

# REMOTE SERVICES

BahamaHealth (A Division of Family Guardian Insurance)

EFFECTIVE TUESDAY, MARCH 24, 2020



**Due to Emergency Powers (COVID 19) (N0.2) Order 2020 and the imposed 24 hour curfew over the ensuing days our offices will remain closed until further notice. We are pleased to assist you via our online services.**

## REMOTE / ONLINE SERVICES:

- Verification and Pre-certification of Benefits
- Claims Adjudication
- Claims Payment via Electronic Funds Transfer for participating Medical Providers

**Submission of Claims** - [bhclaims submission@familyguardian.com](mailto:bhclaims submission@familyguardian.com)

**Claims Support** - [bahamahealthclaims@familyguardian.com](mailto:bahamahealthclaims@familyguardian.com)

**Eligibility and Claims queries** - [bhclientrelations@familyguardian.com](mailto:bhclientrelations@familyguardian.com)

**Please note medical care for our policyholders may be obtained via telemedicine services with participating medical providers.**

Your questions and concerns can be addressed from 9:00 am - 5:00 pm, Monday through Friday, via the following WhatsApp numbers:

**Claims Support:** 806-HELP / 806-4357

**Client Care:** 807-CARE / 807-2273

**Billing:** 814-BILL / 814-2455

**After-Hours Verification of Benefits:** 396-1303 (After 5pm)

To stay abreast of all Company updates please continue to **visit our website at [www.bahamahealth.com](http://www.bahamahealth.com) or our Facebook page @FamilyGuardianInsurance.**



Updated: March 26, 2020

FAMILY GUARDIAN FINANCIAL CENTRE | EAST BAY & CHURCH STS.  
[www.bahamahealth.com](http://www.bahamahealth.com) | FamilyGuardianInsurance