



Egyptian Area Schools Employee Benefit Trust District Representatives Communication Guide

Important - Please Read: Following is the District Representatives Communication Guide. These are your contacts for each vendor partner for each product. Please do not offer this information direct to your members but refer them to the **Your Covered Members Communication Guide** document. In the case you have a member who feels the need to escalate to you please feel free to contact the appropriate vendor partner as noted below. Please keep in mind Meritain Health is not able to answer questions about voluntary dental or vision benefits and contacting Meritain could delay in a response to you and the member.

Contact/Partner Name	Title	Phone	Email
Care Coordinators by Quantum Health			
Cyndee Bronars	Client Executive	800-257-2038 ext 1165	Cyndee.Bronars@Quantum-Health.com
ScripWorld - Prescription Drug Program			
Valerie Fish	Account Manager	800-830-2310	vfish@scripworld.com
Ameritas			
Geri Wigert	Mgr, Group Customer Claims	800-659-2223, 82266	gwigert@ameritas.com
Ft. Dearborn Life			
Tim Nadon	Sr. Ancillary Account Manager	972-766-4907	Timothy_Nadon@bcbstx.com
American Fidelity			
Whitney Dyson	State Manager	618-589-3914	whitney.dyson@americanfidelity.com
Meritain Health			
Karen Giles	VP Client Relations	618-509-6081	karen.giles@meritain.com
Pam Dockins	Client Relations Coordinator	618-509-6083	pamela.dockins@meritain.com
Deb Davis	Client Liaison	952-592-6508	deborah.davis@meritain.com
Darlene North	Eligibility Specialist	716-319-5242	darlene.north@meritain.com
Inderia Wilson	Billing Specialist	716-319-5877	inderia.wilson@meritain.com
Michelle Fox	COBRA Specialist	800-748-0003 ext 2185	michelle.fox@meritain.com



Egyptian Area Schools Employee Benefit Trust
Your Covered Members Communication Guide

Important - Please Read: Following is the communication guide for **your covered members**. All of the following information is also contained on their ID card issued by the vendor partner noted below. We request you direct your members to the appropriate phone numbers and websites noted below. Of course, in case of the need to escalate the issue please refer to your District Representatives Communication Guide and contact the appropriate staff. Please do not offer your employees your vendor partner contact information or direct them to a Meritain Health employee. Meritain only submits enrollment to the voluntary carriers and cannot respond to inquiries concerning those programs benefits and this will only result in a delay of services to the member.

Program	Subject Matter	Contact/Partner Name	Phone	Website
All Health Plans	Member questions concerning: * Health Plan benefits * Pre-certifying services * Request Health Plan ID cards * Find a network provider * Procedure Cost Comparisons * Prescription Drug Plan * Any other health plan related questions	Care Coordinators by Quantum Health	855-452-9997	www.egtrust.org Click on this link on the Home Page 
Voluntary Dental	Member questions concerning: * Any Dental Plan questions including * Benefits * Eligibility * Claim questions * Find a network provider	Ameritas <u>Prior to the effective date of 9/1/2015</u>	877-495-5581	www.ameritas.com/group/olbc/egyptianschooltrust
		Ameritas <u>On or after the effective date of 9/1/15</u>	800-487-5553	www.ameritas.com
Voluntary Vision	Member questions concerning: * Any Vision Plan questions including * Benefits * Eligibility * Claim questions * Find a network provider	VSP, Administered by Ameritas <u>Prior to the effective date of 9/1/2015</u>	877-495-5581	www.ameritas.com/group/olbc/egyptianschooltrust
		VSP, Administered by Ameritas <u>On or after the effective date of 9/1/15</u>	800-877-7195	www.ameritas.com
Basic or Voluntary Life Insurance	Member questions concerning: * Portability or Conversion * Claims Issues * Travel or Beneficiary Resources	Dearborn National Life	972-766-4907	www.egtrust.org Click on the link to the Voluntary Benefits