



## 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
<b>Care Coordinators by Quantum Health</b>			
Cyndee Bronars	Client Executive	800-257-2038 ext 1165	Cyndee.Bronars@quantum-health.com
Kisha Smith	Client Support Specialist	800-257-2038 ext 1515	Kisha.Smith@quantum-health.com
<b>CMR/Coventry Health Care of Missouri</b>			
Tracy Jenkins	Account Executive	314-506-2463	tejenkins@aetna.com
<b>ScripWorld - Prescription Drug Program</b>			
Valerie Fish	Client Executive	801-256-7070	vfish@scripworld.com
Gwen Umphress	Account Manager	800-830-2310	gumphress@scripworld.com
<b>Ameritas (Dental and Vision)</b>			
Geri Wigert	Mgr., Group Customer Claims	800-659-2223, 82266	gwigert@ameritas.com
Megan Scholting	CSR	800-659-2223, 82351	megan.scholting@ameritas.com
Kip Koll	Dir. Customer & Provider Network Relations	800-543-7784, 82529	kkoll@ameritas.com
<b>Dearborn Life</b>			
Karen House	National Strategic Acct. Exec., Ancillary Products	713-354-7119	Karen_House@Dearbornnational.com
<b>American Fidelity</b>			
Whitney Dyson	State Manager	618-589-3914	whitney.dyson@americanfidelity.com
<b>Meritain Health</b>			
Maria Llewellyn	Account Director	618-509-6081	maria.llewellyn@meritain.com
Pamela Dockins	Account Manager	618-509-6083	pamela.dockins@meritain.com
Yvonne Gamble	Administrative Assistant	618-509-6082	yvonne.gamble@meritain.com
Deb Davis	Client Liaison/Advocate	952-593-6508	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