

Provider Update

July 2020

Geisinger

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Geisinger names Kurt Wrobel President of Geisinger Health Plan, Executive Vice President, Insurance Operations

Applies to: All providers

Plan(s): All plans

Kurt Wrobel has been named president of Geisinger Health Plan (GHP) and executive vice president, insurance operations for Geisinger. Wrobel joined GHP as chief financial officer and chief actuary in 2014 and has served as the interim president of GHP since February.

“Kurt has truly stepped up to provide stability and leadership during these past several months, and following a nationwide search, he was the clear choice to lead GHP into the future,” said Jaewon Ryu, M.D., J.D., Geisinger’s president and CEO.

Prior to joining Geisinger, Wrobel was vice president of large group pricing and chief underwriting officer at Humana and spent five years in executive leadership roles at PacificCare and United Healthcare. His professional experience also includes actuarial, product development and pricing, and employee benefits strategy work for both government and commercial health plans with Milliman, HealthMarket, Inc., William M. Mercer, and Hewitt.

Wrobel earned his MBA in healthcare management from The Wharton School, University of Pennsylvania, holds a master’s degree in economics from the University of Wisconsin, Madison, and earned his bachelor’s degree in finance from UCLA. Kurt is a fellow in the Society of Actuaries and a member of the American Academy of Actuaries.

Geisinger Health Plan ranked best health plan in Pennsylvania by J.D. Power

Applies to: All providers

Plan(s): All plans

We’re proud to be ranked the best health plan in Pennsylvania in the J.D. Power 2020 U.S. Commercial Member Health Plan Study of customers’ satisfaction with their commercial health plan.

The study, now in its 14th year, measures satisfaction among members of 149 health plans in 21 regions throughout the United States.

“This award is further demonstration — directly from our members — that GHP provides outstanding customer service,” said Kurt Wrobel, GHP’s president and chief executive officer. “Answering questions quickly and accurately, communicating clearly and providing coverage at competitive prices are all areas where we strive to do well every day. Thanks to our employees who provide this high level of service.”

Six key factors are examined through the study, including billing and payment, cost, coverage and benefits, customer service, information and communication, and provider choice. The study also measures several other key aspects of the experience and member engagement.

We achieved the highest score in the following factors: Cost, Information and Communication, Billing and Payment.

For J.D. Power 2020 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



Requesting GHP Family authorization for medications on the statewide preferred drug list

Make sure your requests are complete. Use state-approved authorization forms for stimulants and related agents, opioid analgesics, biologics and other medications that require authorization.

Applies to: Prescribing providers

Plan(s): GHP Family

Make sure your authorization requests are received and processed efficiently. Use the DHS-approved statewide PDL pharmacy authorization request forms — available on the [Pharmacy Forms](#) page and NaviNet — when prescribing medications to your GHP Family patients.

Submit your completed authorization requests through [PromptPA](#) or fax to Geisinger Health Plan at 570-271-5610 with the required clinical documentation.



New member reassignment process

Applies to: Primary care providers

Plan(s): All plans

To make it easier for you to manage your Geisinger Health Plan patients and provide the quality and continuity of care they deserve, we've simplified the member reassignment process. You'll no longer need to contact your account manager to have members reassigned. Instead, we've made a simple, spreadsheet-based [Member Reassignment Request Tool](#) available online that can be used to submit changes to your member panel on a monthly basis.

How it works:

- Download the spreadsheet to your computer or print a copy of the [Member Reassignment Request Tool](#) available on NaviNet.
- Complete the spreadsheet by adding provider and member information. Separate workbook sheets should be used for each provider at the practice with member changes.
- Include a copy of the discharge letter when a member is terminated from your practice for inappropriate behavior.
- Email the completed spreadsheet and discharge letter to GHPPProjectTeam@geisinger.edu. You can submit changes once a month.
- Allow up to 45 days for our enrollment team to complete the requested reassignments.
- Check your membership panel under *Workflows for this Plan* on NaviNet to view changes to your member panel.

Tips:

- Check your member panel every month to see if new members have been assigned to your practice.
- Remember, if you are an open panel practice, members can be assigned to you as they join Geisinger Health Plan.
- Reach out to any newly assigned members and welcome them to your practice!

New ACCESS cards for your Medical Assistance patients

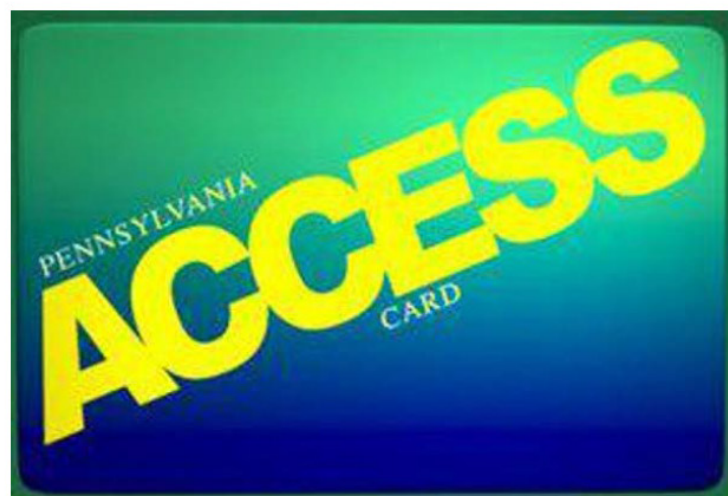
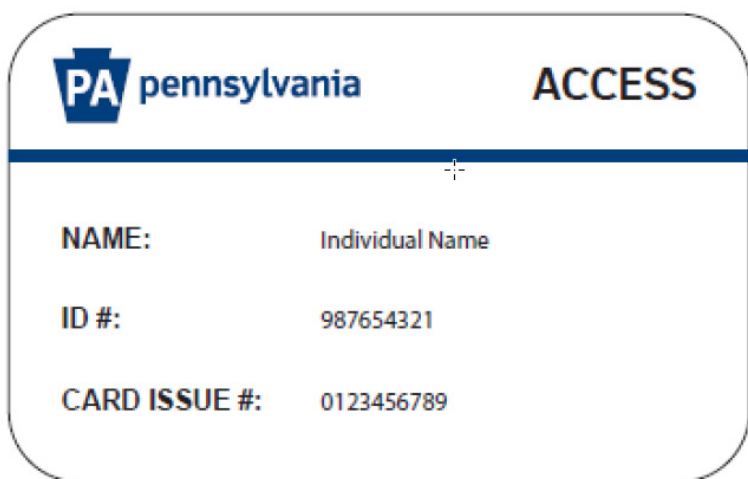
Applies to: All providers

Plan(s): GHP Family

Starting in the summer of 2020, some Medical Assistance beneficiaries, including GHP Family members, may present an updated ACCESS card at your office. The new card is pictured below (top left).

Not all Medical Assistance beneficiaries will get a new card. The new cards are only issued if a beneficiary needs a new or replacement ACCESS card. Other beneficiaries may still present a previously issued ACCESS or EBT card. As a Medical Assistance enrolled provider, you're required to accept all cards issued by the Department of Human Services.

Providers who are presented any of the ACCESS or EBT cards below should continue to check the beneficiary's MA eligibility through the Eligibility Verification System. Refer to [MA Bulletin 99-20-08](#) for more information.



The monthly *Provider Update* is published by Geisinger Health Plan and serves as an informational resource for the provider network. This update and more resources are available on NaviNet.

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.

Waived cost sharing for in-network telehealth services extended through September 30, 2020

Applies to: All providers

Plan(s): All plans

Geisinger Health Plan's member sharing waiver for in-network telehealth services has been extended through September 30, 2020. Other existing cost share waivers put into place as a response to the coronavirus outbreak will remain in place until further notice.

Telehealth services play an important role in keeping both patients and healthcare professionals safe amid the COVID-19 pandemic.

Geisinger Health Plan will continue to cover and waive member cost sharing for any in-network providers who offer telehealth and virtual care services that allow members to avoid unnecessary trips to the office. This includes telehealth services for any physical or behavioral health diagnosis, virtual screenings for COVID-19, and other routine medical needs such as cold, flu, allergy, rash, sinus infection, etc.

Visit Geisinger Health Plan's [coronavirus information for providers page](#) for more information.



New radiology authorization requirements September 1, 2020

Applies to: All radiology providers and non-Geisinger ordering providers

Plan(s): All plans

Geisinger Health Plan is implementing a consultative authorization program for high-end radiology services beginning Sept. 1, 2020. We're working with specialty benefit management company HealthHelp to establish a consultative authorization process to improve quality, reduce the cost of care and ensure members receive clinically appropriate and medically necessary services.

As of Sept. 1, 2020, all requests for CT, CTA, MRI, MRA and PET scans will go through HealthHelp except for services rendered in an emergency or inpatient setting. Services ordered before Sept. 1, 2020, will not need authorization through HealthHelp.

Find a complete list of associated procedure codes requiring authorization at HealthHelp.com/geisinger. Without a HealthHelp authorization, any claims for these services requested after Sept. 1, 2020, will be denied.

What you can do to prepare:

- Read our provider [Operations Bulletin](#) available at the Geisinger Health Plan page on NaviNet.
- Register for a system demonstration webinar hosted by HealthHelp to learn more about how the authorization process will work. Visit the [Radiology Authorization page](#) on the *For Providers* section of our website to register.
- Visit HealthHelp.com/geisinger to enroll in the authorization request and verification web application. For more information, email RCSupport@HealthHelp.com or call 800-546-7092 today.

Seeing Geisinger Marketplace Premier members

Applies to: All providers

Plan(s): Geisinger Marketplace plans

Know your Geisinger Marketplace network options

Geisinger Health Plan offers two network options for its Geisinger Marketplace plans — All-Access and Premier.

Geisinger Marketplace All-Access

- The All-Access network includes all participating network providers across the entire service area.
- Members enjoy access to the entire GHP provider network at a single level of cost-share.

Geisinger Marketplace Premier

- The Premier network is a subset of the GHP provider network based on quality, efficiency and cost metrics — leading to highly integrated care delivery and lower costs for members.
- The Premier network is only available in the following counties: Carbon, Centre, Columbia, Lackawanna, Luzerne, Mifflin, Monroe, Montour, Northumberland, Schuylkill, Snyder, Union and Wayne.
- Only services obtained through Premier network providers will be covered.
- The Premier network is the same lower-cost network grouping offered to Geisinger employees in the Provider Choice plan as Group 1.

Can I see Marketplace Premier members?

Call the number on the back of your patient's member identification card to verify whether you can see your Marketplace Premier patient at a given location. You can also use the *Plans Accepted* feature on through our [online provider search](#) function to confirm your network status for various plans; or to ensure you refer your patient to providers in the lowest cost tier of their plan. The *Plans Accepted* feature will show you a list of GHP plans the selected provider accepts and what network group or tier they are in.

Keep track of the U.S. Preventive Services Task Force recommendations

Applies to: All providers

Plan(s): All plans

Evidence-based preventive services can improve health and reduce healthcare costs through early identification and effective management and treatment of conditions that can become more dangerous if left unchecked.

The Patient Protection and Affordable Care Act requires that insurers like Geisinger Health Plan cover preventive care services at no cost to members*. Members have no cost-sharing responsibility when preventive services are rendered by an in-network provider. Cost-sharing for preventive services received from out-of-network providers, or for non-preventive services received in conjunction with a preventive services visit may still apply.

Visit U.S. Preventive Services Task Force on the web to stay familiar with the [latest preventive service recommendations](#).

**Some grandfathered plans may remain exempt from this requirement.*

DHS is distributing \$15 billion in provider relief funds

Applies to: All providers

Plan(s): GHP Family

The U.S. Department of Health and Human Services, through the Provider Relief Fund, is distributing \$15 billion to eligible Medicaid, CHIP, and dental providers.

If you are a provider who is interested in learning about the application process for the PRF, please visit the [HHS coronavirus page](#).

Formulary and policy updates

Visit Geisinger Health Plan on NaviNet today to view new, revised and recently reviewed medical and pharmaceutical policies, as well as the latest clinical guidelines, formulary changes and drug recalls. Updates may affect prior authorization. The most current prior authorization list is also available on NaviNet. Clinical guidelines, formulary and medical policy information are also available in the *For Providers* section at GeisingerHealthPlan.com. Printed copies are available upon request.

Medical policy update

GHP uses medical policies as guidelines for coverage decisions made within the insured individuals written benefit documents. Coverage may vary by line of business. Providers and members are encouraged to verify benefit questions regarding eligibility before applying the terms of the policy. [Click here for updates.](#)

The new and revised medical policies listed below go into effect August 15, 2020:

- MP084 Stereotactic Radiosurgery – **Revised** – Added indication; added exclusion
- MP089 Evaluation of Breast Ductal Lavage – **Revised** – Language edit
- MP141 Biventricular Pacemaker – **Revised** – Edited indication to include left bundle block
- MP256 Transoral Incisionless Fundoplication – **Revised** – Revised criteria
- MP271 Non-Invasive Testing for Fetal Aneuploidy – **Revised** – Added exclusions
- MP314 Molecular Testing - General Guidelines – **Revised** – Added policy titles

The following policies have been reviewed with no change to the policy section. Additional references or background information was added to support the current policy.

- MP003 Ocular Photodynamic Therapy
- MP004 Biofeedback
- MP017 Ambulance Transport
- MP045 Chest Percussion Vest
- MP074 Interactive Metronome Training
- MP110 Uterine Artery Embolization
- MP121 Automated External Defibrillators
- MP124 Transpupillary Thermotherapy
- MP134 Gastric Electrical Stimulation
- MP136 Alternative Medicine Therapies
- MP140 Automatic Implanted Defibrillator/CRT-D with Attachment
- MP144 Vitamin B12 Injection Therapy
- MP152 Low Level Laser Therapy
- MP174 Exhaled Nitric Oxide for Asthma Management
- MP203 Radiofrequency Ablation Therapy for Barrett's Esophagus
- MP216 Quantitative EEG (QEEG)
- MP321 Gene Expression Profiling for Cutaneous Melanoma

GHP continues to solicit physician and non-physician provider input concerning medical policies. We appreciate your feedback.

Send comments to Phillip Krebs at:
pkrebs@GeisingerHealthPlan.com.