

GEISINGER HEALTH PLAN

# Business Update

Quarter 4 2023



# Geisinger

## Employee burnout – how you can help

Burnout refers to certain physical and mental symptoms caused by chronic stress. It looks different for everyone, but the common signs and symptoms include:

- Mental and physical exhaustion
- Irritability and cynicism
- Decreased performance or creativity
- Lack of motivation and enthusiasm for work
- Feeling ineffective
- Isolation from coworkers, family and friends
- Physical illness, such as headaches, backaches and skin issues

The physical and mental effects of employee burnout can take a toll on an employer. The cost of decreased productivity, time off, employee turnover, worker's comp claims and insurance adds up quickly. But an employee with burnout also can affect the rest of the work force. Their decreased performance and lack of motivation means others have to take up the slack – and they may feel stressed because of it.

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## What can you do about burnout?

Identifying the early signs of burnout in employees is key to providing support. Be proactive by developing a culture in which employees have a healthy work/life balance, feel they are heard and appreciated and know where to go for help when they are stressed.

You can get an idea of how your employees are feeling through an anonymous employee satisfaction survey. Ask how they feel about their job, if they have a clear understanding of what's expected of them and whether they have everything they need to do their work. The anonymity of a survey may make people more likely to reveal their true feelings.

Reduce the stigma of mental health issues by having regular open conversations with employees. During these discussions, let them know they can come to you, their manager or their HR representative and they'll receive support and direction to get the help they need.

Check in with your team periodically and ask about stressors in their daily work life. Once you identify the causes, consider different possibilities to alleviate them. For example, if an employee feels chained to their desk, let them know it's okay to have walking meetings or take short breaks throughout the day to get up and move. A small adjustment in how work is done can have a big impact on your workforce.

Total health and well-being must take mental health into account. Adopting an inclusive culture of openness, being willing to address issues and finding creative solutions will support your employees and make them feel valued and heard.

## Log into the new employer portal

Geisinger is replacing the employer service center with a new employer portal. With the new portal, you have a direct connection for up-to-date information on your organization's health plan. You can:

- Manage accounts and plans
- Complete enrollments/disenrollments
- Change employee demographics/primary care providers
- View and request ID cards
- View and pay premium invoice statements
- Financial funding reports for self-funded groups

**Existing users** – The employer portal rollout began in phases this summer, and should be complete this fall. Haven't logged in? Check your inbox for communications and login instructions.

**New users** – All employer groups are encouraged to sign up for the employer portal. This will be your primary resource for managing your health plan with ease and efficiency.

### Questions? We can help.

If you're interested in learning more and becoming a registered user, reach out to your GHP sales account executive. Need employer portal support after you register? Give us a call at 866-488-6653.

## Online health information: What can you trust?

When you encounter health advice online, whether it's on social media or pops up during searches, you may not be getting valid information from a trusted source.



MyGeisinger takes the worry out of knowing whether your information is coming from a source you can trust. Simply log into [MyGeisinger](#), click on "Menu," scroll down to "Resources" and choose "Health Education Library." Geisinger's health library is powered by Krames Online, the most up-to-date patient education resource. You'll find over 4,000 health topics available. With this useful tool, your employees can fact-check or validate what they see online or research a new topic of interest.

**MyGeisinger**

Online sources can be invaluable in helping alleviate common symptoms and safely treat simple conditions at home. But a healthcare provider is your best source of reliable medical information. Advise your employees to count on their doctor, pharmacist and the rest of their care team – they're always available to confirm health information.

## U.S. News & World Report recognizes high-performing Geisinger hospitals



Seven Geisinger hospitals have been recognized for high performance in the 2023 U.S. News & World Report's "Best Hospitals" rankings.



Geisinger Medical Center and Geisinger Wyoming Valley Medical Center were named among the Best Hospitals in Pennsylvania, with Geisinger Wyoming Valley being named No. 1 in the Scranton/Wilkes-Barre area. Overall, Geisinger hospitals received high performance rankings for a variety of specific procedures and conditions.

The annual U.S. News & World Report "Best Hospitals" report ranks hospital performance in 15 specialties and 21 surgical procedures and medical conditions. Rankings are based on patient outcomes, overall patient experience, hospital staffing and other factors, and are meant to help patients choose the right hospital for the care they need.



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Learn more at [geisinger.org/jdpower](https://geisinger.org/jdpower). For J.D. Power 2023 award information, visit [jdpower.com/awards](https://jdpower.com/awards).



## New pharmacy benefits manager

Geisinger Health Plan is changing its pharmacy claims processor and network to Navitus Health Solutions starting Jan. 1, 2024, for all product lines. We're finalizing the new network now and expect nearly all our current pharmacies to be in it.

We're notifying members via newsletters and a letter included with the new ID cards. Those who will need to change their pharmacies will receive their communications around the end of October. Any open prior authorizations will be transferred to Navitus before the transition.

Geisinger will continue to manage the formularies, and there will be no impact to mail-order pharmacy.



*The Business Update is published quarterly by Geisinger Health Plan and serves as an informational resource for employers. Share feedback at [healthplan@geisinger.edu](mailto:healthplan@geisinger.edu).*

*Geisinger Health Plan may refer collectively to healthcare 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 healthcare delivery and coverage organization. 867659 lew 9/23*