

Operations Bulletin 03-09



Date: April 1, 2009

To: Geisinger Health Plan/Geisinger Indemnity Insurance Company/
Geisinger Quality Options, Inc. Participating Providers

Subject: Geisinger Community Health Services – Life Geisinger Program

Geisinger Indemnity Insurance Company has partnered with one of its sister affiliates, Geisinger Community Health Services (“GCHS”) to support GCHS’ program entitled LIFE Geisinger. Geisinger Indemnity Insurance Company provides third-party administrative services to GCHS, such as claims processing and access to its network. As a Participating Provider, your agreement with the Health Plan will permit an individual enrolled in the LIFE Geisinger program to be treated by you and other providers in Health Plan’s network. The information included in this OPS Bulletin will provide you with additional details about this program.

LIFE Geisinger is a program designed to provide health and health-related services to the frail elderly in an outpatient setting. The majority of care is provided at a licensed Older Adult Daily Living Center and coordinated by an interdisciplinary team of professionals. The goal of the program is to serve individuals who would otherwise be placed in a nursing facility through a day program and allow them to remain at home with their families and caregivers. The program addresses comprehensive medical, social and emotional care needs for each individual enrolled. The current locations for the LIFE Geisinger program in Central and Northeastern Pennsylvania are in Scranton and Kulpmont. GCHS is evaluating expansion of its service area in the future.

Eligibility and Enrollment:

- An individual wishing to participate in the LIFE Geisinger program must meet the following criteria:
- Live within the designated service area (Lackawanna, Luzerne, Columbia, Montour, Northumberland or Schuylkill counties)
- Live safely within the community
- Be at least age 55
- Require nursing home level of care, and
- Meet certain financial eligibility criteria

While enrolled in LIFE Geisinger, participants may receive on-site or home care services from their Primary Care Physician (PCP). When additional health care needs are identified, the PCP will authorize or refer the participant to a provider participating in the LIFE Geisinger program for services. A Participating Provider may verify a LIFE Geisinger participant’s eligibility status by accessing Geisinger Health Plan’s provider service center at www.thehealthplan.com.

¹Geisinger Health Plan, Geisinger Quality Options, Inc. and Geisinger Indemnity Insurance shall be collectively referred to herein as “Health Plan”

Benefit Services/Coverage:

LIFE Geisinger program's benefit services and coverage may be accessed either through Geisinger Health Plan's provider service center or LIFE Geisinger's web site at www.lifegeisinger.org.

Advanced Notification/Coordination of Services:

LIFE Geisinger participants always require approval prior to receiving non-emergency healthcare services. In order to receive prior approval from GCHS, please contact one of the telephone numbers listed below from 8 a.m. until 5 p.m., Monday through Friday. Twenty-four (24) hour support is available for urgent issues through an on-call process. These numbers are listed on a participant's LIFE Geisinger identification card. A sample copy of the identification card is included below.

Scranton: (800) 395-8759 Lackawanna and Luzerne Counties Kulpmont: (866) 230-6465 Columbia, Montour, Northumberland and Schuylkill Counties

GCHS will provide written authorization to the provider in advance of services rendered to a LIFE Geisinger participant.

Billing Information:

Claims for health care services should be submitted electronically through Geisinger Health Plan's electronic data interchange program or mailed to Geisinger Health Plan, PO Box 8200, Danville, PA 17821. This information is also located on the back of the participant's identification card.

Reimbursement Information:

Reimbursement for healthcare services rendered to a participant enrolled in the LIFE Geisinger program shall be in accordance with the Medicare Advantage (i.e., Gold) HMO/PPO/SNP rates in your current provider agreement with Geisinger Health Plan. This program does not require a provider to coordinate benefits with the Pennsylvania Department of Public Welfare (i.e. PA Medical Assistance) as a secondary payor. A Participating Provider can verify the status of a claim for a LIFE Geisinger participant by accessing Geisinger Health Plan's provider service center at www.thehealthplan.com.

Member Liability:

There are no coinsurances, deductibles or payments due for health and health-related services for participants enrolled in the LIFE Geisinger program. In some cases, a participant may be responsible to pay a monthly premium to LIFE Geisinger to participate in the program.

Appeal Procedures:

The appeal procedures for Participating Providers are outlined in Health Plan's Provider Guide. LIFE Geisinger participant's grievance and appeal procedures are located in the LIFE Geisinger Enrollment Agreement (which is the equivalent of a benefit document).

LIFE
LIVING INDEPENDENTLY FOR ELDER
Geisinger

2300 Adams Avenue
Scranton, PA 18509

(800)395-8759
or (570)558-6160
24-Hour Access

Name: **XXXXXXXXXXXXXXXXXXXXXXXXXXXX28**
ID #: **XXXXXX09**
MRN #: **XXXXXX08** Please identify as a LIFE Geisinger Participant
Effective Date: MM/DD/YYYY
PCP: **XXXXXXXXXXXXXXXXXXXXXXXXXXXX37**

PROVIDER ALERT!
This patient is enrolled in the PACE program at LIFE Geisinger.
PACE is a Medicaid/Medicare managed care program.
www.lifegeisinger.org

All services must be prior authorized and billed through LIFE Geisinger.

Failure to contact LIFE Geisinger prior to the provision of non-emergency services will result in forfeiture of billing rights for all unauthorized services. If the patient is presenting in an emergency room, please contact LIFE Geisinger immediately at (800)395-8759 or (570)558-6160.

FOR PRECERT AND/OR AUTHORIZATION CALL (800)395-8759 or (570)558-6160.

SUBMIT CLAIMS TO: LIFE GEISINGER c/o Geisinger Health Plan
Claims Administration
P.O. Box 8200
Danville, PA 17821-8200

FOR CLAIM INQUIRIES CALL:
570-271-8771 or 1-800-498-9731

Participant Identification Card:

Each participant enrolled in the LIFE Geisinger program will be issued an identification card that will contain pertinent information on the participant and contact information for the provider such as the telephone number to call for prior authorization of services and the billing address to send claims for reimbursement.

Information contained in this Bulletin shall amend Health Plan’s Provider Guide (10/08), effective May 1, 2009.

If you have any questions, please feel free to contact your Provider Relations Representative.

- Danville: (800) 876-5357
- Sayre: (800) 734-3141
- Scranton: (800) 350-6486
- Harrisburg: (888) 281-5338
- State College: (888) 669-4834