

Questions? Here's who to call.

Online services

NaviNet® for provider information and resources — NaviNet.navimedix.com

Instamed for electronic claim submission and payment transactions866-467-8263
Instamed.com

Claims

Call the customer care team with claims questions that cannot be resolved through NaviNet or Instamed.

Provider claims 800-447-4000

Benefits and eligibility

Call for member benefits and eligibility unable to be found via NaviNet®.

HMO/PPO..... 800-447-4000
 PPO/TPA..... 800-504-0443
 Geisinger Gold..... 800-498-9731
 GHP Family 855-227-1302
 GHP Kids (CHIP)..... 866-621-5235
 EMHS TPA..... 855-863-2429
 AtlantiCare TPA..... 866-379-4465
 St. Luke's TPA 866-580-3531
 Exchange..... 866-379-4489
 Geisinger employees..... 844-568-5229
 Wise Foods..... 844-260-8028
 AON 844-390-8332
 Performance Guarantee..... 844-863-6850
 (Bucknell, FEDS, PA Trst, PEBTF, Walmart)
 Behavioral health 888-839-7972

Quality and accreditation

Call for medical record chart review and HEDIS specification questions.

Quality and accreditation 866-847-1216

Provider account management

Talk to your provider account manager about your contract, pay-for-quality programs and educational opportunities.

Provider account management 800-876-5357
GHPAccountMngt@Geisinger.edu

Medical management

Contact medical management to request precertification/prior authorization for things like inpatient admissions, outpatient rehabilitation, home health & hospice, SNF or DME.

Medical management 800-544-3907
 Non-emergent ambulance..... 844-749-5860

Pharmacy department

Call the pharmacy department for formulary exceptions, drug authorization and prescription drug information.

Pharmacy department 800-988-4861
 GHP Family pharmacy department 855-552-6028

Case management

Contact case management for assistance with care coordination.

Case management..... 800-883-6355
 GHP Family Special Needs Program (SNP) unit..... 855-214-8100

PA Relay 711 for hearing impaired