



Who to Call

Provider Relations

- Health Plan training and education
- Orientation sessions
- PQS information
- Fee schedules
- Provider information changes

(800) 876-5357

Michael McHale
Manager, Business Operations
(732) 751-0150 (office)
(570) 490-7134 (mobile)

Maureen Bumbera
Sr. Network Development Associate
(732) 751-0165 (office)
(570) 492-0472 (mobile)

Heleen Furio
Provider Relations Representative
(732) 751-0176 (office)
(570) 492-0496 (mobile)

www.thehealthplan.com

- Member eligibility and authorizations
- View claims
- EDI enrollment form
- Prior authorization list, medical policies and clinical guidelines
- Physician Quality Summary (PQS) data
- Provider and formulary searches

Claim Submission Address

Geisinger Health Plan
P.O. Box 8200
Danville, PA 17821-8200
All Products

Customer Service Teams

**(Claims, Member Benefits & Eligibility)*

- GOLD
(800) 498-9731 or (570) 271-8771
Monday – Friday, 8 a.m. - 5 p.m.
- TDD for the hearing impaired
(800) 447-2833
Monday – Friday, 8 a.m. - 4:30 p.m.

Medical Management

**(Pre-Certification & Prior Authorization)*

(800) 544-3907, option 1

- Precertify planned inpatient & rehabilitative admissions

(800) 544-3907, option 2

- Precertify skilled level of care admissions
- Request Health Plan precertification for certain services
- Provide concurrent review on all admissions
- Notify Health Plan of intermediate level of care admissions & discharges
- Request assistance with medical policy criteria, MM processes, or provider appeals
- Contact Health Plan medical director
Monday – Friday, 8 a.m.-5 p.m.

Pharmacy Department

(800) 988-4861 or (570) 271-5673

Fax: (570) 271-5610
Monday – Friday, 8:30 a.m. - 5 p.m.

Care Coordination

(800) 883-6355 or (570) 271-8763

Fax: (570) 271-7860
Monday – Friday, 8 a.m.- 4:30 p.m.

Durable Medical Equipment Network

(866) 248-1972 or (570) 271-7127

Fax: (570) 271-7171
Monday – Friday, 8:30 a.m.- 4:30 p.m.

Home Health & Hospice Network

(877) 466-3001 or (570) 271-5506

Fax: (570) 271-5507
Monday – Friday, 8:30 a.m.- 4:30 p.m.

- Request precertification of home health/hospice and home phlebotomy services.
- Home infusion requests are reviewed prior to start of care for medical necessity and site of service with no homebound status requirement.
- Certain home infusion services may require precertification. Providers should submit requests to VITALine Pharmacy Services at (800) 527-6249 or fax a referral to 570-271-5843.

Outpatient Radiology

Precertification Program

National Imaging Associates, Inc.
Outpatient CT/CTA scans, MRAs, MRIs, PET scans, Nuclear Cardiology, CCTA, Stress Echo, and Echocardiography services
www.radmd.com
(866) 305-9729
Monday – Friday, 8 a.m.- 8 p.m.

Behavioral Health Services

Optum Health
www.liveandworkwell.com
(888) 839-7972
Monday – Friday, 8 a.m. - 5 p.m.

Outpatient Rehabilitative Therapy Network

(800) 270-9981 or (570) 271-5301

Fax: (570) 271-5302
Monday – Friday, 8:30 a.m. - 5 p.m.

Sales Office

(800) 631-1656
Monday – Friday, 8 a.m. - 5 p.m.