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Geisinger Health Plan ranks #5 for commercial and #3 for Medicare health plans in the nation

Geisinger Health Plan and Geisinger Gold are the top-ranked commercial and Medicare health plans in Pennsylvania and among the top 10 commercial and Medicare health plans in the nation, according to the U.S. News & World Report/National Committee for Quality Assurance (NCQA) America's Best Health Plans 2008-09 list.

"It's great to be recognized as one of the top ten Medicare and commercial health plans in the nation and the top plan in Pennsylvania because it means our members are healthier and more satisfied with their care and coverage," says Richard Gilfillan, M.D., president and CEO of Geisinger Health Plan. "Our ranking reflects the hard work of our employees and primary care providers to ensure that our members are getting the right care at the right time."

"We have always known that Geisinger Health Plan and Geisinger Gold stand for quality," says Duane Davis, M.D., vice president and chief medical officer of Geisinger Health Plan. "Whether we are calling members to remind them to get vaccinated or helping members schedule mammograms, our focus is on improving the health of our members. Being recognized as one of the top 10 health plans in the nation is the icing on the cake."

Geisinger Health Plan

Geisinger Health Plan was fifth out of 287 commercial plans in the nation and the top health plan in Pennsylvania. Geisinger Health Plan's ranking is based on



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— Richard Gilfillan, M.D., president and CEO of Geisinger Health Plan

consumer experience and the prevention and treatment of chronic diseases. GHP's accreditation status of "Excellent" from NCQA was the final factor in determining the ranking.

Geisinger Health Plan scored well in many measures, including being rated top in the nation for providing beta-blocker treatment to members following a heart attack. The Health Plan was also ranked among the top ten percent of health plans in the nation for more than six well-care visits for children up to age 15 months and adolescent well care visits; children's immunizations including Hepatitis B and tetanus; prenatal and postpartum care; and breast cancer screening.*

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GHP's Web site gets a new look

Our Web site, thehealthplan.com, has a fresh look. The new design is easier to use and updated with exciting new features and information.

If it's been awhile since you've used our Web site or if you've never checked out our online offerings, now's the time to come take a look.

For employers

In our employer section, you have easy access to all the same great features, including the employer Service Center, health and wellness information, forms, current and past newsletters, benefit documents and the Benefitwise employer toolkit.

In addition, we are continually updating our site with new features. Most recently, Geisinger Health Plan has added an online premium payment application. Employer groups can now pay premiums through the Geisinger Health Plan Web site, thehealthplan.com.

Online payments can eliminate the time and money associated with mailing. Payments are processed faster – within 24 hours – and with more accuracy.

The online payment service is available 24 hours a day, 7 days a week. So employer groups can make a payment whenever it's convenient for them.

We can also set up automatic recurring payments for

employers who pay the exact amount of their premium statements. To set up these payments, contact the Accounts Receivable Department at the phone number on the top of your premium statement. Each payment will automatically be deducted on the first business day of every month. By electing automatic payment deductions, an employer group has the added benefit of preventing late payments.

For your employees

In the member section of our Web site, your employees have access to interactive tools, benefit resources and wellness information.

In our enhanced Service Center, employees can view their deductible and coinsurance maximum balances, view the status of claims and the amount paid, view Explanation of Benefits (EOB), change their PCP and more.

In other sections, they can access a Personal Health Record, estimate the cost of procedures, take a Health Risk Assessment, view current and past newsletters, chat live with Tel-A-Nurse, enroll in health management programs, look up prescription drug information, send secure e-mails to customer service representatives and more.



Now you can save time and money by paying your premiums online!

Geisinger Health Plan named outstanding health plan of the year by DMAA: The Care Continuum Alliance

Geisinger Health Plan was named the 2008 “Outstanding Health Plan” by the nation’s premier disease management trade group, DMAA: The Care Continuum Alliance. The award recognized Geisinger Health Plan’s achievement in care for those with chronic conditions through their unique medical home program, Health Navigator.

Geisinger Health Plan’s Health Navigator program blends aspects of chronic care, medical home and patient-centered primary care to improve the health of members. During 2007, members enrolled in the program saw a 12 percent decrease in acute hospital admissions, an 11.7 percent decrease in hospital readmissions and an 8 percent difference in medical cost trend for primary care sites that offered the Personal Health Navigator program versus non-Navigator sites.

“We are honored and pleased with DMAA’s recognition because it validates our belief that patient-centered primary care, when implemented as a partnership between the Health Plan and primary care practitioners, presents a real opportunity to improve patients’ health,” says the Health Plan’s Vice President of Health Services Janet Tomcavage, RN, MSN.

“If I have a problem, I’m so at ease now because I have someone I can trust,” says Geisinger Gold member, Dorothy Beachell. “My care is so much better now. It’s the greatest relief to have my case manager calling me. I’ve called her when a prescription ran out and got it refilled quickly. Everyone should have access to this kind of care. It saves time and puts the person at ease who is calling.”

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— Geisinger Gold member,
Dorothy Beachell

“We have redesigned primary care to give each person a health care and support team to help manage their health anytime, anywhere,” says Richard Gilfillan, MD, president and CEO for the Health Plan. “With additional resources from the Health Plan, each practice now has the ability to meet the common objective of delivering affordable high quality care for all of their Medicare patients. It is a coordinated care system for each individual that

optimizes outcomes for all.”

Geisinger Health Plan’s Health Navigator program was selected after undergoing a rigorous process that evaluated nominations against seven core criteria focusing on commitment, program design, implementation, innovation, outcomes-based orientation, scope and potential impact, and vision and leadership. Each award winner also met category-specific criteria.

Since its creation in 1999, DMAA’s Leadership Awards Program has honored organizations and individuals in population health improvement annually. Although the awards have evolved over the years, their core purpose remains the same: to recognize outstanding achievements in and contributions to the science and practice of chronic disease care.

Privacy of Consumer Financial Information annual notice

As part of our general business operations, Geisinger Health Plan receives, maintains and uses financial information from our customers. We are committed to keeping this information protected and have policies in place to ensure the confidentiality of this information.

A mailing summarizing our privacy policy concerning consumer financial information was sent to each of your employees who is insured with us.

We must provide our customers with notice once a year explaining our policies. We regularly review our privacy policy and examine business practices to help protect our members’ personal information. If changes to our privacy policy are necessary in the future, we will notify you in writing of the change.

If you have questions about any of this information, please call the Customer Service Team.

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Geisinger Gold

Geisinger Gold was third out of 216 Medicare plans. The Medicare plan rankings were based on several quality measures released by the Centers for Medicare and Medicaid Services (CMS). Geisinger Gold scored in the top ten percent of all Medicare plans in glaucoma screenings, monitoring kidney disease, controlling high blood pressure, breast cancer, osteoporosis management and persistence of medications.

**The source for data contained in this publication is Quality Compass®2008-09 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA.*

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