



# Who to call to get the right answer – right away

## Contact the Provider Care Team

- All claims issues, including pricing, reimbursement and payment
- Questions about member eligibility and benefits
- Requests for claim edit rationale
- Reimbursement discrepancies
- Void letters and PROMISe ID validation

**Call:** 844-GHP-PROV (844-447-7768)

## Contact your **provider engagement liaison**

- Seeking orientation or education on how to work with Geisinger Health Plan
- Navigation of platforms, portals and our website
- Provider policies and procedures
- Quality incentive programs like PQS and P4Q
- Contractual and credentialing services

**Call:** 800-876-5357

**Email:** [ghpaccounttmngt@geisinger.edu](mailto:ghpaccounttmngt@geisinger.edu)

Visit our **Contact Us** page for other important contacts, including medical management, pharmacy, case management and quality and accreditation.

**Geisinger**  
HEALTH PLAN