



Quality Partners Provider Relations

- Training and education
- Provider Manual questions
- Pay for Value information
- Fee schedules, Contract questions
- Provider information changes

302-623-7959

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Who to Call

Customer Service

(Claims, Member Benefits & Eligibility)

Christiana Care Health System/TPA

(844) 568-5229

TTY/TDD 711 for the hearing impaired

Monday – Friday, 8 a.m. - 4:30 p.m.

Medical Management

(Pre-Certification & Prior Authorization)

(844) 369-2618 or (570) 214-2469

Fax: 844-620-3286

Monday – Friday 8 a.m. – 5 p.m.

Durable Medical Equipment Network

(866) 248-1972 or (570) 271-7127

Monday – Friday, 8:30 a.m.- 4:30 p.m.

Home Health & Hospice Network

(877) 466-3001 or (570) 271-5506

Monday – Friday, 8:30 a.m.- 4:30 p.m.

Outpatient Rehabilitative Therapy Network

(800) 270-9981 or (570) 271-5301

Monday – Friday, 8:30 a.m. - 5 p.m.

www.NaviNet.net

- View Eligibility and Benefits
- View claims
- Referral Submission
- Provider and formulary searches
- PCP Panel Inquiry
- Resource Center
- Secure Messaging



Behavioral Health Services

Optum Health

www.liveandworkwell.com

(888) 839-7972

Monday – Friday 8 a.m. – 5 p.m.

Case Management

(800) 883-6355 or (570) 271-8763

Fax: (570) 271-7860

Monday – Friday, 8 a.m.- 4:30 p.m.

Pharmacy Department

(800) 988-4861 or (570) 271-5673

Fax: (570) 271-5610

Monday – Friday, 8:30 a.m. - 5 p.m.

Claim Submission Address

Geisinger Health Plan

P.O. Box 8200

Danville, PA 17821-8200

All Products

HPPNM17

https://spghp/pcoc/Communications/Forms/Comm_Warehouse/CCHS_orientation_materials_032514/WTC_CCQP
Dev. 5/22/14