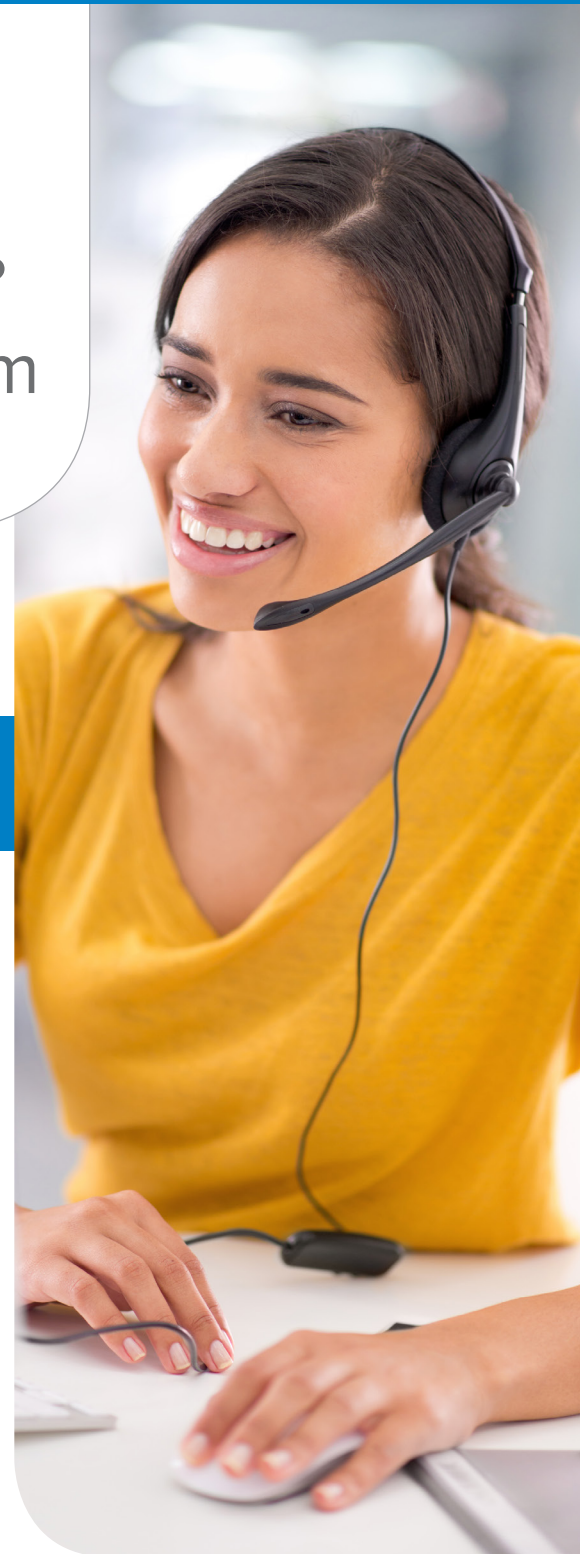




Need to resolve a claim issue? GHP's new Provider Care Team answers the call

Have your claims questions answered quickly and correctly—the first time—by someone who cares.

Call 800-447-4000 and say, “claims” to connect with a dedicated claims resolution representative.*



We heard you

Geisinger Health Plan (GHP) is committed to improving the service experience for healthcare providers, like you, who take such great care of their GHP patients. We listened to your feedback about difficulty with claims inquiries and wait times, analyzed the issues and recognized the need to improve the claims resolution experience.

We took action

Over the last few months, GHP has restructured its customer care team to enhance provider service. Claims issues are being logged in a central repository, more staff has been added and substantial investments in provider service training have been made.

Here is how you benefit

- Shorter hold times when calling
- Faster claims issue resolution; expected turn-around times provided when necessary
- Claims issues are logged and tracked through resolution; no more repeat calls
- Complete resolution follow up; GHP will close the loop to ensure your needs are met
- One number to contact; no need to call your GHP account manager with claims questions
- Tracking numbers are provided for your secure message requests through NaviNet

*When requesting information about eligibility and benefits, 800-447-4000 may not always be the most direct line to call depending on your GHP patient's plan. Always check the back of your patient's GHP member ID card for the best customer care number to call for eligibility and benefits inquiries.