

Need help? We're here for you.



Brokers like you bring success to our organization — so here's a handy contact list for your reference. Knowing who to reach out to means your requests, questions and concerns can be resolved as soon as possible. Thanks for your continued support.

Topic	Contact	Email	Phone number	Hours
Prospect quote requests (new business group specific inquiries)	Sales coordinator	ghpbrokerquotes@thehealthplan.com	800-554-4907	8 a.m. – 5 p.m.
51+ large group and GFA client service team – retention group specific inquiries	Your AE client service representative		570-808-2300	8 a.m. – 5 p.m.
ACA/KYP small group client service team retention group specific inquiries (alternative rate requests, CSAs and retention group specific inquiries)	Small group client services	ghpsmbusclientservice@thehealthplan.com	800-554-4907	8 a.m. – 5 p.m.
51+ large group and GFA enrollment (add/change forms and new subscriber applications)*	Your AE client service representative	ghpcommenroll@thehealthplan.com	570-808-2300	8 a.m. – 5 p.m.
Small business enrollment: change forms and subscriber applications	Enrollment team	ghpsmbusenroll@thehealthplan.com	866-488-6653	8 a.m. – 7 p.m.
Individual application inquiries	Sales coordinator	ghpindmkt@thehealthplan.com	800-918-5154	8 a.m. – 4:30 p.m.
Commercial group, Individual and Medicare inquiries such as claims, benefits, eligibility, pharmacy, ID card requests, HRA inquiries, Application status, Medicare Commissions	Broker care team	brokerhelp@thehealthplan.com	866-488-6653	8 a.m. – 5 p.m.
Broker appointments and licensing (commercial, individual and Medicare); agency updates (additions, deletions, email updates, communications)	Caitlyn Locascio	brokers@thehealthplan.com	570-849-7639	7:30 a.m. – 4 p.m.
Commissions (commercial group and individual); broker of record forms	Sara Dalykas	brokers@thehealthplan.com	570-849-7637	7:30 a.m. – 4 p.m.
Employer admin forms	Zohreh Garrouisian	employerportal@geisinger.edu	800-554-4907	8 a.m. – 5 p.m.
Employer service center website support	Customer care team	webdatacoordinator@thehealthplan.com	877-571-5366	8 a.m. – 5 p.m.
Invoices, balance and payment history, account reconciliation (group and individual)	Accounts receivable	ghp_acct_rec@thehealthplan.com		8 a.m. – 5 p.m.
Updating banking information for GFA	Dorothy Dougherty	dpdougherty@thehealthplan.com	570-214-4940	7 a.m. – 3:30 p.m.
Premium payments (group and individual)	Premium payment team		844-639-3117 (automated payments)	8 a.m. – 7 p.m.
Senior director of new sales	Thomas Chuba	tgchuba1@thehealthplan.com	412-889-4310	8 a.m. – 5 p.m.
Senior director of client services	Stacy Kreller	skreller@thehealthplan.com	570-472-2541	8 a.m. – 5 p.m.
Manager of small group new sales	C. Nicholas Gambo	cngambo@thehealthplan.com	570-862-3913	8 a.m. – 5 p.m.
Manager of small group client services	John Columbo	jacolumbo@thehealthplan.com	570-606-8023	8 a.m. – 5 p.m.
Manager of individual sales	Daniel Schultz	dmschultz@thehealthplan.com	570-592-5689	8 a.m. – 5 p.m.
Broker manager of commercial sales	Matt Dennis	mdennis3@thehealthplan.com	717-215-9655	8 a.m. – 5 p.m.
Broker manager of retail sales	Jay Kolb	jkolb@thehealthplan.com	570-606-6280	8 a.m. – 5 p.m.
Broker manager of retail sales	Sharon Musser	smusser3@thehealthplan.com	814-482-0364	8 a.m. – 5 p.m.
Broker manager of operations	Andrea Martz	amartz3@thehealthplan.com	570-509-4265	8 a.m. – 5 p.m.

*We highly encourage sending enrollments to the assigned enrollment representative. The inbox should be used for convenience only as needed.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.