

GEISINGER HEALTH PLAN

Business Update

Quarter 1 2024



World-class care for healthy babies and healthy moms

When your employee is expecting a new arrival, you can rest easy knowing they're getting the best care and support from our specialists. Everyone has unique needs during their pregnancy, and our comprehensive maternity care focuses on the whole person. Whether they need mental healthcare, emotional support or help with substance dependency, breastfeeding issues or newborn care, we're here for them every step of the way. Your employees will have the tools they need for a happy, healthy pregnancy.

Part of the support provided is the prenatal care that's fundamental for promoting a healthy pregnancy and birth. The Healthcare Effectiveness Data and Information Set (HEDIS) tool is used by most health plans to measure performance in healthcare. One of these measures is "timeliness of prenatal care." The average commercial insurance score is 85%, while Geisinger Health Plan's (GHP's) average is 93%. And that's not all — for a GHP member who sees a Geisinger provider, the average increases to 98%. Access to more prenatal care when it's needed equals a healthier parent and baby.



Geisinger

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Benefit corner

A tool for your employees' mental health and wellness

More than ever, it's becoming clear that mental health is a big part of employees' overall well-being. And now you can take advantage of a tool designed to help your employees stay mentally and emotionally healthy.

MyStrength is a digital tool in the Teladoc mobile app available to members of most plans that supports mental health. It offers access to resources customized to the user's needs. The MyStrength app includes brief screening and assessment tools and a range of topical content, including:

- Depression
- Anxiety
- Alcohol and substance use
- Relationship issues
- Grief
- Aging
- Caregiving
- Work-life balance
- Coping with a chronic medical condition
- Mindfulness tools
- Balancing emotions
- Stress management
- Skill-building activities

Support can be provided through text messages and up to seven one-on-one video coaching sessions — at no cost. A mental health guide will help your employees navigate the digital content, as well as build and practice evidence-based skills for taking on life's challenges. If needed, the Teladoc app can be used to schedule virtual appointments with a licensed psychiatrist or psychotherapist. (Copays may apply based on your plan benefits.)

MyStrength is available to Geisinger Health Plan Commercial members, their spouses and any dependents who are 13 and older. Download the Teladoc app to access it. Or sign into teladoc.com and enter your first and last name, date of birth and email address.

Teladoc
HEALTH

myStrength
by Teladoc Health



Geisinger hospitals receive maternity services recognition

Two Geisinger hospitals were recognized by U.S. News & World Report as 2024 Best Hospitals for Maternity Care. Geisinger Bloomsburg Hospital earned the highest award, being named a High Performing hospital for Maternity Care (Uncomplicated Pregnancy), while Geisinger Lewistown Hospital earned its first designation as a Maternity Care Access Hospital. The annual evaluation is based on objective measures of quality.



Business update

Enrollment reminders

Retroactive terminations will be effective the date requested by the group if the requested termination date is within 90 days of the date the termination is received. Retroactive disenrollment beyond 90 days is not allowed.

Retroactive enrollment will be allowed if applications are received by the plan within 60 days of the date the employee first becomes eligible. Retroactive enrollment beyond 60 days is not allowed.

Members are terminated according to the date the group or broker has submitted in the member's termination request paperwork. End-of-month terminations require the group or broker to submit according to the end-of-month date.

Enrollment changes will not be accepted via the billing reconciliation worksheet.



Save money on prescriptions

Did you know your employees can see prescription costs and options to save money on them with the Rx Savings Solutions program? And there's no cost to you — it's part of your health plan benefits. Rx Savings Solutions looks at prescribed medications and prepares a personalized prescription savings plan. When there's a savings opportunity, a notification is sent. Get started by logging in or creating an account at geisingerhealthplan.com/rxsavings. Choose "Pharmacy and Prescriptions," then click on "Overview" in the drop-down menu. Click "Rx Savings Solutions" to find ways to save money on medications.



Questions? Call 800-988-4861, Monday through Friday, 8 a.m. to 7 p.m.



Don't miss out – visit the new employer portal

You can easily access your group's specific information when and where you need it on the new and improved employer portal. There, you'll find up-to-date information such as:

- Account management and plan administration
- Enrollments/disenrollments
- Employee demographics/primary care provider changes
- View and request ID cards
- View and pay premium invoice statements
- Financial funding reports for self-funded groups

Not signed up? Contact your account executive today.

The Business Update is published quarterly by Geisinger Health Plan and serves as an informational resource for employers. Share feedback at 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