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Make benefit updates online

Geisinger Health Plan is pleased to announce the ability for employers to make benefit updates online. This enhancement makes communicating coverage changes a much easier and faster process for employers. To take advantage of this functionality, you must designate someone from your organization as a "Super User." The Super User will have the responsibility of maintaining access privi-

leges for other personnel at your company who have a business need to access group- and member-specific benefit information. Once access is established, the following Service Center capabilities are available at your fingertips:

- employee eligibility changes
- employee add/delete functions
- billing statement review
- request member identification cards

- a number of communication tools to request change of address, add dependents, and change primary care providers (PCP) for your employees.

To help make the transition from paper to electronic transaction, we're offering a variety of training options. Please contact your GHP employer representative for details.

View physician group quality scores online

Geisinger Health Plan has posted its participating provider offices' quality ratings online at thehealthplan.com.

The Web report, called the Physician Quality Summary (PQS), is one of the first programs of its type in the region. The report measures participating primary care provider offices on nine quality and customer services measures, including preventive health, chronic care, member satisfaction and access, office hours, efficiency of care, and emergency care.

Primary care sites receive a star rating, ranging from one star to three stars on each measure. Updates of the data are planned for April

and October of each year.

Physician ratings are becoming increasingly important as employers and consumers demand high quality and cost efficiency in response to rising health-care costs. Additionally, new "consumer-driven" health plans are generating requests from consumers for more information regarding

providers.

"This information provides consumers with one more tool they need to make informed health care decisions," says Anthony Aquilina, D.O., regional medical director of Geisinger Health Plan.



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GEISINGER HEALTH PLAN®

Quality Summary

Search Criteria: Family Practice within 10 miles of Danville, PA 17822

Click on the site name to view a list of primary care physicians at each site. Click on any of the measures for an explanation of the measure.

Site Name & Address	Disease/Injury Health Measures	Chronic Illness Measures	Satisfaction with PCP	Member Access	Voluntary PCP Change	Extended Office Hours	Efficiency of Care	Emergency Care	Pharmaceutical Care
Family Practice Associates 100 Jamison Lane Danville, PA 17822	★	★★★	★	★★	★★	★★★	★★	★	★★★
Family Clinic 15 Shakedown Street Danville, PA 17822	★★	★★	★★★	★	★★★	★★	★★★	★★	★★
Danville Medical Group 11 Lazy River Road Danville, PA 17822	★	★★★	★★	★★	★★	★	★★	★★★	★★
Montour Physician Group 17 Spectrum Lane Danville, PA 17822	★★	★★★	★★★	★★★	★★★	★★★	★	★★	★★★
Danville Family Associates 80 Walnut Drive Danville, PA 17822	★	★★	★	★★	★★★	★★	★	★★	★★
Montour Medical Group 7 Scarlet Road Danville, PA 17822	★★★	★★★	★★	★	★★	★	★★	★★★	★★

Disease management programs receive national accreditation

Geisinger Health Plan (GHP) is one of five health plans nationally to receive Full Accreditation from the National Committee for Quality Assurance (NCQA)*. GHP received Full Patient and Practitioner Accreditation for eight disease management programs for patients with complex, chronic conditions.

Seven of the programs, asthma care, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), coronary heart disease, diabetes care, hypertension, and osteoporosis, were re-accredited. Chronic kidney disease also received accreditation from NCQA. The three-year accreditations included a review of practitioners' care processes as well as patients' recommended activities.

GHP underwent a comprehensive review of the full range of disease management functions including: program content; patient service; practitioner service; clinical systems; measurement and quality

improvement; and program operation.

"NCQA's Disease Management accreditation program is thorough and rigorous. It is designed to highlight only those programs that truly improve chronic care," said NCQA President Margaret E. O'Kane. "Geisinger Health Plan is to be commended for being one of the first organizations in the nation to come forward and be reviewed."

Registered nurses employed by the Health Plan are based in primary care clinics throughout its 40-county service area to work one-on-one with members and provide additional support to physicians. This enables each nurse to focus solely on disease management, spend more time with members, provide the best quality of care, and effectively monitor a patient's progress.

Geisinger Health Plan has also re-structured the health management programs to better serve members'



needs. In addition to providing disease management services, case managers will coordinate care for chronic conditions, such as pneumonia, after discharge from a hospital, rehabilitation or nursing facility. The purpose of the contact is to make sure members are taking medications as prescribed, have an appointment for follow-up care, and to review other important issues.

Evidence-based outcomes show that managing chronic conditions helps to improve the lives of those suffering from chronic illnesses.

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How can disease management programs help employers?

In any given year, about 20 percent of employees incur 80 percent of the health-care costs. Employers are seeing increases in their health-care costs and are looking at cost-containing strategies, including changing coverage or passing on more expense to their employees. To assist employers, Geisinger Health Plan is offering case and disease management programs to help members live healthier lives.

Case and disease management programs can:

- Keep health insurance premiums lower by promoting the appropriate use of health care

services

- Increase productivity by reducing the number of sick days employees take
- Promote employee retention, making employees in the program less likely to move to another employer
- Help to create a better work environment for their employees

What programs are available?

GHP offers case managers to members with chronic conditions including asthma, chronic kidney disease, chronic obstructive pulmonary disease (COPD), congestive

heart failure (CHF), diabetes care, Heartwise (coronary artery disease), hypertension, osteoporosis and tobacco cessation.

In addition to the disease management programs offered by GHP, case managers also coordinate care for members who have recently been discharged from a hospital, rehabilitation or nursing facility for other chronic conditions, such as pneumonia. The purpose of the contact is to make sure members are taking medications as prescribed, have an appointment for follow-up care, and to review other important issues.

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Benefit changes effective 7/1

The following group benefit changes are effective upon renewal beginning July 1, 2006:

For HMO with POS rider

- Deductibles will now apply to the member's maximum out-of-pocket limit.
- Covered services provided by a non-participating provider will be based on the Health Plan's "non-participating provider fee schedule." This may subject the member to significant out-of-pocket expenses for services received from a non-participating provider. Emergency care is NOT subject to this fee schedule.

Solutions with POS rider

- The POS rider can now be added to the Solutions HMO plan. This provides coverage if members **self-refer** to a participating or non-participating provider.

Selectus Direct Access and Coordinated Care PPO

- Preventive services can be added to Selectus Direct Access and Coordinated Care PPO plans. These services include, but are not limited to, cholesterol screening, mammograms, pap smears and colorectal cancer screenings.

Disease management programs receive national accreditation *continued from page 2*

Through the use of case managers, Geisinger Health Plan touches hundreds of members who have chronic conditions to help them feel better and improve their quality of life.

"This distinguished accreditation confirms the quality of Geisinger Health Plan's disease management programs. It reflects our commitment to provide a high level of care and service to obtain the best outcomes

Change in behavioral health vendor

Effective July 1, 2006, Geisinger Health Plan members need to use a slightly different process to access mental health and substance abuse benefits.

Geisinger Health Plan has selected United Behavioral Health (UBH) to administer mental health and substance abuse benefits. UBH has more than 20 years of experience managing these benefits for companies across the country, and has established a broad network of behavioral health providers.

Members who wish to use their behavioral health benefits can do so by calling UBH at **(888) 839-7972**.

For routine behavioral health services, members can go directly to a participating provider. **For services such as inpatient treatment, partial hospitalization or intensive outpatient therapy, the provider must contact UBH first for pre-authorization.**

As a reminder, the mental health and substance abuse benefit provides support for a number of conditions including:

- Managing stress
- Coping with grief and loss
- Anxiety
- Depression
- Alcohol or drug dependency
- Mental disorders
- Eating disorders
- Anger management

for our members," stated Duane Davis M.D., vice president and chief medical officer of the Health Plan. "Since we have restructured our health management department, we are better able to provide these services to more of our members."

GHP members who have congestive heart failure, hypertension, diabetes, asthma (adult and pediatric), chronic obstructive pulmonary

- Physical abuse
- UBH also maintains an interactive Web site where members can:
- Check their behavioral health care benefits information and request services online.
 - Search for network providers and other local resources.
 - Look up health facts and articles on work/life issues.
 - Utilize a host of financial calculators and other interactive tools.
 - Join interactive discussions, chats and message boards on a variety of health and wellness topics.

To access online resources, members can visit the Plan's Web site at thehealthplan.com, log on as a registered member and click on "Information for Members."

e-News

e-News is our electronic newsletter that helps you better understand local, regional and national managed care issues. The bulletin is issued monthly to ensure that you are up to speed with our ever-changing industry.

If you would like to receive this free information, send your e-mail address to: **healthbenefitsnews@thehealthplan.com**.

When forwarding your e-mail address, please include company name, location and title.

disease, osteoporosis, coronary artery disease, or chronic kidney disease and/or are smokers can participate in the programs. For more information, call GHP's Care Coordination at 1-800-883-6355 ext. 3.

NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

*As of June 29, 2006.

How can disease management help employers? *continued from page 2*

How do these programs work?

Working with the member to assist with chronic health problems, case managers complement the care provided by the primary or specialty care provider. They work to reduce the likelihood of hospital admissions, and empower members to take a more active role in their health by incorporating a series of proactive measures. Nurses employed by the Health Plan are based in primary care clinics throughout its 40-county service area to meet one-on-one with members and provide additional support to physicians. This enables each nurse to spend more time focusing on a member's chronic conditions, provide the greatest quality of

care, and effectively monitor a member's progress. Employees are able to manage their diseases rather than just treating periodic and expensive episodes.

How can my employees participate?

GHP members who have congestive heart failure, hypertension, diabetes, asthma (adult and pediatric), chronic obstructive pulmonary disease, osteoporosis, coronary artery disease, or chronic kidney disease and/or are smokers can participate in the programs. For more information, call GHP's Care Coordination at 1-800-883-6355 ext. 3.

Send us your e-mail

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

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or mail them to:

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