

KEY AREA	NAME	PHONE	EMAIL
OPERATIONS			
Vice President BahamaHealth	Charlene Rodgers	396-1365	charlene.rodgers@familyguardian.com
Business Support Administrator	Dashanae Butler	396-1376	dashanae.butler@familyguardian.com
BUSINESS DEVELOPMENT			
Manager, Business Development	Tanya Sturup	396-1350	tanya.sturup@familyguardian.com
Business Development Accounts Representative	Takia Rolle-Thompson	396-1324	takia.rolle-thompson@familyguardian.com
CLIENT CARE UNIT (Group & Individual Medical)			
Email: BHClient.Relations@familyguardian.com			
Assistant Manager Client Care	Melissa Albury	396-1334	melissa.albury@familyguardian.com
Client Care Advocate	Deandria Richards	396-1380	deandria.richards@familyguardian.com
Client Relations Coordinator I	Porcia Pratt	396-1345	porcia.pratt@familyguardian.com
WhatsApp Contact (Message Only)		807-2273	
BILLINGS & COLLECTIONS			
Email: BHBilling@familyguardian.com		Fax: 396-1301	
Billing & Collections Manager	Natasha Brown	396-1382	natasha.brown@familyguardian.com
Billing Coordinator Team Lead	Lesley Miller-Thompson	396-1370	lesley.miller@familyguardian.com
Billing Coordinator I	Indira Higgs	396-1383	indira.higgs@familyguardian.com
Billing Coordinator I	Tramaine Gray	396-1387	tramaine.gray@familyguardian.com
WhatsApp Contact (Message Only)		814-2455	
CLINICAL CARE UNIT			
Email: Precerts@familyguardian.com		Fax: 396-1363	
Clinical Care Manager	Daniska Bonamy	396-1325	daniska.bonamy@familyguardian.com
Clinical Care Assistant Manager	Mariesha Campbell	396-1317	mariesha.campbell@familyguardian.com
Clinical Nurse Reviewer	Lenoshka Munroe	396-1322	lenoshka.munroe@familyguardian.com
Senior Supervisor Healthcare Coordination	Lisa Knowles	396-1367	lisa.knowles@familyguardian.com
Senior Clinical Coordinator	Aliyah Adderley	396-1394	aliyah.adderley@familyguardian.com
Provider Relations Administrator	Hensia Pinder	396-1351	hensia.pinder@familyguardian.com
Precert Submissions	Fax	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			
Claim Submission		Fax: 396-1302	Bhclaims@familyguardian.com
Claim Support (Main)			BahamaHealthClaims@familyguardian.com
Claims Support Team Lead	Brittany Moss	396-1389	brittany.moss@familyguardian.com
WhatsApp Contact (Message Only)		806-4357	



MEET YOUR SERVICE TEAM

Or call us at +242-396-1311

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

CLIENT CARE

- Contract Benefit Booklets
- ID Cards
- Eligibility and/or Enrollment Forms
- Change of Advice/other Forms
- Eligibility Updates
- Individual Rate Inquiry
- Individual Plan Inquiry
- Group Administrator Training

BUSINESS DEVELOPMENT

- Group Renewal Inquiry
- Group Rate Inquiry
- Group Plan Inquiry
- Group Proposals
- Group Delinquency
- Vendor Discounts

CLAIMS

- Reimbursement Claim Forms
- Claim Turnaround Time
- Claim Submission Inquiry
- Claim Status Updates
- Explanation Of Benefits (EOB) Requests
- Claim Appeal Requests

BILLING & COLLECTIONS

- Group Premium Billing Statements
- Premium Due Date Inquiry
- Grace Period Inquiry
- Balance Inquiry
- Current Paid to Date Requests
- Reconciliation Requests (Group Accounts)
- Analysis Requests (Individual accounts)
- Refund Cheques
- Billing Mode Change Requests
- Commission(s) Inquiry

CLINICAL CARE

- Medical Provider Agreements
- Medical Provider Network
- Out-of-Pocket Maximum Inquiry
- Deductible Inquiry
- Co-Insurance Inquiry
- Co-payment Inquiry
- Pre-certification Requests
- Executive Physicals
- BahamaHealth Referral Application System (BHRAS)
- Prescription Drug Exception/ Additional Refills

BahamaHealth is a division of Family Guardian

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