



# MEET YOUR SERVICE TEAM

Or call us at +242-396-1311

KEY AREA	NAME	PHONE	EMAIL
<b>OPERATIONS</b>			
Vice President BahamaHealth	Charlene Rodgers	396-1365	charlene.rodgers@familyguardian.com
Business Support Administrator	Dashanae Butler	396-1376	dashanae.butler@familyguardian.com
<b>BUSINESS DEVELOPMENT</b>			
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
<b>CLIENT CARE UNIT (Group &amp; Individual Medical )</b>			
<b>Email: <a href="mailto:BHClient.Relations@familyguardian.com">BHClient.Relations@familyguardian.com</a></b>			
Assistant Manager Client Care	Melissa Albury	396-1334	melissa.albury@familyguardian.com
Client Care Advocate	Deandria Richards	396-1380	deandria.richards@familyguardian.com
Client Care Coordinator I	Porcia Pratt	396-1345	porcia.pratt@familyguardian.com
WhatsApp Contact (Message Only)		807-2273	
<b>BILLINGS &amp; COLLECTIONS</b>			
<b>Email: <a href="mailto:BHBilling@familyguardian.com">BHBilling@familyguardian.com</a></b>		<b>Fax: 396-1301</b>	
Billing Coordinator II	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	
<b>CLINICAL COORDINATION UNIT</b>			
<b>Email: <a href="mailto:Precerts@familyguardian.com">Precerts@familyguardian.com</a></b>		<b>Fax: 396-1363</b>	
Clinical Care Manager	Daniska Bonamy	396-1325	daniska.bonamy@familyguardian.com
Utilization Review Nurse	Mariesha Charlton	396-1317	mariesha.charlton@familyguardian.com
Clinical Nurse Reviewer	Lenoshka Munroe	396-1322	<a href="mailto:lenoshka.munroe@familyguardian.com">lenoshka.munroe@familyguardian.com</a>
Senior Supervisor Healthcare Coordination	Lisa Knowles	396-1367	lisa.knowles@familyguardian.com
Senior Clinical Coordinator	Aliyah Adderley	396-1333	<a href="mailto:aliyah.adderley@familyguardian.com">aliyah.adderley@familyguardian.com</a>
Provider Relations Administrator	Hensia Pinder	396-1351	hensia.pinder@familyguardian.com
Precert Submissions			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
<b>CLAIMS DEPARTMENT</b>			
Claim Submission		<b>Fax: 396-1302</b>	Bhclaimssubmission@familyguardian.com
Claim Support (Main)			BahamaHealthClaims@familyguardian.com
<b>CLAIMS SUPPORT</b>			
Claims Support Department – Team Lead	Brittany Moss	396-1389	brittany.moss@familyguardian.com
WhatsApp Contact (Message Only)		806-4357	

BahamaHealth is a division of Family Guardian

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?
- 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

## 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
- 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