

Geisinger

Health Plan

Care Coordination & Integration

General program information & rights and responsibilities

General program information and how to use these services

Geisinger Health Plan offers case management, health management and wellness related services to its members. The Care Coordination & Integration (CC&I) department is responsible for the development, implementation and measurement of the following programs:

- Adult and pediatric asthma
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease
- Prediabetes
- Diabetes
- Complex case management
- Heart failure
- Hypertension
- Osteoporosis
- Tobacco cessation
- Weight management

The CC&I healthcare team works with members during an office visit or by phone to discuss important information based on effective national recommendations. A member of the team works with the individual's healthcare provider to monitor progress and address problems and concerns. They provide tips like information on healthy eating, exercise, medication and when to call a doctor.

The goal is for the member to understand and actively participate in the management of their condition.

When is an individual eligible to participate in a case management or health & wellness management program?

If a member has one or more of the health conditions listed above, they are eligible for our programs. Complex case management is for individuals with several medical conditions that may require additional assistance to coordinate their care.

We also take the following steps to identify eligible members

1. Insurance information is obtained in compliance with all pertinent confidentiality regulations and analyzed to identify eligible individuals. A member of our healthcare team may contact members by phone or mail to encourage participation in an appropriate program.
 2. The individual's healthcare provider, customer service team and Geisinger Home Health Network assist in the identification and referral of eligible individuals.
 3. Individuals identified with a health condition have access to health newsletters about their condition on GeisingerHealthPlan.com. A hard copy is available upon request by calling 800-883-6355.
- An active program participant agrees to receive future newsletters and work with a member of our healthcare team by phone or in an office setting.
 - A passive program participant has access to condition specific newsletters.
 - If an individual chooses not to be an active or passive participant, they may call 800-883-6355 to be taken off the mailing list.

What is the feedback or complaint process?

Members may contact the care coordination & integration department to offer feedback or suggestions on ways to improve the program. Active participants of a program are randomly selected to receive a satisfaction survey after participating for several months. This survey provides them the opportunity to provide feedback related to their program experience. If an individual would like to voice a concern or complaint they can contact the customer service team at the number on the back of their member ID card.

Additional information

Questions related to health conditions and treatment should always be discussed with a healthcare provider.

What to do before visiting a healthcare provider:

1. Identify the most important problem or issues
2. Write down the problem and symptoms
3. Make a list of current medications

What to do during the visit:

1. Describe the problem and how long it's been an issue
2. Focus only on the problem identified
3. Ask for clarification if there is confusion

What to do after the visit:

1. Write down the diagnosis and treatment
2. For any treatment, including medication, write down how long to take it, how it will help and what happens if it's not taken.

3. Write down the date of the next visit and if your healthcare provider needs to be contacted. Individuals with special needs (hearing, vision impairment and languages other than English) can utilize all case management, health management and wellness related services.

If you have an urgent situation, please contact your healthcare provider, or our Tel-A-Nurse service, available 24 hours a day, 7 days a week, at 877-543-5061.

For more information, or to enroll in a program, call 800-883-6355, Monday through Friday, 8 a.m. to 4:30 p.m., or visit GeisingerHealthPlan.com. Care coordination & integration staff will collect information and forward to a team member who will contact you and arrange an appointment.

Rights and responsibilities

Care coordination & integration acknowledges the valuable role individuals play in their own health. Our department is committed to protecting the rights of participants in the case management, health management and wellness related services it offers. CC&I also encourages them to accept responsibility for their healthcare.

Rights: Individuals enrolled in any of the case management, health management and wellness related programs have the following rights:

1. The right to receive case management, health management and wellness information, including the programs and services available, the staff, the staff's qualifications and any contractual relationships.
2. The right to decline active participation in case management, health management and wellness programs. Consent will be obtained prior to the provision of services by care coordination & integration.
3. The right to opt out from a case management, health management or wellness program.
4. The right to understand the roles of the care coordination & integration staff, know which staff members are responsible for providing their case management, health management & wellness services, and how to request a change or make suggestions to improve a program.
5. The right to actively participate in the development of a plan of care with our healthcare team member and healthcare provider.
6. The right to be informed of all case management, health management and wellness related services available, even if a service is not covered, and to discuss options with treating providers.
7. The right to be educated and aware of all treatment options for their health conditions and actively discuss and choose the best plan for their individual needs.
8. The right to be assured that all personal health information will be kept confidential, know what agencies have access to this information and what procedures are used to ensure privacy and confidentiality. Authorization to release information will be obtained before a team member releases personal health information to outside agencies.
9. The right to be treated with respect and courtesy by all care coordination & integration staff.
10. The right to understand the process for communicating a complaint and the timeline for the resolution of the complaint.
11. The right to receive information that is accurate, complete and understandable.
12. The right to have a CC&I team member act on their behalf as an advocate regarding healthcare issues.

Responsibilities: Individuals enrolled in any case management, health management and wellness program(s) will be encouraged to:

1. Participate in the development of the plan of care and follow the healthcare advice provided by a CC&I team member and healthcare provider.
2. Provide CC&I team member and healthcare provider with the necessary health information needed to deliver quality healthcare services.
3. Notify CC&I and their healthcare provider if they choose to opt out from a case management, health management and wellness programs.

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

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identify, 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)。