



## MEET YOUR SERVICE TEAM

Or call us at **+242-396-1300**

KEY AREA	NAME	PHONE	EMAIL
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Verification Line	Dental/Vision	396-1304	
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**CLAIMS SUPPORT**

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BahamaHealth is a division of Family Guardian Insurance

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

### **Client Services**

- 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 Services 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?

### **Billing & Collections**

- 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 Coordination Unit**

- Provider Booklet request(s)
- Provider network status query

- 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
- 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

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