April 14, 2023

Broker Bulletin
GHP Commercial Group and Individual

FAQ: Broker portal rollout continues through May

As we phase in our broker portal, we've received questions from our broker community. You'll find answers to some frequently asked questions below.

Q: When will I have access to the broker portal?
A: We're rolling out our new broker portal this spring in five phases. Brokers are assigned to different phases, so watch your inbox in the coming months for your personalized email with login and training instructions.

Q: What steps do I need to take to access and use the portal?
A: Broker action item: Read the instructions in your personalized email. Be sure to follow **all** steps. You'll need to obtain your user ID if you don't have one, then log in and download and watch the training videos.

Q: Can you tell me more about the training videos?
A: There are two training videos — one for administrators and one for selling agents. These short videos walk you through everything you need to know to get the full benefits of the portal.

Q: I haven't received my access email yet. What should I do?
A: The broker portal rollout is happening in five phases, so keep an eye on your inbox — you may be in a later phase. If you'd like access sooner than your assigned phase, call 866-488-6653 between 8 a.m. and 5 p.m. Monday through Friday.

2022 prescription drug reporting deadline nears for employer groups

The Consolidated Appropriation Act (CAA) of 2021 requires insurance companies and employer-based health plans to submit information about prescription drug and health care spending to the Departments of Health and Human Services, Labor and Treasury.

Employer groups enrolled in an Affordable Care Act or "grandmothered" (KYP) plan are being asked to provide required information that meets 2022 data collection (RxDC) requirements by **no later than Friday, May 5**. Groups are being sent a post card to fill out and return via mail, or they can fill out this online form.

- No action is required for employer groups enrolled in any other plan type. Geisinger will use the premium contributions submitted upon the group's enrollment
- Self-funded clients (excluding GFA) who would like GHP to file for reference year 2022, should respond to the request received from their GHP Sales representative.

Geisinger's deadline to submit RxDC reporting is June 1. Failure to provide this information will result in an incomplete submission resulting in an employer group non-compliant.

Encourage your groups to complete the reporting requirement. We appreciate your assistance in supporting this requirement.

In-network access expanded for Administrative Services Only insured groups

Effective immediately with all new ASO quotes, Geisinger is now making the First Health network a true national network wrap. What does this mean? Members covered under an ASO plan can now seek care nationally through the First Health Network and have claims paid in-network regardless of where the live.

Previously, Geisinger ASO members living within the Geisinger coverage area were expected to receive services within the immediate Geisinger network to have claims paid at an in-network rate. They could access providers through the First Health network, but claims were paid at an out-of-network rate.

Plans are underway to extend this full wrap network to other products making the First Health Network a national wrap network for Geisinger Commercial plans.
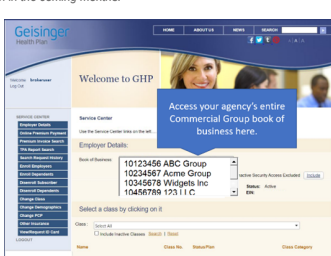
Geisinger employer portal to launch this summer

Our new and improved employer portal will let employer groups access important information wherever and whenever they need it. This innovative and secure tool, available this summer, will provide employers a direct connection to up-to-date information for everything groups will need.

But the employer portal also improves the broker experience. Because it will seamlessly integrate with the new broker portal, you'll be able to access all your agencies' groups with one login.

Broker action item: If you have existing groups with Geisinger Health Plan, be sure to create a login to the new broker portal as soon as you get your email invitation.

Note: To streamline the transition to the new employer portal, we can no longer add brokers as super users to the Geisinger Employer Service Center. However, any broker who was previously set up as a super user on an existing group can retain access until the new employer portal goes live. At that time brokers will need to access the employer portal through a link in the broker portal. Watch for more information in the coming months.

HRA and Group Size Certification forms updated

Our HRA and Group Size Certification forms have been updated. Use these new forms and discard previous versions. You can also find these forms in the new broker portal and in the broker hub.

HRA form

Group Size Certification form

Mental health parity benefit change notification

The urgent care cost-share will no longer apply for behavioral health and substance use services in- or out-of-network for all commercial products HMO, PPO, ACA small group and individual effective April 1. The change will also apply for GFA groups, but not other TPA groups.

For members enrolled in a qualified high-deductible plan (HSA eligible), the deductible will continue to apply.

Geisinger's Karen Murphy named to Modern Healthcare's list of Top 25 Women Leaders

Karen Murphy, PhD, RN, executive vice president and chief innovation and digital transformation officer, has been named to Modern Healthcare's list of Top 25 Women Leaders.

Read the full story

Just for you:

brokerHUBs

- Commercial brokerHUB
- Individual brokerHUB
- Geisinger Gold brokerHUB
- EmployerHUB
- 2023 GHP ACA small group benefits documents
- 2023 GHP GFA small group benefits documents