



## Special Broker Bulletin: March 14, 2020

### Keeping up with COVID-19

Geisinger is always prepared to handle any public health concern, and that stands true with COVID-19. We continue to monitor the novel coronavirus situation and follow guidance from the Pennsylvania Department of Health and Centers for Disease Control and Prevention.

Teams from Geisinger have been regularly meeting since January in prepare and respond to COVID-19 cases. These groups are working on topics such as: staff training and education; personal protective equipment; communications; employee health and exposures; and more.

While we maintain that the risk for COVID-19 in healthy adults in the United States is low, our obligation as an organization is to the safety and well-being of our communities, meaning even the smallest risks are ones not worth taking. This has led to several decisions that we felt our brokers should be aware of.

#### **Postponing/cancelling non-essential travel**

Regarding our internal operations, all Geisinger meetings that are not essential to daily work or patient care should be cancelled or postponed until after April 30, 2020. If an essential meeting must occur, it will be limited to fewer than 50 in-person participants. Examples of non-essential meetings include grand rounds, education events, and support group meetings, among others.

#### **Commercial groups and brokers**

We will continue to conduct employer group/broker meetings if the audience is concentrated in a smaller venue. Open enrollment meetings that have 50 plus attendees will be rescheduled or postponed. When possible, we will be handling meetings via Skype session or conference call.

#### **Geisinger Gold members and brokers**

We will continue to conduct home visits, group meetings, clinic site visits, senior centers and 65 Forward events. Remote Skype sessions or conference calls will be utilized when appropriate.

### **Individual sales**

We will continue to accept walk-ins at the Geisinger Community Place in Wilkes-Barre.

### **Group testing for COVID-19**

#### Geisinger Funding Alternative (GFA) groups:

To efficiently ensure everyone's safety, the decision was made that all GFA groups will be opted in to participate in COVID-19 testing. The cost sharing for testing will be waived. GFA groups do not have the option to opt out.

#### Self-funded/ASO large groups:

Geisinger Health Plan (GHP) will automatically opt self-funded/ASO large groups into COVID-19 testing. However, these groups do have the option to opt out if they choose. By allowing us to automatically opt groups in to testing, we will waive the associated cost sharing.

We are asking that the account executive service specialist(s) reach out to their self-funded/ASO groups and advise them of their options. If self-funded/ASO groups choose to opt out, they will need to notify us by Friday, March 20, 2020.

#### Fully insured groups:

Fully insured groups will be automatically opted in to COVID-19 testing; cost sharing will be waived.

Geisinger wants to ensure that cost is not a barrier to testing for COVID-19 (or the coronavirus). In an effort to address the spread of COVID-19, Geisinger Health Plan (GHP) will cover any out-of-pocket fees for coronavirus testing at an approved laboratory location for all our members who meet the Centers for Disease Control and Prevention (CDC) guidelines for testing. Effective immediately, this approach for COVID-19 testing will apply for members in all of our commercial group and individual products, Geisinger Gold plans, and Geisinger Family; our self-insured or administrative services only (ASO) employer groups may opt-out of this preventive coverage approach at their discretion.

The estimated cost for COVID-19 testing is \$200.

### Where can I find more information?

If you or your clients have any questions or concerns about COVID-19, please visit [www.geisinger.org/coronavirus](http://www.geisinger.org/coronavirus) for current news, testing information and prevention guidelines.

For questions about coverage, you clients can call customer care at 800-447-4000, Monday through Friday, 7 a.m. – 7 p.m., and Saturday 8 a.m. – 2 p.m.

We thank you for your cooperation and understanding as we continue amazing work across the organization to help keep our communities safe and healthy in the face of COVID-19 concerns.

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