

# Referrals and Precertifications/Prior Authorizations

Prior authorization contacts



For verification of eligibility and benefit limit prior to coordinating healthcare services:

**NaviNet.net** - [navinet.net](http://navinet.net) - check eligibility and benefits online

**Customer service team** – Customer service representatives can be reached during business hours listed below; numbers are listed on back of member ID card

HMO/PPO: 800-447-4000

Business hours: Monday – Friday 7:00 a.m. – 7:00 p.m., Saturday 8:00 a.m. – 2:00 p.m.

PPO with no referral: 800-504-0443

Business hours: Monday – Friday 7:00 a.m. – 7:00 p.m., Saturday 8:00 a.m. – 2:00 p.m.

Geisinger Gold: 800-498-9731

Business hours: Sunday – Saturday 8:00 a.m. – 8:00 p.m., Saturday 8:00 a.m. – 2:00 p.m.

GHP Kids (CHIP): 866-621-5235

Business hours: Monday – Friday 7:00 a.m. – 7:00 p.m., Saturday 8:00 a.m. – 2:00 p.m.

GHP Family: 855-227-1302

Business hours: Monday – Friday 7:00 am – 7:00 pm, Wednesday 7:00 am – 8:00 pm., Saturday 8:00 a.m. – 2:00 p.m.

CCHS TPA: 844-568-5229

EMHS TPA: 855-863-2429

AtlantiCare TPA: 866-379-4465

**Pharmacy:** 800-988-4861

Business hours: Monday – Friday 8:00 a.m. – 5:00 p.m.

Monday – Friday 8:00 a.m. – 8:00 p.m. for Medicare Part D

**Behavioral health:** 888-839-7972

**Medical management:** 800-544-3907

Business hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

**TDD for the hearing impaired:** 800-447-2833

Business hours: Monday – Friday, 8:00 a.m. – 4:30 p.m.

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*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.*

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