers and provides direct connection for up-to-date information.

**How to register:**

- Submit the super user form to your account specialist

**New features include:**

- Premium invoice search
- Enroll and disenroll employees and dependents
- Update demographics
- Update primary care provider information
- View and request ID cards



## New year, new vendors

We’re working with the best in the ‘biz to provide top care, services and cost savings to our groups. Here’s what’s coming and going:

Vendor name	Vendor type	Status	What you need to know
AdaptHealth	Home medical equipment provider	Participation ends Mar. 21, 2021	<ul style="list-style-type: none"><li>• Provides home medical equipment</li><li>• Existing orders and rentals will continue without interruption through Tomorrow Health</li><li>• Tomorrow Health will contact members to coordinate new orders and transition old orders</li></ul>
First Health®	Wrap network	Active since Jan. 1, 2021	<ul style="list-style-type: none"><li>• Provides your groups’ wrap (expanded) network for out-of-area employees</li><li>• Replaces PHCS/Multiplan as our national network</li><li>• Contact your account representative with questions</li></ul>
GHP's Behavioral Health Care Connector team (BHCC)	In-house behavioral health services coordinator	Active since Jan. 1, 2020	<ul style="list-style-type: none"><li>• Behavioral health services now provided by Geisinger Health Plan</li><li>• Members will no longer access Magellan Health as a wrap network</li><li>• Use First Health for out-of-area dependents</li><li>• Minimal member disruption</li><li>• Questions may be directed to our Behavioral Health Care Connector Team at <a href="tel:888-839-7972">888-839-7972</a></li><li>• Search for providers at <a href="https://GeisingerHealthPlan.com/find">GeisingerHealthPlan.com/find</a></li></ul>
PerformRx <sup>SM</sup>	Pharmacy benefits manager	Active since Jan. 1, 2021	<ul style="list-style-type: none"><li>• Pharmacy claims are now processed by PerformRx</li><li>• Members received new health plan ID cards</li><li>• Little to no disruption of services</li><li>• Open authorizations have been transferred</li><li>• Geisinger continues to manage formulary changes</li><li>• No impact on Geisinger mail order</li></ul>
Rx Savings Solutions®	Pharmacy savings tool	Active since Jan. 1, 2021	<ul style="list-style-type: none"><li>• Online tool helps save money on prescriptions</li><li>• Access through the member portal</li><li>• Members can proactively view prescription savings opportunities</li><li>• Sends savings communications to members who have an active opportunity</li><li>• Learn more at <a href="https://GeisingerHealthPlan.com/RxSavings">GeisingerHealthPlan.com/RxSavings</a></li></ul>
Tomorrow Health	DME equipment provider	Active since Jan. 1, 2021	<ul style="list-style-type: none"><li>• All new diabetic medical equipment, prosthetics, orthotics and supplies (DMEPOS) orders for members will be sent to Tomorrow Health</li><li>• Manage online at <a href="https://home.tomorrowhealth.com/ghp">home.tomorrowhealth.com/ghp</a> or by calling <a href="tel:844-402-4344">844-402-4344</a></li><li>• No lapse in service for those with existing rentals or resupply orders</li><li>• Members will be notified if existing orders are impacted</li><li>• The online provider search tool will notify users searching for DME equipment to order through Tomorrow Health</li></ul>





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## Eligible for Geisinger 65 Forward?

If your employees have loved ones 65 and over who also have Geisinger insurance, they could be eligible to receive primary care at one of our exclusive Geisinger 65 Forward locations throughout the region.

Geisinger 65 Forward is designed exclusively for people 65 and older. Our health and wellness centers offer everything you need under one roof in a calm, relaxing environment that feels more like a spa than a clinic with services like:

- Same day appointments
- More 1:1 time with doctors
- Everything under one roof
- Social and educational activities
- A personalized wellness plan

Senior primary care and so much more come together with Geisinger 65 Forward. Encourage anyone interested in learning more to visit [go.geisinger.org/65F](https://go.geisinger.org/65F) or give us a call today at 570-207-5970.

