



Who to Call

Provider Relations

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

Danville: **(800) 876-5357**

Harrisburg: **(888) 281-5338**

Sayre: **(800) 734-3141**

Scranton: **(800) 350-6486**

State College: **(888) 669-4834**

Provider Relations Representative:

Phone: _____

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

Customer Service Teams

- HMO/PPO with Referral
(800) 447-4000 or **(570) 271-8760**
Monday – Friday, 8 a.m.- 6 p.m.
- GOLD
(800) 498-9731 or **(570) 271-8771**
Monday – Friday, 8 a.m. - 5 p.m.
- PPO with No Referral/TPA
(800) 504-0443 or **(570) 271-8770**
Monday – Friday, 8 a.m. - 5 p.m.
- CHIP
(866) 621-5235 or **(570) 214-9138**
Monday – Friday, 8 a.m.- 6 p.m.
- TDD for the hearing impaired
(800) 447-2833
Monday – Friday, 8 a.m. - 4:30 p.m.

Claim Submission Address

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

Medical Management

(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 scans, MRAs, MRIs, PET scans and nuclear cardiology 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.