

KEY AREA	NAME	PHONE	EMAIL
OPERATIONS			
Assistant Vice President, BahamaHealth	Alana Major	396-1416	alana.major@familyguardian.com
BUSINESS DEVELOPMENT			
Email: BHBusinessDev@familyguardian.com			
Assistant Manager, Business Conservation	Delissa Dawkins	396-1462	delissa.dawkins@familyguardian.com
Sales Administrator	Danielle Roberts	396-1390	danielle.roberts@familyguardian.com
CLIENT CARE UNIT (Group & Individual Medical)			
Email: BHClientRelations@familyguardian.com		Fax: 396-1301	
Email: BHBilling@familyguardian.com			
Manager, Client Care	Lorrieann Butler	396-1322	lorrieann.butler@familyguardian.com
Senior Supervisor, Client Care	Shanika Davis	396-1334	shanika.davis@familyguardian.com
Senior Billing Coordinator	Rodney Bain	396-1324	rodney.bain@familyguardian.com
Client Care Advocate	LeChez Hepburn	396-1385	lechez.hepburn@familyguardian.com
Client Care Advocate	Deandria Richards	396-1380	deandria.richards@familyguardian.com
Client Relations Coordinator II	Godesha Seymour	396-1315	godesha.seymour@familyguardian.com
Client Relations Coordinator II	Alanthia Pratt	396-1345	alanthia.pratt@familyguardian.com
Client Care Coordinator I	Gabrielle Wells	396-1369	gabrielle.wells@familyguardian.com
Billing Coordinator I	Lesley Miller	396-1370	lesley.miller@familyguardian.com
CLINICAL CARE UNIT			
Email: BHPrecerts@familyguardian.com		Fax: 396-1363	
Manager, Clinical Care	Forrestall Dorsett	396-1392	forrestall.dorsett@familyguardian.com
Provider Relations Representative	Lisa Knowles	396-1367	lisa.knowles@familyguardian.com
Senior Clinical Care Coordinator	Danielle Miller	396-1394	danielle.miller@familyguardian.com
Healthcare Coordinator I	Rasha Austin	396-1318	rasha.austin@familyguardian.com
Healthcare Coordinator I	Hensia McKinney	396-1321	hensia.mckinney@familyguardian.com
Healthcare Coordinator I	Khalia Sutherland	396-1320	kaliah.sutherland@familyguardian.com
Healthcare Coordinator I (after hours)	Deja Neymour	396-1303	deja.neymour@familyguardian.com
Healthcare Coordinator I (after hours)	Alvonee Penn	396-1303	alvonee.penn@familyguardian.com
Precert Submissions		396-1363	precerts@familyguardian.com
Verification Line	Medical /Precerts	396-1303	
Verification Line	Dental/Vision	396-1304	
Family Island Toll free lines		1-242-300-3627	OR 1-242-300-2458
CLAIMS DEPARTMENT			
Email: BHClaimsSubmission@familyguardian.com		Fax: 396-1302	
Manager, Claims Department	Dellareese Lowe	396-1340	dellareese.lowe@familyguardian.com
Supervisor, Claims Department	Tonya Miller	396-1326	tonya.miller@familyguardian.com
CUSTOMER SERVICE			
Email: BHClaimsSupport@familyguardian.com			
Manager, Clinical Care	Forrestall Dorsett	396-1392	forrestall.dorsett@familyguardian.com
Supervisor, Claims Support	Annette Rahming	396-1389	annette.rahming@familyguardian.com
Claims Support Recovery Coordinator	Dashanae Sears	396-1376	dashanae.sears@familyguardian.com



MEET YOUR SERVICE TEAM

Or call us at +242-396-1300

Please contact the appropriate unit for any questions or assistance with:

Client Care

- Benefit booklet(s) requests
- Card requests
- Requests for eligibility and/or enrollment forms
- Status of change of advice/other form(s) submitted
- Eligibility additions/changes update
- Eligibility enquiry
- Renewal enquiry
- Rate enquiry
- Plan enquiry
- Premium(s) enquiry
- Duplicate contract request (individual)
- Appointment request/contact Client Care Unit
- Client notification – requests for duplicate copy
- Group Administrator training request

Claims

- Requests for claim forms
- How do I correctly complete a claim form?
- What is required to be submitted with a completed claim form?
- What is the time-frame for the processing of my claim?
- What is a deductible?
- What is my annual deductible?
- Has my annual deductible been met?
- What is co-insurance?
- What is an out of pocket maximum?
Have I met my annual out of pocket maximum?
- What is the time-frame for completing a completed submitted claim?
- Claim status
- Request an Explanation Of Benefits (EOB)
- Request a duplicate/copy of an earlier issued Explanation Of Benefits
- Claim appeal request
- Appointment request/contact BahamaHealth Claims Department

Client Care

- Request copy of an earlier distributed bill
- When are premiums due?
- What is the grace period and when will it end?
- Current amount(s) due request
- Current paid to date request
- Reconciliation request (Group accounts)
- Analysis request (Individual accounts)
- Request a copy of an earlier provided Analysis
- Premium query
- Billing invoice query
- Billing adjustment query
- Billing not received
- Suspense account query
- Refund cheque request
- Suspension/closure query
- Request to hold group/individual bill
- Request to change billing mode
- Commission(s) query
- Appointment request/contact BahamaHealth Billing, Collections & Commission Unit

Clinical Care

- Provider Booklet request(s)
- Provider network status query
- Patient responsibility query
- Deductible query
- Coinsurance query
- Co-payment query
- Pre-certification query
- Executive physical
- BahamaHealth Referral application system (BHRAS)
- Prescription Drug exception additional refills
- How to join the Provider Network
- Recovery/Subrogation
- Medical Case Management
- Utilization tracking
- Provider Relationship Management
- Airlifts (Emergency Medical)
- Coordination of medical care

BahamaHealth is a division of Family Guardian