

Welcome Penn State Health

We are pleased to announce that Penn State Health is now a part of Geisinger Health Plan's (GHP) provider network.

The new agreement, which went into effect Sept. 18, 2019, makes Penn State Health an in-network, preferred provider for GHP members. Penn State Health joins a provider network of more than 29,000 primary care specialty physicians, 120 hospitals and 132 urgent and convenient care locations.

The multi-hospital system includes Penn State Health Milton S. Hershey Medical Center; Penn State Children's Hospital and Penn State Cancer Institute based in Hershey; Penn State Health St. Joseph Medical Center in Reading; and more than 2,000 physicians and direct care providers at 127 medical office sites.

"We know our members want a choice when it comes to their healthcare and Penn State Health provides a full range of quality care options across central Pennsylvania," said Steve Youso, GHP president and CEO.

"For many years, Penn State Health St. Joseph patients in the Berks County region and Geisinger employees and their dependents with Geisinger Health Plan coverage have been able to access our health care services," said Steve Massini, Penn State Health CEO. "This new agreement builds on that foundation and lets us ensure that same access to all Penn State Health facilities and providers across our network for each Geisinger Health Plan member."

Members can find participating providers via our online provider search at [GeisingerHealthPlan.com/providersearch](https://www.geisingerhealthplan.com/providersearch).

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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.



Prevent account billing headaches with our reconciliation worksheet

If you are not paying 100% of your billed premium, you will need to complete and send a reconciliation worksheet separate from your payment. This will allow the billing team to reconcile your account in a timely manner and prevent unnecessary delinquency notices. Please complete this worksheet to indicate any difference between the amount remitted and the amount billed. This would include any retroactive or current adjustments, such as additions or terminations of employees and/or dependents to your plan.

While group payments can continue to be remitted to their normal location, the reconciliation worksheet will need to be sent to a separate destination. The most efficient way to get your worksheet to us is via email at ghp_acct_rec@geisinger.edu or by faxing your document to **570-214-0881**.

Please be aware that if you have an enrollment update to make, the updates cannot be made through the reconciliation worksheet. Enrollment updates should be made through the 834 file or through the service center. Alternatively, you could also submit an application for new enrollment or a change form for a termination, addition or removal of dependent(s).

If you have any questions or need a copy of the reconciliation worksheet, please connect with the employer care team.

Get ahead of diabetes

We're transforming lives with our free diabetes prevention program! An evidence-based program developed by the Centers for Disease Control and Prevention (CDC), GHP's diabetes prevention program helps participants make healthy lifestyle changes to prevent or delay type 2 diabetes and other serious health conditions. The program is free and available to anyone with prediabetes or at risk for developing type 2 diabetes.

The program recently earned full recognition from the CDC for demonstrating the ability to reduce the risk of type 2 diabetes in members and patients. GHP is one of only 24 program suppliers in Pennsylvania with full recognition from the CDC. About 550 people have participated in GHP's diabetes prevention program since its launch in 2016. GHP currently offers the program in Columbia, Cumberland, Lackawanna, Luzerne, Lycoming, Mifflin, Montour, Northumberland, Union, Wyoming and York counties.

Make a one-time premium payment online

Geisinger Health Plan 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**. 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](https://www.GeisingerHealthPlan.com).



Never worry about Rx refills again

Did you know that we offer a secure and convenient program to deliver prescription medications right to your employees' homes? CareSite, our mail order prescription drug service, specializes in providing 90-day supplies of medications your employees take on a regular basis, so they can focus on better care for themselves and less on needing refills.* A 90-day prescription from CareSite will cost less than the same prescription from a retail pharmacy, so they'll save money and trips to the pharmacy.

Get started in three easy steps:

1. Your employees can ask their provider to e-prescribe their eligible prescriptions to Geisinger Mail-Order Pharmacy. We can help transfer existing prescriptions from other pharmacies.
2. Your employees should call the Geisinger CareSite pharmacy team at [844-878-5562](tel:844-878-5562) to set up their account. They should also make sure to have their insurance and payment information handy. For peace of mind, we use a variety of tools to keep personal information safe.
3. Medications will arrive within seven business days in unmarked, confidential packaging. Standard shipping is free, and your employees can track their order from beginning to end.

*This benefit does not include all medications. Benefits and costs will vary depending on specific coverage or if your group is enrolled in a cost assistance program. Contact the customer care team with any questions about your group's benefits. If you would like to obtain an informational flier for your employees, please contact your broker or account executive.

Sign up for our employer email list

Save a tree and opt in to receive exclusive digital content just for you:

GeisingerHealthPlan.com/employer-emails

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

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Final reminder: important change to retroactive enrollment policy

As a final reminder, 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. Your effective date would still be the date of occurrence.

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.