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**Enjoy the option of a no-referral HMO**

Geisinger Health Plan is pleased to introduce two new no-referral HMO options for employers: Geisinger Health Plan Direct and Geisinger Health Plan Solutions Direct. These two options work like a traditional HMO with one big exception – members are free to go to any provider in our network, including more than 8,700 specialists without getting a referral from their primary care physician.

Members of GHP Direct and GHP Solutions Direct have access to a network of highly qualified doctors, hospitals, nurses and other health care

professionals. This network helps ensure a valuable continuum of care. Although there is no PCP referral required to receive in-network covered services, we encourage members to keep their PCP informed about services received and consult with him or her about specialty care as needed. PCPs provide a valuable service by coordinating with the Health Plan and other participating providers. They can also help to ensure members receive preventive services as recommended.

With GHP Direct and Solutions Direct, employees will also have access to our Accessories Program which offers discounts on a variety of health-related products and services including chiropractic, massage therapy and acupuncture services. The Accessories Program is available at no additional premium. For a complete list of Accessories Program discounts, visit [thehealthplan.com](http://thehealthplan.com).

For additional information on our no-referral HMO plans, please contact your Health Plan representative.

**Health Risk Assessment now available online**

Geisinger Health Plan recently added an exciting wellness feature to our Web site. This feature, called Health Risk Assessment (HRA), is designed to help your employees create a wellness profile and improve their overall health awareness. It includes a series of 50 questions about health status and behaviors. Answering these questions will help your employees support current healthy habits and guide them to new ones.

After completing the HRA, a wellness profile is generated for members based on their answers. The profile will include what a member is

doing well, and what areas can be improved. The profile will also give the member target goals to meet in the areas that need improvement.

Employers who have 50 or more of their employees complete the HRA can receive a report of the aggregate results. Employers can use this data in many

ways, such as helping generate wellness programs geared at improving specific problem areas for their employees.

The HRA is geared toward adults age 18 and older. It



## Compare hospital treatment outcomes online

On December 1, Geisinger Health Plan, in conjunction with Select Quality Care by WebMD, added a Hospital Quality Comparison (HQC) to the employer section of our Web site, thehealthplan.com. HQC is a tool that allows the comparison of treatment outcomes by specific conditions or procedures for hospitals in a given area.

This feature will help employees be more involved in their health care by becoming better informed before making a decision about where to be treated. This could lead to lower out-of-pocket costs for the employee as well as for you, the employer.

Members can find out which hospitals have the best outcomes for things such as cancer treatment, heart attacks, asthma, pregnancy complications, hip replacements, pneumonia, pediatric surgery, transplants and many other procedures.

HQC compares up to 10 hospitals side-by-side on several measures including:

- the number of patients treated per year
- the mortality rate
- the percentage of patients who

developed complications

- the average length of a patient's stay in the hospital

Employees can choose which of these measures are most important to them and the compared hospitals are then rated based on how much weight is given to each measure.

HQC shows the overall ranking for each hospital and hospital rankings for each individual measure. Members can also view a graph with actual patient numbers for each hospital.

For certain procedures, members can view Hospital Quality Survey data published by the Centers for Medicare and Medicaid. This data shows how hospitals treat adult patients for specific conditions. This data is not included in the hospital's ranking.

Geisinger Health Plan  
Hospital Quality Comparison

Steps: 1 BASIC INFORMATION 2 CHOOSE HOSPITALS 3 SELECT RANKS 4 VIEW REPORT

Click here to view hospitals that participate with your Plan.

**BASIC INFORMATION**

Category: Lungs

Procedure/Diagnosis: Asthma

Zip or Town: 17821

Within: 20 miles

**Explanation**

Asthma is a lung condition in which the lung's tubes tighten, making it difficult to move air in and out of the lungs. Wheezing, cough, and shortness of breath occur from triggers such as allergies, exercise, smoke and other pollutants, or respiratory infections.

**Overview**

Click here to watch a short video about Hospital Quality Comparison.

Hospital Quality Comparison allows you to receive an independent comparison of hospitals by procedure or diagnosis within a specific area.

Measures used to compare these hospitals are: the number of patients treated at each hospital (patients/yr), the percentage of patients who died (mortality), the percentage of patients who developed problems (complications), and the average number of days people stay in each hospital (length-of-stay).

Remember that this is just one of the multiple sources you should consult when making a decision as to which hospital you go to for care. Always seek the advice of your physician or other qualified healthcare provider for answers to any questions you may have regarding the selection of a hospital of your healthcare.

To access the HQC, visit thehealthplan.com and enter your user id and password. From the employer section select Quality Summary from the right navigation bar. If you are not currently registered, contact your Health Plan representative.

Note: Not all hospitals listed participate with Geisinger Health Plan. To verify a hospital's participation click on Hospitals from the Provider Search Page or click on the link in the upper left corner of the HQC page.

## BenefitWise: a helpful toolkit for employers

As health care costs continue to rise, Geisinger Health Plan is working to provide information to assist you in keeping your health care costs down. BenefitWise is a tool kit available to you through our Web site, thehealthplan.com, to educate your employees about how to best use Geisinger Health Plan's services to increase the value of their insurance and to get the most out of your health care dollar.

BenefitWise contains some useful resources for both employers and their employees. To assist you in your search for information, descriptions of each topic appear on the screen

when the mouse rolls over the item. In addition to the resources for employers and employees that can be found in BenefitWise, users will find health information on a wide range of topics and in a variety of formats such as newsletter articles, payroll stuffers, posters and table tents. These are also searchable by topic and format.

Health Hints is a monthly newsletter designed to provide timely health information for employers to share with their employees. Each month a new edition will be available focusing on a different health topic. The most recent issue focused on diabetes. Back issues

are also available which focus on a variety of health related topics including: antibiotics, asthma and allergies, breast cancer, holiday safety tips, hypertension, stress management and tobacco cessation.

The information in BenefitWise can provide valuable knowledge to your employees on how to use the benefits and services offered by Geisinger Health Plan and help reduce health care costs. BenefitWise can help you to create employees who are more in control of their health care and health care spending.

## Employer Service Center update

The Employer Service Center is a web-based program available to employer groups with a minimum of 15 eligibles, available through Geisinger Health Plan's Web site, [thehealthplan.com](http://thehealthplan.com). It was created to allow designated users for employer groups to submit requests for a variety of maintenance options including:

- Benefits enrollment
- Adding an employee
- Disenrollment
- Address changes
- PCP changes
- Adding dependents
- Request ID cards

This convenient web-based tool will eliminate the need for paper requests to be faxed or mailed. Approved requests will be reflected within 3-4 business days from when the Health Plan receives them.

In addition to the above requests, employers can also view subscriber and dependent detail screens as well as invoices.

For those of you who already take advantage of this convenient management tool, there have been several updates to make this more user-friendly and comprehensive.

A "Change Division" button has been added to the menu to accommodate moving a member from one division to another in a single transaction. This eliminates the need to send both a termination and an enrollment request.

Demographic updates, such as name, phone number, Social Security number, etc., can now be made through the "Update Address" button.

The "View Employees" button will display more than 100 names, ten names at a time.

When the "Adding a Dependent" request is generated, there is a required "Reason" drop-down box.

For more information on the Employer Service Center, contact your Health Plan representative or visit [thehealthplan.com](http://thehealthplan.com) for a demonstration. Start taking advantage of this convenient, web-based management tool!

## Dental and vision coverage available

Did you know you can offer your employees vision, dental, life and disability coverage through Geisinger Health Plan? GHP offers these two highly requested benefits through Guardian Life Insurance Company of America.

Guardian has been a premier provider of quality products and professional services for over 140 years. The company has maintained outstanding financial strength and exemplary rating from independent analysis, decade after decade.

A wide range of packages are available so you're sure to find an affordable plan for you and your employees. For more information, contact your Health Plan representative.

## Provider network update

### WellSpan Health

WellSpan Health has joined Geisinger Health Plan's network of participating hospitals and providers. The agreement adds to the Health Plan's network York Hospital, Gettysburg Hospital, Apple Hill Surgical Center, VNA Home Health, WellSpan Pharmacy and the WellSpan Medical Group, which includes almost 300 physicians.

"WellSpan Health provides patients with quality, affordable health care", says Michael Morucci, GHP's vice president of marketing and sales. "We are happy to offer York and Gettysburg Hospitals as health care choices for our members. This new contract will allow our members to receive services close to home."

"We look forward to serving Geisinger Health Plan's members," said Bruce Bartels, president of WellSpan Health. "By establishing agreements with GHP and most major health insurance providers in our region, WellSpan can provide the people of our community with quality, convenient, and coordinated local health care."

With the addition of WellSpan Health, Geisinger Health Plan's network consists of 3 hospitals and more than 500 physicians in York County.

## Health Risk Assessment now available online

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takes about 10 minutes to complete and individual results are kept completely confidential.

In order to receive the most accurate results from the HRA, it's a good idea for members to have recent health information available such as blood pressure, cholesterol level, height and weight. It is also beneficial, although not required, to have the dates of their most recent preventive health services on hand. These include colon cancer screening, rectal exam, flu and tetanus immunizations, blood pressure and cholesterol screenings. Women should

know the date of their last Pap test, mammogram and breast exam.

Geisinger Health Plan offers the HRA through our partner, Health A to Z, which offers many other valuable resources that can be used in conjunction with the HRA, to personalize the experience throughout the rest of the site. However, many of the tools are also beneficial on their own.

Members can select to communicate with an online health coach and receive individualized e-mails based on personal health improvement goals. They can view information on specific

diseases and conditions, fitness and nutrition, general health, and medications. The site also offers other health quizzes, and tools such as a healthy weight calculator.

Accessing the Health Risk Assessment is easy! Employees can simply go to the-healthplan.com and enter their user id and password, and select Health Risk Assessment from the right navigation bar.

If you have any questions or would like your employees to participate in the HRA, please call our Wellness Specialist at 271-7874 Monday through Friday from 8 a.m. to 5 p.m.

## Send us your e-mail

You can forward your comments or suggestions about this newsletter to:

**businessupdate  
@thehealthplan.com**

or mail them to:

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