

Need help? We're here for you.

We recognize the success that brokers bring to our organization. In an effort to better serve our broker community, we created a contact list for your reference. Contacting the appropriate employees outlined below ensures that your requests, questions and concerns are resolved in a timely manner. Thank you for your continued support.

Topic	Contact	Email	Phone number	Hours
Prospect quote requests (new business group specific inquiries)	Sales coordinator	GHPBrokerQuotes@TheHealthPlan.com	800-554-4907	8 a.m. – 5 p.m.
51+ large group and GFA client service team - retention group specific inquiries	Your AE client service representative		570-808-2300	8 a.m. – 5 p.m.
ACA/KYP small group client service team retention group specific inquiries (alternative rate requests, CSA's and retention group specific inquiries)	Small group client services	GHPSmBusClientService@TheHealthPlan.com	800-554-4907	8 a.m. – 5 p.m.
51+ large group and GFA enrollment (add/change forms and new subscriber applications)*	Your AE client service representative	ghpcommenroll@TheHealthPlan.com	570-808-2300	8 a.m. – 5 p.m.
Small business enrollment: change forms and subscriber applications	Enrollment team	GHPSmBusEnroll@TheHealthPlan.com	866-488-6653	8 a.m. – 7 p.m.
Individual application inquiries	Sales coordinator	GHPIndMkt@TheHealthPlan.com	800-918-5154	8 a.m. – 4:30 p.m.
Commercial group, Individual and Medicare inquiries such as claims, benefits, eligibility, pharmacy, ID card requests, HRA inquiries, Application status, Medicare Commissions	Broker care team	brokerhelp@TheHealthPlan.com	866-488-6653	8 a.m. – 5 p.m.
Broker appointments and licensing (commercial, individual and Medicare); agency updates (additions, deletions, email updates, communications)	Caitlyn Locascio	brokers@TheHealthPlan.com	570-849-7639	7:30 a.m. – 4 p.m.
Commissions (commercial group and individual); broker of record forms	Sara Dalykas	brokers@TheHealthPlan.com	570-849-7637	7:30 a.m. – 4 p.m.
Super user registration forms	Zohreh Garrouisian	clientgroupservices@TheHealthPlan.com	800-554-4907	8 a.m. – 5 p.m.
Employer service center website support	Customer care team	webdatacoordinator@TheHealthPlan.com	877-571-5366	8 a.m. – 5 p.m.
Invoices, balance and payment history, account reconciliation (group and individual)	Accounts receivable	ghp_acct_rec@TheHealthPlan.com		8 a.m. – 5 p.m.
Updating banking information for GFA	Dorothy Dougherty	dpdougherty@TheHealthPlan.com	570-214-4940	7 a.m. – 3:30 p.m.
Premium payments (group and individual)	Premium payment team		844-639-3117 (automated payments)	8 a.m. – 7 p.m.
Senior director, client services	Stacy Kreller	slkreller@TheHealthPlan.com	570-849-7452	8 a.m. – 5 p.m.
Manager, small group new sales	John Shemo	jshemo@TheHealthPlan.com	570-214-8601	8 a.m. – 5 p.m.
Manager, small group client services	John Columbo	jacolumbo@TheHealthPlan.com	800-554-4907	8 a.m. – 5 p.m.
Manager, individual sales	Craig Shively	cmshively@TheHealthPlan.com	570-854-2390	8 a.m. – 5 p.m.
Broker manager, Medicare	Sharon Musser	smusser3@TheHealthPlan.com	814-482-0364	8 a.m. – 5 p.m.
Broker manger, operations	Andrea Martz	amartz3@TheHealthPlan.com	570-509-4265	8 a.m. – 5 p.m.

*We highly encourage sending enrollments to the assigned enrollment representative, the inbox can be used for convenience on an as-needed basis.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.

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