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Helping our members with every call



Quality improvement nurse, Betty Viehdorfer, makes phone calls to members who need to schedule an annual mammogram.

Mildred Allen of Dubois feels that she has a guardian angel. On a Saturday last September Allen felt a sore spot under her left breast while showering. She knew that she had a doctor's visit in October and thought this is something she would tell the doctor about.

The following Monday, Allen received a call from Betty Viehdorfer, LPN, a nurse with Geisinger Health Plan, about scheduling a mammogram. It had been two years since she had her last mammogram and she remembered the sore spot she had found that past weekend.

"I was surprised to get a call from my insurance company. I was even more surprised when Betty offered to schedule the appointment. I thought that was something I would have to do," said Allen. The next day, Viehdorfer called Allen back with a date and time for her appointment.

Recognizing that every woman is at risk for breast cancer, Geisinger Health Plan, in partnership with the American Cancer Society's national

"Tell a Friend" initiative, proactively educates its female members about the importance of screening for breast cancer. Our nurses attempt to call members who have not had a mammogram in the last year and offer to set up the appointment.

"I was nervous when September 22 came around. I just had a feeling that something wasn't right. I am not in the habit of doing breast self-exams. If I hadn't received that call, I might not have said anything," stated Allen.

"I truly believe that someone was watching out for me. This is a miracle."

Allen was diagnosed with breast cancer. She underwent a mastectomy and is undergoing chemotherapy as part of her treatment. She is looking forward to celebrating her 70th birthday in April.

"I have a positive feeling about everything. I know everything will be ok," said Allen.

"I want to thank Geisinger Health Plan and Betty for saving my life," said Allen. "I also want to share my story with others and tell them to get a mammogram. Take the time, this is important. It is something that every woman should do."

Before this year ends, the American Cancer Society estimates that approximately 178,000 women will be diagnosed with breast cancer, and more than 40,000 will die from the disease.

Since the "Tell a Friend" program was started in 2002, Geisinger Health Plan has contacted more than 5,304 members and scheduled 3,692 mammograms.

The American Cancer Society recommends:

- a mammogram every year after age 40.
- a clinical breast exam every year after age 40.
- a clinical breast exam every three years for women between the ages of 20 and 40.

Important information for members

Appeals and grievances procedures

You have the right to make a complaint if you have concerns or problems related to your coverage or care. “Appeals” and “grievances” are the two different types of complaints you can make. Which one you make depends on your situation. If you make a complaint, we can not discriminate against you because you made a complaint.

You have the right to get a summary of information about the appeals and grievances that members have filed against Geisinger Health Plan in the past.

If you have any questions or would like more information on the appeal and grievance process, please contact the Customer Service Team.

Claims submission

Geisinger Health Plan prepays for your medical care so, with some exceptions, you will not receive bills for covered services. You will receive bills for most out-of-area emergency and urgent care services. Specialists might also bill you, even if you have a PCP referral.

If you are enrolled in the Solutions plan, you are required to pay a deductible or coinsurance for certain services. After the Health Plan processes the claim for services, you should receive an Explanation of Benefits (EOB) which documents what the health plan pays for your services and what you owe. Following the EOB, you should receive a bill from your provider.

Providers will often bill you and the Health Plan at the same time. If you get a second bill submit it to the Health Plan, or call the Customer Service Team. Provide the member ID number from the ID card of the

member who received care, as well as a contact phone number. In the case of an emergency care bill, be sure to explain the situation that led to the services.

If you paid anything other than a copayment, deductible, coinsurance or fees for non-covered services, request a claim form from the Customer Service Team at (800) 447-4000. Submit the claim form along with receipts and instructions to direct payment to you, not the doctor.

Claims must be received by the Health Plan within 180 days of the date of treatment.

Mail-order pharmacy

Geisinger Health Plan would like to thank our members for their patience during our transition to a new mail-order prescription vendor.

Our switch to Medco By Mail occurred during a very short time line, and we have been working to ensure the smoothest transition possible.

Keep in mind, you can refill your prescriptions online at thehealthplan.com. However, dependents under the age of 18 cannot refill prescriptions online; they must refill prescriptions by mail or phone.

If you have any questions or concerns about the mail-order pharmacy change, please call the Pharmacy Customer Service Team at (800) 988-4861 from 8 a.m. to 5 p.m. Monday through Friday.

Physician ratings updated

Our online Physician Quality Summary (PQS) has been updated with new scores. View these scores for primary care provider offices online at thehealthplan.com.

These scores can help you in your

search for a primary care physician, or show you how well your provider’s office performs compared to other sites in the area.

PQS rates provider offices on nine quality and customer service measures including preventive health, chronic care, member satisfaction and access, office hours, efficiency of care, and emergency care. Primary care sites receive a rating from one to three stars.

These ratings are updated in April and October every year.

Tel-a-nurse

Did you know there is a staff of specially trained nurses available to you 24 hours a day, 365 days a year? These nurses can provide medical advice in urgent and routine situations.

You can also access a free audio library which provides information on more than 200 common health-related topics.

Call (877) 543-5061 to take advantage of this free service.

Tel-A-Nurse does not provide Emergency Room authorization, make or change appointment times or call in prescription refills. These services must be requested by your PCP’s office.

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 January 1, 2007. 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.

Bedford

Family Practice

Craig Fockler, DO
Chad M. Good, DO
Amy M. Reynolds, DO
Henry W. Shoenthal, MD
Matthew Wehr, MD

Blair

Family Practice

Jeffrey H. Miller, DO

Cambria

Family Practice

Geraldine Amper, MD
Chester J. Beres, MD
Edward D. Develin, MD
Matthew J. Dvorchak, MD
Alvin Igor Gore, MD
Richard J. Green, MD
Phillip Donald Gvozden, MD
Daniel Wesley Johnson, MD
Lynn Catherine Johnston, MD
John S. Karduck, MD
Richard M. Kastelic, MD
Royal R. Koeller, MD
Enrique S. Koh, MD
Jeanmarie Koh, MD
Walter V. Kowtoniuk, DO
David F. Lawless, MD
Mark M. Malicki, MD
James E. McKendree, Jr, MD
Robert Mrkich, MD
Udayashree Nune, MD
Donald F. Ratchford, MD
Mark J. Ratchford, DO
Paul A. Raymond, MD
Suryakant Shah, MD
Amina I. Shikara, MD
Jeanne P. Spencer, MD
Charles W. Stotler, MD
Kevin A. Sugalski, DO
Robert J. Swansiger, MD
Michael Tatarko, MD
Gary Stephen Thomas, DO
Roy W. Warren, Jr, DO
J. Eric Wiczorek, MD
Lisa Marie Wirfel, MD
Richard S. Wozniak, MD

Internal Medicine

Leonardo Amper, MD
David J. Bencie, MD
David A. Csikos, MD
Thomas R. Ellenberger, MD
David C. Johns, DO
Jagdish D. Patel, MD
William H. Fink, MD
Jyothi Gella, MD
Vijay K. Malhotra, MD
Larry R. Mastrine, MD
Samuel Massoud, MD
Harry H. Pote, MD
George Pueblitz, MD
Shriram Sirsikar, MD
N. Giselly Tepper, MD
Nanna Warikoo, MD
Saba Waseem, MD

Pediatrics

Jack W. Barto, MD
Karl Berger, MD
Elaine A. Confer, MD
Venkata R. Dharbhamulla, MD
Bradley Drennan, DO
Mary L. Feilmeier, MD
Andrew A. Garbarino, MD
Regina T. Kupchella, MD
Beth Y. Lambert, MD
Matthew G. Masiello, MD
Lawrence S. Rosenberg, MD

Carbon

Pediatrics

Ramesh P. Kadewari, MD

Centre

Internal Medicine

Baltazar L. Corcino, MD

Clearfield

Internal Medicine

Paul Brian Roemer, MD

Cumberland

Family Practice

Maria P. Papoutsis, MD

Pediatrics

Falguni R. Acharya, MD

Dauphin

Pediatrics

Falguni R. Acharya, MD

Lackawanna

Family Practice

Jihad Charabati, MD

Internal Medicine

Yvonne Galella, DO

Lancaster

Family Practice

Heather A. Morphy, MD
Dean L. Quimby, MD

Pediatrics

Colleen L. Cook-Moine, MD
Judith Holt Hipple, DO
Margaret M. Knox-Lee, DO
Clark McSparren, MD
Kimberly Wolfe Sanchez, MD
Jill E. Valuch, DO
Patricia A. Wolfe, DO

Lycoming

Family Practice

Timothy James Dennen, MD

McKean

Family Practice

Virginia Barlow, MD
Jason G. Tronetti, DO
Gloria J. Zibilich, MD

Pediatrics

Marlene Wust-Smith, MD

Northumberland

Internal Medicine

Teresa Fabian, MD

Potter

Family Practice

James Norman Barke, MD
Virginia Barlow, MD
Michael E. Callahan, DO
Amit Khanna, MD

Internal Medicine

Syed B. Bhat, MD

Pediatrics

Marlene Wust-Smith, MD

Schuylkill

Pediatrics

Ramesh P. Kadewari, MD

Somerset

Family Practice

Shawn L. Bell, MD
Michael G. Comas, MD
Gary Davidson, MD
Paul J. Donrovich, MD
Jacqueline M. Fignar, DO
Fredrick W. Munzer, DO
Kevin T. Murtha, MD
Alexander G. Paterson, MD
Sima Suler, MD
Robert J. Swansiger, MD
Nathan O. Thomas, MD

Internal Medicine

James E. Beitzel, MD
David J. Bencie, MD
David A. Csikos, MD
Jerry L. Gray, MD
Patrick M. Gray, MD
Diosdado A. Santiago, MD
Kelly Lee Warshel, MD

Pediatrics

Masood Boroumand, MD

Wayne

Family Practice

Susan Leigh Mowatt, MD

Westmoreland

Family Practice

Dennis L. Eckels, DO
Daniel J. Yost, DO

Internal Medicine

Henry Balducci, MD

York

Family Practice

Raymond L. Ruberg, DO

Internal Medicine

Khalid A. Siddiqui, MD

A healthy beginning

A child's first years can be a wonderful, challenging and busy time. If you are the parent of a new baby, you know how important it is to keep them safe and healthy as they grow.

Did you know that immunizing on time is one of the best ways to help keep your baby healthy? That's why Geisinger Health Plan urges parents to keep their child's immunizations up to date.

In addition to keeping immunizations up to date, we also encourage our members to schedule all of the recommended well-child visits. Regular checkups are important for your child's health.

Each child is unique, so your health care provider will help decide when to schedule these visits. Children should have 10 checkups during their first 24 months and yearly checkups after 24 months.



2007 Immunization guidelines – infancy to age 6

- **Hepatitis B (Hep B)** 3 doses: birth, 1-2 months, 6-18 months
- **Rotavirus (Rota)** 3 doses: 2 months, 4 months, 6 months
- **Diphtheria, tetanus, pertussis (DTaP)** 5 doses: 2 months, 4 months, 6 months, 15-18 months, 4-6 years
- **Haemophilus influenzae B (Hib)** 3 or 4 doses: 2 months, 4 months, 6 months, 12-15 months (if only three doses are given, the last should be after 12 months of age)
- **Pneumococcal (PCV)** 4 doses: 2 months, 4 months, 6 months, 12-15 months
- **Polio (IPV)** 4 doses: 2 months, 4 months, 6-18 months, 4-6 years
- **Influenza** should be administered yearly between the ages of 6 months-5 years
- **Measles, mumps, rubella (MMR)** 2 doses: 12-15 months, 4-6 years
- **Varicella (chickenpox)** 2 doses: 12-15 months, 4-6 years
- **Hepatitis A (Hep A)** 2 doses: 12-23 months

Geisinger Health Plan receives NCQA accreditation

Geisinger Health Plan's commercial HMO has once again attained "Excellent" Accreditation. Geisinger Health Plan has maintained the National Committee for Quality Assurance's (NCQA)* highest level of accreditation since 1993. In addition, GHP was recognized with a "Quality Plus" distinction from NCQA for care management and health improvement.

Quality Plus was introduced as a voluntary program and is designed to identify organizations that adopt innovative practices which promote quality care. The Quality Plus standards emphasize wellness and prevention, management of chronic illnesses, complex case management, physician and hospital performance measurement and other promising strategies for improving health care quality.

"NCQA's highest accreditations status is reserved for the best health plans in the nation. It is only awarded to those plans that meet or exceed NCQA's rigorous requirements for consumer protection and quality improvement and deliver excellent clinical care," states Margaret E. O'Kane, NCQA President. "It also shows that the organization looks after its members' interests."

"Accreditation is independent confirmation that Geisinger Health Plan continues to provide its members with some of the best care and coverage in this nation," says Duane Davis, M.D., the Health Plan's vice president and chief medical officer. "Our solid network of physicians and their staffs play an integral role in this achievement by delivering the best quality of care to our members and we are extremely thankful to them."

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



Take control of high cholesterol

High blood cholesterol is one of the major risk factors in cardiovascular disease, currently the leading cause of death in the United States according to the American Heart Association.

The good news is, high blood cholesterol is one risk factor you can control. That's why it's important to know what your cholesterol levels are, especially if you have any preexisting cardiovascular conditions.

If you are 20 years of age or older, you should have your cholesterol levels checked at least once every five years. This should be done 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 is often referred to as bad cholesterol. LDL 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), often called 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.

What's your number?

♥ 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

Formulary Updates

Formulary additions:

Amitiza (3) *, t

Azilect (2)

Lantus (2)

Byetta (2) *, t

Nexavar (3) *, t, **

Sutent (3) *, t, **

Sprycel (3) *, t, **

Advair (2)

Lyrica (3) *

Fenofibrate (1) — Generic Lofibra

Coreg (2)

Zemplar (2)

Medications deemed nonformulary:

Antara (3) *

Tricor (3) *

Brand Lofibra (3) *

Levemir (3) *

Apidra (3) *

Symlin (3) *, t

Ranexa (3) *, t

() = tier

* = requires prior authorization under the non-tiered benefit

t = requires prior authorization under the tiered benefit

** = quantity limits apply

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 8 p.m. seven days a week.

How would you know if you have chlamydia?

Chlamydia is a sexually transmitted organism that is easily treated and cured when properly diagnosed.

Unfortunately, most women infected with chlamydia don't even know they have it because chlamydia usually has no symptoms. Therefore, it is important for women to receive screenings for chlamydia annually.

Screening for chlamydia is an easy and painless process. Chlamydia can be detected either by a culture or through a simple urine test.

If an individual is diagnosed with chlamydia, it can be treated with antibiotics. If diagnosed in the early stages, the chances of developing complications are reduced greatly.

If left untreated, however, chlamydia can cause lasting damage. About 40 percent of women with untreated infections develop pelvic inflammatory disease (PID), a very serious infection that can cause scarring of the fallopian tubes. If this occurs, a woman's ability to bear children may be affected.

A chlamydial infection can also affect a newborn baby. If the baby is exposed to a chlamydial infection in the birth canal at the time of delivery, he or she may develop conjunctivitis (pink eye) within the first ten days of life. The newborn is also at risk of developing pneumonia within the first three to six weeks of life.

According to the Centers for Disease Control and Prevention (CDC), about 2.8 million people in the United States are infected with chlamydia every year, so talk to your doctor about being screened.

Chlamydia screenings should be completed for all sexually active women under the age of 25, women over the age of 25 with risk factors, women who are pregnant or as recommended by a physician.



Health Plan information for members with special communication needs

- If you are hearing impaired, contact the Health Plan with questions or concerns via the TDD/TTY telephone line at (800) 447-2833 Monday, through Friday, 8 a.m. to 4:30 p.m.
- If you are visually impaired, the Health Plan will provide audio cassettes of important member material upon request.
- For non-English speaking members, Health Plan communication occurs via a special third-party telephone line known as "Language Line." Non-English printed materials can also be produced upon request.

Over 50? Get screened today!

Colorectal cancer, or colon cancer, affects more than just your colon. The disease begins with growths called polyps, which can develop into a cancer that affects your colon, rectum and eventually surrounding organs and lymph nodes.

The risk of colorectal cancer increases with age. More than 90 percent of cases are diagnosed in individuals over the age of 50. Early colorectal cancer usually causes no symptoms, but can still be detected by colorectal cancer screening tests.

The good news is, when colorectal cancer is detected early, the survival rate is 90 percent.

If you are over 50, The American Cancer Society recommends one of the following:

- A yearly fecal occult blood test
- A flexible sigmoidoscopy every five years (a combination of these first two tests is highly recommended)
- A double-contrast barium enema every five years
- A colonoscopy every 10 years

Although 90 percent of cases are diagnosed in individuals over the age of 50, people under 50 should talk to their physician about screenings if they have other risk factors.

Some of the risk factors for colorectal cancer include:

- Over the age of 50
- History of colorectal cancer, colorectal polyps or chronic inflammatory bowel disease
- Family history of colorectal cancer
- Diet high in fat, red meats and processed meats
- Not physically active
- Overweight
- Smoking
- Excessive drinking

For information on what screenings are covered by the Health Plan, refer to your Subscription Certificate or call the Customer Service Team at (800) 447-4000 from 8 a.m. to 6 p.m. Monday through Friday.

Preventive health

Preventive health screenings and check-ups are just as important as a visit to your doctor when you are sick or injured.

There are many different screenings and tests you should consider having done throughout your life-time. These screenings can help find health problems, many times before you even have symptoms.

However, while Geisinger Health Plan covers several of these preventive health measures, individual plans vary and some screenings may not be covered, even if they are recommended by the Health Plan.

Take time to talk to your doctor about what screenings you should have, depending on your age and other risk factors. Then, to ensure the recommended screening is a covered benefit, consult your Subscription Certificate, or call the Customer Service Team at (570) 447-4000 Monday through Friday 8 a.m. to 6 p.m.



Be an active member

Know your rights and responsibilities

In order to get the most out of your health care coverage, you should understand certain rights, which were put in place to protect you. You should also know your responsibilities and be sure to adhere to them.

As a member of Geisinger Health Plan you have the right to:

- timely and effective redress of complaints, appeals and grievances.
- attain health maintenance literature and material about Geisinger Health Plan, its services, practitioners and providers, written in a manner which truthfully and accurately provides relevant information so that it is easily understood.
- be treated with respect and recognition of your dignity and right to privacy.
- obtain from your plan physician current information concerning your diagnosis, treatment and prognosis in reasonably understood terms, unless it is not medically advisable.
- be given the name, professional status and function of any personnel providing health services to you.
- give informed consent before the start of any procedure or treatment.
- discuss appropriate or medically necessary treatment options for your condition regardless of cost or benefit coverage.
- participate with practitioners in decision making regarding your health care.
- be advised if a health care facility or provider participating in your care propose to engage in or perform human experimentation or research affecting your care or treatment. A legally responsible party on your behalf may, at any time, refuse to participate in or to continue in any experimentation or research program for which you have previously given informed consent.
- refuse any drugs, treatment or other procedure offered by Geisinger Health Plan or its providers to the extent permitted by law and to be informed by a physician of the medical consequence of your refusal.

- have all records pertaining to your medical care treated as confidential unless disclosure is necessary to interpret the application of your contract to your care or unless disclosure is provided for by law.
- access all information contained in your medical records unless access is specifically restricted by your physician for medical reasons.
- obtain emergency services without unnecessary delay, when necessary.
- make recommendations regarding the Member Rights and Responsibilities policies.
- be informed of these rights and responsibilities.

As a member of Geisinger Health Plan you have a responsibility to:

- know your primary care provider (PCP) and site, and the nearest participating hospital.
- contact your PCP for all medical care except in the case of emergencies.
- be prepared when talking with the doctor.
- attempt to schedule appointments with the same primary care team each time.
- contact the Plan or your PCP if admitted to a non-participating hospital to arrange for transport when your condition has stabilized.
- identify yourself as a Health Plan member whenever you call or visit your doctor.
- give your health care providers the information needed to care for you and to follow the instructions or guidelines you receive.
- participate in understanding your health problems and developing treatment goals.

Students returning from active duty – have you thought about health care coverage?

ACT 83 extends health insurance coverage for returning Guard and Reserve soldiers, regardless of age, whose education was interrupted by military duty.

When a full-time student who is also a member of the Pennsylvania National Guard or Reserves is called to active duty, the soldier no longer qualifies for health insurance under his or her parents' coverage due to military health insurance coverage provided to the soldier. However, upon release from active duty (and corresponding military health coverage) and return to school full time, the soldier/student has often lost eligibility for coverage under his or her parents' health insurance program. This can occur if the soldier/student exceeded the full-time student age limit while on active duty.

A recent Pennsylvania law called Act 83 addresses this problem for returning Guard and Reserve soldiers, whose education has been interrupted by military duty. Specifically, Act 83 extends eligibility for coverage for a period of time equal to the time the soldier was on active duty (other than active duty training) if the soldier re-enrolls as a full-time student and remains a full-time student during that

extended period. Act 83 also provides that this extended eligibility period will not terminate because of the individual's age.

To be eligible for this extended coverage, an individual must:

- be a member of the Pennsylvania National Guard or a Reserve Component of the Armed Forces of the United States;
- be ordered to active federal duty or state active duty (other than active duty for training) for 30 or more consecutive days;
- be eligible for coverage under a parent's health insurance program as a full-time student dependent (15 or more credit hours or equivalent at an approved institution of higher learning) at the time he or she is ordered for active duty; and
- re-enroll as a full time student for the first term or semester beginning 60 or more days after

release from active duty.

In order to qualify for this extension, the eligible member must submit forms approved by the Pennsylvania Department of Military and Veteran's Affairs:

- notifying the insurer that the eligible member has been placed on active duty;
- notifying the insurer that the eligible member is no longer on active duty; and
- showing that the student has re-enrolled as a full-time student for the first term or semester starting 60 or more days after his or her release from active duty.

These forms can be obtained by visiting the Web site of the Department of Military and Veterans Affairs at www.dmva.state.pa.us.

Act 83 will not apply to a policy that has been terminated. Coverage will not apply to injuries incurred in the line of duty.

Visit the Web site for the Department of Military and Veterans Affairs at www.dmva.state.pa.us for approved forms.

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