

General Information

Web site and interactive voice response (IVR) information



GHP website information

GHP has partnered with NaviNet.net to provide information, resources and tools for the participating provider network. If you are new to NaviNet.net, please [sign up](#).

The following transactions are offered by GHP through NaviNet.net

- Eligibility and benefits Inquiry
- Claim status Inquiry
- Claim appeals
- Remittance advice inquiry
- PCP panel inquiry
- Referral inquiry
- Referral submission
- Authorization inquiry
- Resource center
- Formulary look-up
- Member health alerts
- Network facility search
- Secure messaging

Interactive voice response (IVR) system

The IVR system provides direct telephonic access to claims information, member eligibility and benefits information 24 hours a day, 7 days a week using voice recognition and/or touch tone interface. Representatives are always available to assist you during the normal business hours listed below.

All information available through the IVR systems (with the exception of precertification) is also available to participating providers at NaviNet.net.

IVR systems available:

- **Geisinger Health Plan (Commercial)** – 800-447-4000 or 570-271-8760, Monday – Friday, 8 a.m. – 6 p.m.
- **Geisinger Health Options (PPO)** – 800-504-0443 or 570-271-8770, Monday – Friday, 8 a.m. – 5 p.m.
- **Geisinger Gold** – 800-498-9731 or 570-271-8771, 7 days a week, 8 a.m. – 8 p.m.
- **Pharmacy** – 800-988-4861 or 570-271-5673, Monday – Friday, 8 a.m. – 5 p.m.; Medicare Part D: Monday – Friday 8:00 a.m. – 8:00 p.m.
- **Medical Management IVR Precertification Line** – records precertification details for planned admissions – 800-544-3907 or 570-271-6497, Monday – Friday, 8:00 a.m. – 4:30 p.m.

Information you may need when using IVR:

- Provider 9-digit Tax Identification Number (TIN)
- Member's GHP 11- digit member identification number
- Member's first name
- Member's date of birth
- Date of service
- Diagnosis code/description
- Procedure code/description

Self-service options available through the IVR system:

- **Claims address** – provides the mailing address for claim submission
- **Claims status** – verifies receipt of a claim, amount billed, claim process date, amount paid, payee, coinsurance, copayment and/or deductible amounts as applicable
- **Eligibility** – verifies type of plan (HMO, PPO or Gold)
- **Benefits** – verifies PCP copayment, SCP copayment, ER copayment, in-network deductible per member and in-network deductible per family

Please note: Benefit information is not available at this time for out of state providers. All calls will forward to an agent for assistance during the day.

Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as "GHP" in this summary.

All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member's benefit document; 2) the participating provider's contract agreement, 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.

Publication history: