



Important DME Contact Information

Get quick and accurate responses to your DME related inquiries by calling the appropriate Geisinger Health Plan¹ department. Below are the contact numbers you need to know as a Participating DME Provider. Please review and keep for future reference.

For Member eligibility/benefits and all claims status/issues:

Contact Customer Service:

- HMO/PPO with Referral – 800-447-4000
- GOLD – 800-498-9731
- TPA/PPO with No Referral – 800-504-0443

For Prior Authorization or operational issues and questions:

Contact DME Medical Management:

- 866-248-1972 (follow voice prompts)

For demographic changes and questions regarding fee schedules or contracts:

Contact Provider Relations Representative:

- Kimberly Adler-Morelli, phone 814-861-6878 or 800-876-5357, fax 814-238-0027, email kamorelli@thehealthplan.com

¹ *Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. shall be collectively referred to herein as "Health Plan."*