Geisinger

What to expect if you're implementing 30 days from your effective date

The third-party administration (TPA) team at Geisinger Health Plan (GHP) strives to implement employer group coverage quickly and efficiently; however, there are instances when additional time is needed for set up. In the event we require additional time, we want you to be aware of what to expect if this happens.

ID cards
• Members may not receive their ID cards by the effective date. Members will not be able to receive their member ID number until the enrollment is entered into the system.

Enrollment
• Providers could bill members if they are unable to verify eligibility.

Plan documents/benefits
• Summaries of Benefits, Summaries of Benefits and Coverage and Summary Plan Descriptions may be delayed.
• Providers may not have access to the benefit documents.
• Members may not be able to access their benefit information online.
• Our customer care team may not be able to advise members about their benefits.

Prescription drugs
• Members should make sure they have an adequate supply of their prescription medications, as they may not be able to access their drug benefit until after the effective date. Members may have to purchase their drugs and file a claim form for reimbursement.

Vendors
• Some vendor interfaces (such as HRAs and HSAs) may not be set up in a timely fashion.

This document is not intended to be a complete list of what to expect when implementing in a short time frame. Rather, it is a courtesy document to help educate you on potential challenges. We'll try to make the implementation as smooth as possible. We appreciate your business.

Authorized representative of employer: _____

Date: _____

Agent/broker: _____

Date: _____