

June 14, 2023

Broker Bulletin

GHP Commercial Group and Individual

Important policy update: Accessing member information

State and federal regulations require Geisinger Health Plan members to fill out an authorized representative form, which allows individual brokers to access member information.

This protects our broker partners and our members' personal health information, known as PHI. The form must be completed and signed by the member, naming the individual broker representative as the authorized representative.

Download the form below or access it via GHP's [secure member portal](#).

The form includes instructions on how a member can create a digital ID to sign electronically.

The member section at the top of the form must be fully completed and must include one of the following:

- Member ID
- Medical record number
- Social security number

Sections one, two and four must be completed to be processed. Section three is optional. The form allows for up to three individual broker representatives to be listed. The member must sign and date the form.

Questions? Call [866-488-6653](tel:866-488-6653) between 8 a.m. and 5 p.m. Monday through Friday or send the completed form to brokerhelp@thehealthplan.com. Allow up to three business days for processing.

[Download the form](#)

Broker action item: Have you signed into the new broker portal?

If not, now's the time to get started. We're set to launch our new employer portal in the coming weeks, and you will have access to it directly from the broker portal.

Check your inbox for login information. Need help? Call [866-488-6653](tel:866-488-6653) between 8 a.m. and 5 p.m. Monday through Friday.

Tower Health plan now in-network

Located within Geisinger's footprint, Reading Hospital (Berks County) and its providers are now in-network with Geisinger Health Plan. Three additional Tower Health hospitals and their providers located in Chester, Montgomery and Philadelphia counties are now in-network for GHP members.

Hospitals include:

- Chestnut Hill Hospital
- Pottstown Hospital
- Phoenixville Hospital

All Access and Choices Tier 2 plans are currently available.

Geisinger Health Plan members can now receive services from these providers at the in-network level of benefit. This addition to the GHP network is another step toward our mission of making healthcare better, more affordable and easier to access.

Updated access and network fliers available

To access all network fliers, go to the resource section of the broker portal and click on Access and Network.

[Get the fliers](#)

Gag clause reporting: Prohibition compliance attestation

The first submission is due on Dec. 31, with subsequent submissions due each Dec. 31 thereafter. We're committed to helping our customers fulfill these requirements.

As part of the Consolidated Appropriation Act of 2021, insurance companies and employer-based health plans are required to annually submit a gag clause prohibition compliance attestation (GCPCA) to the Departments of Health and Human Services, Labor and Treasury. These provisions generally prohibit plans and issuers from entering into certain provider agreements that would prevent the disclosure of cost or quality of care information or data, and certain other information to active or eligible participants, beneficiaries and enrollees of the plan or coverage; plan sponsors; or referring providers, or that would restrict the plan or issuer from sharing such information with a business associate.

[More information](#)

MyChart now offers eCheck-in

Members who are also patients of Geisinger now have access to eCheck-in.

This new feature allows patients to complete their pre-visit updates before their appointment, even if they don't have a MyChart account.

Patients without a MyChart account will have guest access to review and update important items such as demographics information, emergency contacts and insurance, as well as to complete questionnaires.

Once they've completed their pre-visit updates, patients will be able to create and activate a MyChart account.

Just for you:

brokerHUBs:

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- [Individual brokerHUB](#)
- [Geisinger Gold brokerHUB](#)
- [EmployerHUB](#)
- [2023 GHP ACA small group benefits documents](#)
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