

April 17, 2024

# Broker Bulletin

GHP Commercial Group and Individual

## Geisinger becomes the inaugural member of Risant Health

With full [regulatory approval complete](#), Risant Health, Geisinger and Kaiser Permanente can work together to advance and expand value-based care to more patients, members, employers and communities.

Geisinger will maintain its name and mission and Geisinger patients will continue to access care as they do today. Geisinger will continue to accept non-Geisinger health coverage for its care, operate its health plan, partner with non-Geisinger provider organizations and work with non-employed physicians, as it does today. And Geisinger's 600,000 health plan members will continue to receive coverage from Geisinger Health Plan as they do today.

If you have any questions, please reach out to your broker support team.

Thank you for trusting Geisinger with your clients' health plan needs.

## Geisinger names president and future CEO

On March 4, Geisinger announced Terry Gilliland, MD, will become its next president and CEO to replace Jaewon Ryu, MD, JD, who will become CEO of Risant Health. Dr. Gilliland will become the eighth chief executive officer in Geisinger's 109-year history.

[Read the announcement](#)

## FAQs

You asked. We delivered. Find answers to broker and employer frequently asked questions.

[Read FAQs](#)

## Geisinger Health Plan expands to Franklin and Bedford counties

Geisinger Health Plan (GHP) is expanding in Bedford and Franklin counties and will now serve more businesses and their employees, who will have access to our broad network of doctors and hospitals including WellSpan Health and Summit Health.

[Read about Franklin and Bedford county expansion](#)

## Reminder: Authorized representative form required for protection of member PHI

To comply with state and federal regulations, a completed authorized representative form must be on file with Geisinger Health Plan for any member whose information an individual broker needs to access.

Completing the form protects our broker partners and our members' personal health information (PHI). The form must be completed and signed by the member, naming up to three brokers as the authorized representative(s). Find it on the Geisinger Health Plan secure member portal.

[Download form](#)

The authorized representative form gives instructions on how to create a digital ID to sign the form electronically. All forms must be signed and dated by the member and include either the member ID, MRN or SSN.

Sections one, two and four must be completed to be processed. Section three is optional.

Questions? Contact the broker care team at [866-488-6653](tel:866-488-6653), Monday through Friday, 8 a.m. to 5 p.m., or at [brokerhelp@thehealthplan.com](mailto:brokerhelp@thehealthplan.com). Allow up to three business days for processing.

We appreciate your support and look forward to continuing our successful partnership.

## See how you can earn special bonuses

Did you know you can earn cash bonuses for things like repricing a claim?

Earn extra bonuses:

- \$2,500 for claims repricing
- \$2,500 for a finals meeting

Reach out to your account executive for help with either one. We're here to deliver the support you need.

## Service with a smile

As a broker, service is at the heart of everything you do. So when you meet directly with the GHP team who services your clients, it gives you the opportunity to ask them questions directly. People like to do business with people they know and like — and your client will thank you for the introduction. You deliver that personal touch that's missing for so many.

## Changes to employer portal and reporting

Introducing a valuable addition to the employer portal: Groups and brokers can now access the "Number of Members Enrolled Per Month" report directly through the portal. Just log in, head to the Reports tab, select "Number of Members Enrolled Per Month" and enter a start and end date.

As part of this enhancement, PCORI reporting will no longer be provided via email for Geisinger Funding Alternative (GFA) clients. That report must be accessed through the portal.

If a group has had a change in group number or if it's no longer active, reach out to your account executive for help.

## Four Geisinger hospitals recognized for excellence in diabetes care

The Leapfrog Group, in collaboration with the American Diabetes Association, has [recognized four Geisinger hospitals](#) as leaders in caring for people with diabetes.

The facilities include:

- Geisinger Medical Center (in Danville)
- Geisinger Lewistown Hospital
- Geisinger Wyoming Valley Medical Center (in Wilkes-Barre)
- Geisinger Shamokin Area Community Hospital

The designation for each hospital was based on several key metrics that indicate the highest level of training for caring for those with diabetes, including:

- Evaluating policies that support patient-centered care
- Using evidence-based guidelines to prepare patients with diabetes for surgery and continuing their care in the hospital
- Implementing care plans for high-risk patients with diabetes from admission to discharge

We're proud of these hospitals for earning this distinction.

## New sales and broker tools

We're always adding and updating resources to help you better serve your clients. Visit our resource center today!

[More materials](#)

## Resources:

- [Commercial group resources](#)
- [Commercial group benefits](#)
- [Employer portal](#)
- [Individual resources](#)
- [Individual benefits](#)



This bulletin is designed to be a helpful guide to administer the health plan to your clients. The group master policy, summary plan description, group subscription certificate and any applicable amendments or riders are the governing documents.

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