



Who to Call

Provider Relations

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

(800) 876-5357

Provider Relations Representative:

Phone: _____

Fax: _____

E-mail: _____

Medical Director: _____

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

Claim Reconsideration Address

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

Customer Service Teams

**(Claims, Member Benefits & Eligibility)*
(855) 863-2429

Monday – Friday, 8 a.m.- 6 p.m.

Medical Management

**(Pre-Certification & Prior Authorization)*
(800) 544-3907

- Pre-certification planned inpatient Admissions (acute, IP Rehabilitation, Skilled Nursing Facility)
- Request Health Plan prior authorization for services requiring prior auth
- 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. After hours and on week-ends, the Medical Director can be reached by calling 570-271-6211.

Pharmacy Department

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

Fax: (570) 271-5610
Monday – Friday, 8:00 a.m.– 8:00 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.