



Who to Call

Provider Relations Representative:

Phone: _____

Fax: _____

E-mail: _____

Medical Director: _____

www.NaviNet.net

- View Eligibility and Benefits
- View claims
- Referral Submission
- Provider and formulary searches
- PCP Panel Inquiry
- Resource Center
- Secure Messaging

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

Provider Relations

(GHP training and education, orientation sessions, PQS & Pay-for-Quality information, fee schedules, provider information changes)
 (800) 876-5357

Customer Service

(Claims, Member Benefits & Eligibility)

- HMO/PPO with referral
(800) 447-4000 or (570) 271-8760
Monday – Friday, 8 a.m.- 6 p.m.
- PPO with no referral/TPA
(800) 504-0443 or (570) 271-8770
- GOLD
(800) 498-9731 or (570) 271-8771
Monday – Friday, 8 a.m. - 5 p.m.
- GHP Family
(855) 227-1302
Monday, Tuesday, Thursday, Friday
8 a.m. – 5 p.m.
Wednesday, 8 a.m. – 8 p.m.
- CHIP
(866) 621-5235 or (570) 214-9138
Monday – Friday, 8 a.m.- 6 p.m.
- TTY/TDD 711 for the hearing impaired
Monday – Friday, 8 a.m. - 4:30 p.m.

Medical Management

(Pre-Certification & Prior Authorization)

- (800) 544-3907 or (570) 271-6497
Monday – Friday 8 a.m. – 5 p.m.
- Durable Medical Equipment Network
(866) 248-1972 or (570) 271-7127
- Home Health & Hospice Network
(877) 466-3001 or (570) 271-5506
- Outpatient Rehabilitative Therapy Network
(800) 270-9981 or (570) 571-5301

Pharmacy Department

- (800) 988-4861 or (570) 271-5673
Fax: (570) 271-5610
Monday – Friday, 8:30 a.m. - 8 p.m.
- GHP Family Pharmacy
(855) 552-6028

Case Management

- (800) 883-6355 or (570) 271-8763
Fax: (570) 271-7860
Monday – Friday, 8 a.m.- 4:30 p.m.

Special Needs Program Unit (GHP Family)

(855) 214-8100
 Monday – Friday 8:30 a.m. – 5 p.m.

Outpatient Radiology

Precertification Program

National Imaging Associates, Inc. (NIA)
 Outpatient CT scans, MRAs, MRIs, PET scans, and nuclear cardiology services
www.radmd.com
 (866) 305-9729
 Monday – Friday, 8 a.m.- 8 p.m.

Ambulance Transportation

(844) 749-5860 or (570) 214-2459
 Fax non-emergent ambulance transport request forms to:
 (844) 545-0102 or (570) 214-2430

Behavioral Health Services

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

Outpatient Rehab Therapy Network

(800) 270-9981 or (570) 271-5301
 Fax: (570) 271-5302
 Monday – Friday, 8:30 a.m. - 5 p.m.

Sales Office

- Gold
(800) 631-1656
October - February
Monday – Sunday, 8 a.m. - 8 p.m.
March - Sept
Monday - Friday, 8 a.m. - 8 p.m.
- Commercial
(800) 554-4907
Monday – Friday, 8 a.m. - 8 p.m.
Saturday, 9 a.m. - 2 p.m.
- Individual
(800) 918-5154
Monday -- Friday, 8 a.m. – 8 p.m.
Saturday, 9 a.m. – 2 p.m.