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President Obama refers to Geisinger as a model for health care reform

In two separate speeches on health-care reform, President Obama cited Geisinger Health System as a model for high quality care at lower than average costs. He said health-care providers nationwide have to look at places like Geisinger and learn from our success. The speeches were given before the American Medical Association in Chicago and during a town hall meeting in Green Bay.

Geisinger Health Plan has worked for several years with Geisinger's clinicians to improve the quality of care our members receive. Through this partnership, unique programs including Health Navigator, our medical home program, and Proven Care™ were developed (see below for descriptions). Both programs focus on improving the quality of care members receive while helping to control health-care expenses.

"We have always been focused on providing high quality to our members. We believe that quality and efficiency can go hand in hand," says Duane Davis, M.D., chief medical officer for Geisinger Health Plan. "It is an honor to be cited by the President and a tribute to all our employees who work hard to make sure our members get the best care and service."

This is not the first time Geisinger Health Plan has received national recognition. GHP was named "Outstanding Health Plan" in 2008 by the nation's premier disease management trade group, DMAA: The Care Continuum Alliance. GHP was also ranked #5 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*.

*America's Best Health Plans 2008-09 is a trademark of U.S. News and World Report.

About Health Navigator

Health Navigator is a combined effort between primary care providers and GHP to improve members' health by providing guidance through the sometimes complex world of health care. It's also known as a "medical home." A team of health care



providers led by the member's primary care physician coordinates care, whether members:

- Are healthy
- Have a new health-care issue
- Have ongoing or complex health care concerns

About ProvenCare™

ProvenCare is the commitment to providing the best possible care every time. There are three main components to Geisinger's ProvenCare surgeries and procedures:

- A series of best practices that are agreed upon and followed by all physicians and surgeons
- A system of checks and balances that holds various members of the surgical team responsible for elements of the patient's care
- A flat fee—neither the patient nor Geisinger Health Plan pay for avoidable complications within 90 days of the procedure

This system was put in place to minimize errors and complications while maximizing a patient's outcome. ProvenCare programs are available for coronary artery bypass graft (CABG), hip replacement, cataract surgery, PCI/ angioplasty, perinatal care, bariatrics, low back pain and erythropoietin management.

New physicians

This list includes new PCPs who have joined the Health Plan since May 1, 2009. For more information on these and other participating providers, please visit our Web site, thehealthplan.com, or call the Customer Service Team at the number on the back of your ID card.

Adams

Family Practice

Rita B. Harrison, MD

Berks

Family Practice

Trina L. Michael, DO

Family Practice

Mary C. Stock-Keister, MD

Blair

Family Practice

Ruth Diane Jones, DO

Bucks

Family Practice

Ruth E. Austin, DO

Internal Medicine

Amanda M. Owens, DO

Dauphin

Family Practice

Paul D. Williams, DO

Lancaster

Family Practice

William J. DeMedio, MD

Marko A. Miljkovic, MD

Lehigh

Family Practice

Robert A. Matta, DO

Kristin C. Reihman, MD

Internal Medicine

Deborah A. Lehrich, MD

Lycoming

Family Practice

Michael W. Jones, MD

Northampton

Family Practice

Richard M. Wszolek, DO

Internal Medicine

Jinesh M. Gandhi, MD

Ahmad M. Mizyed, MD

William T. Scharle, MD

Northumberland

Internal Medicine

Susan F. Borys, MD

Pike

Pediatrics

Alexander Pinsky, MD

Potter

Pediatrics

Ekta Khanna, MD

Wayne

Pediatrics

Alexander Pinsky, MD

Somerset

Family Practice

Marlo H. Marcheleovich,

DO

Kochumol Thomas, MD

York

Family Practice

Nidhi J. Desai, MD



Who needs an Authorized Representative?

By designating an Authorized Representative, you give the us permission to talk to someone else regarding your care, claims, appeals and benefits.

You can be as broad or as specific as you want when filling out an this form. For instance, you can allow GHP to discuss any information or you can limit the scope to include only conversations about an ongoing treatment.

An Authorized Representative Form can be very important if someone else is handling your finances or helping with your care. You may need an Authorized Representative Form if you are:

1. a **parent** whose 18 year old child is still covered on your insurance and you need to question a claim
2. a **spouse** who takes care of the bills and needs to discuss a claim you received for your husband/wife
3. a **son or daughter** caring for an elderly parent who needs to understand ongoing health management with a Care Coordination Nurse

An Authorized Representative Form differs from a Power of Attorney form because the person you designate has no authorization to make medical decisions on your behalf; you are simply giving us permission to talk to someone about your care.

You received an Authorized Representative Form in your member packet. If you would like another copy, please call the Customer Service number on the back of your ID card.

Two enemies of a healthy heart

The hazards of high blood pressure

High blood pressure, or hypertension, causes your heart and arteries to work harder to circulate blood. The stress on your organs can eventually lead to a stroke, heart attack, heart failure, kidney failure or eye problems.



According to the American Heart Association approximately one-third of adults in the United States have high blood pressure. If you fall into this category, talk to your doctor about how you can lower your blood pressure. A good goal for most people is a reading below 140/90. People with diabetes should have a blood pressure reading below 130/80 and the general population should be below 120/80.

Along with always taking any prescribed blood pressure medicine as ordered by your health care provider, you should maintain a healthy weight and stay physically active; refrain from drinking too much alcohol; eat a diet low in saturated fat, cholesterol and salt; and reduce stress whenever possible.

If you have questions about hypertension or would like information on our hypertension health

management program, in which a nurse can help you manage your hypertension, please call Care Coordination at (800) 883-6355 Monday through Friday 8 a.m. to 4:30 p.m.

Cholesterol — the good and the bad

High blood cholesterol is one of the major risk factors in cardiovascular disease. The good news is it's also controllable. If you are 20 years of age or older, you should have your cholesterol levels checked at least once every five years, using a blood test called a lipoprotein profile. The profile will give information about your total cholesterol, LDL levels, HDL levels, and triglycerides, a form of fat in your blood.

LDL (low-density lipoprotein) cholesterol, or bad cholesterol, can build up in your arteries causing a condition called atherosclerosis. This build-up can eventually lead to a heart attack or stroke.

HDL (high-density lipoprotein), or good cholesterol, can help protect against a heart attack by carrying cholesterol from other parts of the body back to the liver where it is removed.

Once you know what your cholesterol levels are, you can work with your doctor toward improvement. Some steps you can take include eating a diet low in saturated fat, trans fatty acids or trans fats, or dietary cholesterol; maintaining a healthy body weight; and staying physically active.

There are however some risk factors you cannot control. These include heredity, age and gender. In some cases, if lifestyle changes are not enough, your doctor may talk to you about medication to lower your cholesterol.

How do you rate?

♥ Total cholesterol

Best: Less than 200 milligrams/ per deciliter (mg/dL)
Borderline high: 200 to 239 mg/dL
High: 240 or more mg/dL

♥ LDL (bad) cholesterol

Best: Less than 100 mg/dL
Good: 100 to 129 mg/dL
Borderline high: 130 to 159 mg/dL
High: 160 to 189 mg/dL
Very high: 190 or more mg/dL

♥ HDL (good) cholesterol

Best: 60 or more mg/dL
Good: 40 to 59 mg/dL
Bad: Less than 40 mg/dL

♥ Triglycerides

Normal: less than 150 mg/dL
Borderline high: 150 to 199 mg/dL
High: 200 to 499 mg/dL
Very high: 500 or more mg/dL

Managing diabetes



Diabetes is a serious condition that affects many people and causes life-long health problems. People with diabetes are more likely to have higher blood pressure and higher cholesterol than people without diabetes. They also have an increased risk of heart disease, stroke, eye problems, kidney problems, and nerve damage.

That's why, if you have diabetes, it's important to stay

active and eat a balanced diet to reduce your risk of developing other health problems.

Make fitness a priority. Begin an exercise program and set aside a specific time each day for your activity. You should gradually increase your activity level, working towards 30 to 60 minutes a day. Walking is a great way to stay fit and maintain a healthy weight. Remember to talk to your doctor before beginning any exercise program.

Eat a balanced diet. Eating right can help you control your

weight, lower your cholesterol, and give you the energy to stay active. Eat lots of whole grains, fruit and vegetables, and moderate amounts of lean protein and healthy fats.

While exercise and a healthy diet can help manage your diabetes, you also need to work with your doctor to monitor your condition.

If you have diabetes, there are several tests you need to have:

- **A1C (blood sugar) screening** – your A1C level should be below 7 percent
- **LDL (bad cholesterol) screening** – your LDL level should be below 100 mg/dl
- **Dilated eye exam**
- **Kidney function test** or treatment with medicines such as ACE or ARBS to maintain kidney function
- **Blood pressure reading** – your blood pressure should be less than 130/80

Talk to your health care provider to make sure you have received all the important tests and have your diabetes under control.

Formulary updates

Drugs Deemed Formulary: Drugs Deemed Non-Formulary:

Xenazine (3) *,t
Trilipix (2)
Avodart (2)

Vimpat (3) *,t
Toviaz (3) *,t

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Comments are welcome.

Please write:

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For questions about your plan, phone (800) 447-4000 weekdays between 8 a.m. and 6 p.m.

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