

Need help? We're here for you.

Brokers like you bring success to our organization — 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.

Broker resources:

brokers@thehealthplan.com

866-488-6653 (weekdays, 8 a.m. – 5 p.m.)

[Visit our broker portal](#)

General inquiries	
Commercial group, individual and Medicare inquiries for broker commission, Medicare application status, broker ready to sell status, broker appointment inquiries and broker portal support	brokerhelp@thehealthplan.com 866-488-6653
Commercial group, individual issues for members, member claims and HRA inquiries, member ID card requests and all member issues	brokerhelp@thehealthplan.com 866-488-6653
Applications and enrollment	
51+ large group and GFA enrollment (add/change forms and new subscriber applications) <i>- When possible, send enrollments to the assigned enrollment representative and submit applications through our online broker portal. The email inbox should be used for convenience only as needed.</i>	ghpcommenroll@thehealthplan.com 800-554-4907
Small business enrollment (change forms and subscriber applications – submit via employer portal)	ghpsmbusenroll@thehealthplan.com 866-488-6653
Individual application inquiries	ghpindmkt@thehealthplan.com 800-918-5154
Broker operations	
Commercial, individual and Medicare broker appointment inquiries; licensing, contracting, commissions and terminations; commercial and Medicare broker of record; broker issues and appointment updates	brokers@thehealthplan.com 866-488-6653
Client services – retention	
51+ large group and GFA client service team (retention group specific inquiries)	800-554-4907
ACA/KYP small group client service team retention group specific inquiries (alternative rate requests, CSAs and retention group specific inquiries) <i>- Contact your dedicated account executive. Reach out via email or phone.</i>	ghpsmbusclientservice@thehealthplan.com 800-554-4907

Employer group servicing	
Employer admin forms and employer portal support	employerportal@geisinger.edu 800-554-4907
Commercial group, individual issues for members, member claims and HRA inquiries, member ID card requests and all member issues	brokerhelp@thehealthplan.com 866-488-6653 HRA inquiries: hra_designee@thehealthplan.com
Finance	
Invoices, balance and payment history, account reconciliation (group and individual)	ghp_acct_rec@thehealthplan.com
Premium payments (group and individual)	844-639-3117 (24/7 automated payments)
New business	
Prospect quote requests (new business group specific inquiries)	ghpbrokerquotes@thehealthplan.com 800-554-4907
Contacts	
Broker operations and broker care team manager: Andrea Martz	brokers@thehealthplan.com 866-488-6653
Associate vice president of sales and client services, commercial group: Stacy Kreller	slkreller@thehealthplan.com 570-472-2542
Manager of large group sales: Katie Shaton	keshaton@thehealthplan.com 610-442-2266
Manager of large group client services: Michelle Drapcho	mldrapcho@thehealthplan.com 814-777-0861
Manager of small group new sales: C. Nicholas Gambo	cngambo@thehealthplan.com 570-862-3913
Manager of small group client services: John Columbo	jacolumbo@thehealthplan.com 570-606-8023
Broker manager of commercial sales: Matt Dennis	mdennis3@thehealthplan.com 717-215-9655
Vice president of retail market sales: Heather Smith	hsmith5@thehealthplan.com 570-214-1274
Individual sales manager: Daniel Schultz	dmschultz@thehealthplan.com 570-592-5689
Medicare broker manager: Jay Kolb	jkolb@thehealthplan.com 570-606-6280
Medicare broker manager: Sharon Musser	smusser3@thehealthplan.com 814-482-0364

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.