

July 18, 2024

Broker Bulletin

GHP Commercial Group and Individual

Geisinger mail-order and specialty pharmacies receive accreditations

In January 2023, Geisinger Specialty Pharmacy achieved re-accreditation with the Utilization Review Accreditation Commission's (URAC) [Specialty Pharmacy Accreditation](#). And just recently, Geisinger Mail-Order Pharmacy earned its first URAC [Mail Service Pharmacy Accreditation](#). Our specialty and mail-order pharmacies provide a personalized approach to the specialized pharmacy and medication needs of our patients. Achieving these accreditations highlights our commitment to **quality improvement, accountability, consumer protection and patient care**.

URAC is the independent leader in promoting healthcare quality by setting high standards for:

- Clinical practice
- Consumer protections
- Performance measurement
- Operations infrastructure
- Risk management

Geisinger Specialty Pharmacy also received accreditation through the [Accreditation Commission for Health Care](#) (ACHC) in 2023.

Want to learn more about pharmacy options through Geisinger? Visit [geisinger.org/pharmacy](https://www.geisinger.org/pharmacy).

MyChart patient portal updates to help members better manage their health

Now live: MyChart in Spanish

Let your employer groups know: Key items in [MyChart](#) — including menus, activity pages and notifications — are now available in Spanish. And more features are coming soon!

Coming soon: Healthy Pregnancy Care Companion

Do your employer groups have employees who are in their child-rearing years? They can benefit from MyChart's Healthy Pregnancy Care Companion. It brings together the traditional tracking of other pregnancy apps with the medical information that's most important during pregnancy — all in one place.

What's new

Recent MyChart changes:

- Complete one pre-visit update for most upcoming appointments.
- Search a provider's team of colleagues for appointment openings.
- Print a single school health summary document that includes kids' allergies, current medications, immunizations and health issues to provide to schools, day cares and summer camps to accompany physical forms.
- Pay copays or outstanding balances and see pending insurance claims in MyChart.

Schedule your translation requests

With open enrollment season fast approaching, requests for translations increase for the entire Geisinger organization, from case management to sales and beyond.

Keep in mind: Requests take between 10 and 14 business days for a standard request of one to four pages. Requests of five or more pages will take longer. And although rush requests may occasionally be unavoidable, we ask that you keep them to a minimum. (Note that rush requests will not be accepted without a rationale.)

Our translation services team works diligently to provide groups and our members with translated materials, and we appreciate their efforts.

Employer portal updates for terminated groups and brokers

Effective immediately, terminated groups and brokers will now have access to the employer portal for 12 months from the date of group termination. After five months of no employer portal login activity, an email notification will be sent. If inactivity continues, access will be terminated.

This extended access period gives brokers and groups ample time to retrieve any necessary information and complete any outstanding tasks.

All features should be accessible, including:

- Home (including employer portal alerts)
- Plan administration
- Invoices and payments
- ASO financial reports
- Reports
- Dashboards
- Manage user access
- Service requests

New sales and broker tools

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

[Resources](#)

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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