



Do you know how healthy you are?

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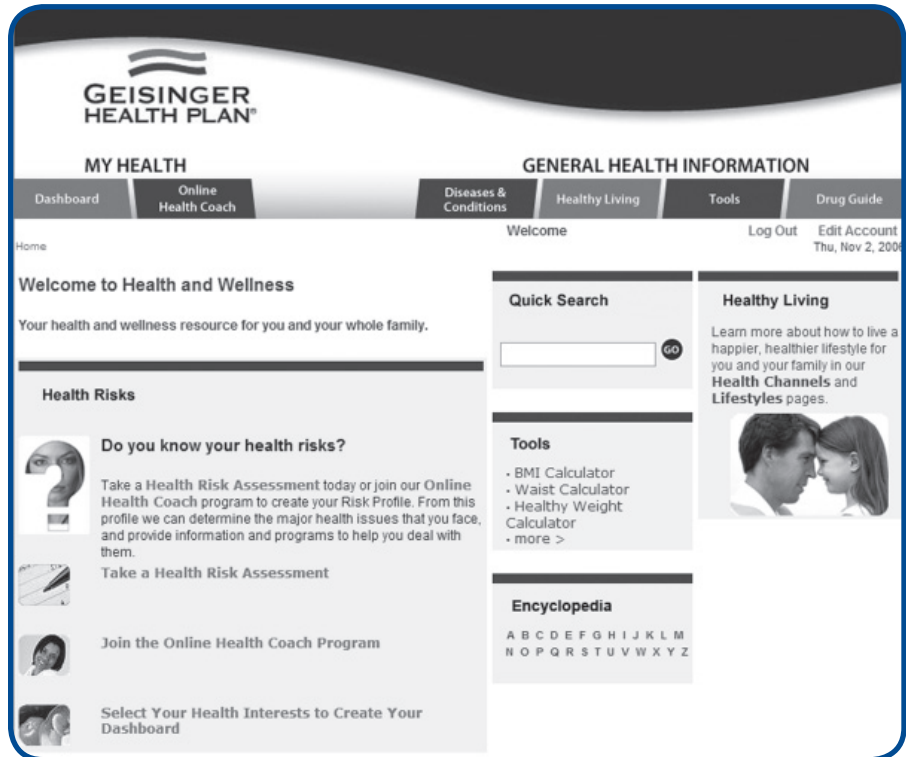
Continued health care for adolescents

Take our Health Risk Assessment to improve your overall health awareness

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

As a member you can now take the HRA online at thehealthplan.com. It is a short questionnaire that inquires about your general health, lifestyle and family history. Your results are kept completely confidential. You will need about 10 minutes to complete the HRA and it is geared toward adults age 18 and older.

To access the HRA, you must first register for a user name and password on our Web site, thehealthplan.com. This is necessary to protect your privacy. After you register, log on to the member section of the Web site and click on Health Risk Assessment, located at the top of the topic list along the right side of



the screen.

After you complete the HRA, it will generate a wellness profile for you based on your answers. The profile will include what you are doing well, and what areas you can improve. The profile will also give you target goals to meet in the areas that need improvement.

Once you take the HRA, you can view your results anytime by linking from the Health Plan Web site.

You will be able to retake the test once every six months, so you can compare your scores and see your progress.

In order to receive the most accurate results from the HRA, it's a good idea to have your

recent health information available such as your blood pressure, cholesterol level, height and weight. It is also beneficial, although not required, to have the dates of your 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 a site called Health A to Z. Once you access this site there are many other valuable resources available. You can take advantage of these

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Important information for members

New mail order pharmacy

Effective January 1, 2007, Geisinger Health Plan has switched mail order vendors. Medco By Mail will now fill all mail-order prescription orders for members with this benefit.

Medco has over 30 years of experience and is America's leading prescription drug benefit manager.

If you have this benefit, you should have received a letter in the mail explaining the change.

To order refills through Medco, you can fill out the form that accompanied the letter and mail it to Medco.

For more information or to refill your prescriptions online visit the Health Plan Web site at thehealthplan.com.

If you have any questions, please call Medco at (800) 399-3584; TDD (800) 759-1089; 24 hours a day, seven days a week (except Christmas and Thanksgiving).

Note: This change does not effect Geisinger Health System employees. GHS employees with pharmacy benefits should continue to order new prescriptions and refills online through the INFOWeb.

Excellence in our network

We're proud of our provider network. Our credentialing standards help ensure that participating providers are skilled and knowledgeable so that you receive quality care.

Physicians who want to be added to the network must first undergo a review to verify hospital affiliation, board certification, training, licensure and professional liability insurance coverage.

Geisinger Health Plan recredentials providers at least once every three years. These reviews take many factors into account, including member satisfaction surveys, performance data and on-site visits.

Information about participating providers can be found in the provider search section of the Plan's Web site at

thehealthplan.com. Profiles include languages spoken, education and board certification.

Also in the provider search section of our Web site, members can view provider office quality scores. These scores rate provider offices on nine quality and customer service measures.

For more information about providers or the credentialing process, please call the Customer Service Team Monday through Friday, 8 a.m. to 6 p.m., at (800) 447-4000.

Health care decisions

Geisinger Health Plan is a not-for-profit organization that follows these guidelines when making decisions about health care services:

- Decisions related to health care and existence of coverage for Geisinger Health Plan members are based on medical necessity as defined in the members' Subscription Certificate.
- Geisinger Health Plan does not compensate practitioners or other individuals conducting these reviews for denials of coverage or service.
- Geisinger Health Plan has no financial incentives for these decision makers that would encourage the denial of coverage or service.
- Geisinger Health Plan reviews utilization carefully to ensure appropriate care and service are provided to meet the member's medical needs.

Our commitment to quality

Geisinger Health Plan is committed to providing quality health care to our members. One way we can assure that we are holding ourselves to the highest standards is to review the Health Plan's performance against accepted care and service measures. The Health Plan Employer Data and Information Set (HEDIS®) provides a set of measures against which we can judge our effectiveness.

Geisinger Health Plan conducts an

aggressive preventive health program, which concentrates on specific initiatives geared toward members most at risk for a variety of preventable illnesses, ailments and diseases.

Quality improvement nurses work directly through personal and automated telephone calls and mailings to reinforce the importance of preventive measures and suggested screenings.

These measures include mammography, blood pressure and cholesterol screenings, comprehensive diabetes care, and beta blocker treatment to prevent cardiac-related events.

Quality indicators, such as HEDIS and other initiatives, are set forth by the National Committee for Quality Assurance (NCQA) to ensure that Health Plan members receive high quality care.

Administering the highest quality care possible helps Geisinger Health Plan keep members healthy and happy.

Quality improvement information available

If you would like information on the Health Plan's Quality Improvement (QI) program, please call the QI department at (570) 271-5108.

This program includes information on clinical guidelines, health management programs, cervical cancer screenings and other initiatives intended to improve service to Health Plan members.

Geisinger Health Plan Member

Update is published quarterly.

Comments are welcome.

Please write:

Editor

**Geisinger Health Plan
Member Update**

**100 North Academy Avenue
Danville, PA 17822-3040**

or e-mail:

memberupdate@thehealthplan.com

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

New physicians

This list includes new PCPs who have joined the Health Plan since October 1, 2006. For more information on these and other participating providers, please visit our Web site, thehealthplan.com, or call the Customer Service Team Monday through Friday, 8 a.m. to 6 p.m., at (800) 447-4000.

Berks

Diana Marilyn Schlesinger, MD *Pediatrics* (610) 372-9222

Blair

David W. Bundy, DO *Family Practice* (814) 943-0972

Kristen M. Grine, DO *Family Practice* (814) 832-3405

Jill S. Blescia, MD *Pediatrics* (814) 943-0972

Carbon

Rebecca Jean Odorizzi, DO *Family Practice* (570) 325-8835

Rebecca Jean Odorizzi, DO *Family Practice* (610) 826-6353

Dauphin

Melanie R. Fleischmann, MD *Family Practice* (717) 533-4141

Pramil Cheriya, MD *Internal Medicine* (717) 782-6421

Binumole Kurian, MD *Internal Medicine* (717) 231-8737

Lackawanna

Mary E. Roth, MD *Family Practice* (570) 342-8500

Bria M. Tinsley, MD *Internal Medicine* (570) 383-7922

Lehigh

Yara L. Delgado, MD *Family Practice* (610) 969-3500

Amy T. Miller, DO *Family Practice* (610) 402-0101

Cheryl A. Bloomfield, MD *Internal Medicine* (610) 402-1150

Amy M. Vyas, MD *Pediatrics* (610) 969-4300

Luzerne

Glendon E. Cook, MD *Family Practice* (570) 675-2111

Mary E. Roth, MD *Family Practice* (570) 829-2621

Monroe

Rebecca Jean Odorizzi, DO *Family Practice* (610) 681-3808

Christian F. Sorensen, MD *Family Practice* (570) 895-2300

Mikhail Pevzner, MD *Internal Medicine* (570) 420-4591

Northampton

Yara L. Delgado, MD *Family Practice* (484) 895-3300

Northumberland

Wendy A. Rissinger, MD *Family Practice* (570) 758-3511

Schuylkill

Rebecca Jean Odorizzi, DO *Family Practice* (570) 668-2100

Anthony J. Saraceni, DO *Internal Medicine* (570) 462-2783

Somerset

John T. Brennan, MD *Family Practice* (814) 445-4585

Meesha B. Gwan-Nulla, MD *Internal Medicine* (814) 445-4585

Union

Christopher J. Lee, MD *Family Practice* (570) 524-5050

York

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Claudia Bahorik, DO *Family Practice* (717) 851-1566

Douglas E. Bice, MD *Family Practice* (717) 812-2050

Suzanne R. Cole, MD *Family Practice* (717) 624-1337

Surender R. Edla, MD *Family Practice* (717) 938-6588

Brian C. Knop, MD *Family Practice* (717) 633-3555

Charles J. Kovalchick, DO *Family Practice* (717) 359-9214

Sharad Chandrika, MD *Internal Medicine* (717) 741-8003

Hy J. Depamphilis, MD *Internal Medicine* (717) 633-6644

Dale L. Kresge, MD *Internal Medicine* (717) 244-4531

Michael S. Spangler, DO *Internal Medicine* (717) 755-1244

Carlos J. Vidal, MD *Internal Medicine* (717) 624-1337

Rakesh B. Patel, MD *Pediatrics* (717) 851-1990

Formulary updates

Avandia has moved to the second tier in the triple tier benefit. Prior authorization is still required for this drug.

For the most recent formulary information, members can search the formulary online at thehealthplan.com. A printed version is also available by contacting the Pharmacy Customer Service Team at (800) 988-4861 from 8 a.m. to 5 p.m. Monday through Friday.



Do you know how healthy you are?

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resources in conjunction with the HRA by answering the questionnaire first, which will personalize your experience throughout the rest of the site. However, many of the tools are also beneficial on their own.

You can select to communicate with an online health coach and receive individualized e-mails based on your personal health improvement goals. You can also view information on specific diseases and conditions, fitness and nutrition, general health, and medications. You can take other health quizzes, and use tools such as a healthy weight calculator.

If you have any questions, or if you would prefer to fill out a paper copy of the HRA, please call the Health Plan's Customer Service Team at (800) 447-4000 from 8 a.m. to 6 p.m., Monday through Friday.

Continued health care for adolescents

For adolescents, ages 11 through 21, well visits are very important. These visits are often overlooked because parents and children may think they are finished with these routine visits, or that a sports physical exam is sufficient.

Although most children complete their primary series of immunizations and boosters by age six, well visits allow adolescents, parents and health care providers to work together in keeping your family healthy and safe.

The most effective visit to the doctor is when the person is not ill and attention can be better focused on preventive health measures.

The American Medical Association's Department of Adolescent Health, recommends that adolescents should have annual visits to their physician for preventive services and at least three full physical exams between the ages of 11 and 21.

Well visits give providers the opportunity to offer guidance, monitor risky behaviors and assess physical development.

These visits also help adolescents develop a relationship that will promote open communication with their health care provider.

During these years, adolescents experience many physical and mental changes. It's important for them to be able to openly discuss issues such as growth and development, reproductive health and sexuality, substance abuse and tobacco use, mental health and depression, nutrition and physical activity or any other concerns.

Well visits offer the opportunity to reinforce a healthy lifestyle to both adolescents and their parents.

During these visits, providers can also keep your adolescent up-to-date with immunizations and preventive screenings.

Immunizations recommended for this age group, if not already immunized, are:

- Three doses of Hepatitis B vaccine
- Two doses of measles, mumps and rubella vaccine
- Varicella (chickenpox) vaccine if they have not had chickenpox
- A booster dose of tetanus if more than 5 years since the last dose
- Pneumococcal vaccine if high risk for infection
- Influenza vaccine if high risk for infection
- Meningococcal vaccine (discuss with provider)

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