
Dear Participating Employer Group:

As was discussed at the most recent Annual Administration meetings, we strongly encourage you to have your members contact the Care Coordinators with any questions relative to the enrollment or benefits of their health plan. What we have found is that members are not only calling the Care Coordinators about health plan questions but vision and dental as well. This causes frustration from the member as the Care Coordinators cannot answer questions about the vision or dental plans. The Care Coordinators can only warm transfer the member to Ameritas or VSP. Only Ameritas or VSP has the authority to respond to benefit questions about their programs.

In an effort to ease their frustration, we request that you provide all of your employees (whether they have health, dental, vision or any combination of those coverages) a copy of the attached Communication Guide. This is specifically for your employees and contains all contact information they should ever need for any of the questions they may have.

We appreciate you delivering this to your employees. Please do not forward this email but save the file and email it to your employees. Of course, if you have any questions or comments please feel free to let me know. Thank you and have a good day. Karen

Karen L. Giles
V.P. Client Relations
Meritain Health

Direct: 618.509.6081

Note: The information contained in this message may be privileged and confidential and protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer.

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