

Important Contact Information

When to contact **Cohere**:

- ❖ Questions about **registration**
- ❖ Trouble **logging in** or needing a **password reset**
- ❖ **Technical issues** with the portal

8 a.m. – 5 p.m. EST
(Monday–Friday)

Phone: 855-460-8026
[Support request form](#)

When to contact **Geisinger**:

- ❖ **Member** or **provider not appearing** in the Cohere portal
- ❖ Escalation, grievances, and appeals
- ❖ Peer-to-peer consults
- ❖ **Submitting** an authorization via **phone or fax**
- ❖ Final determination letters

8 a.m. – 5 p.m. EST
(Monday–Friday)

Phone: 800-876-5357