

KEY AREA	NAME	PHONE	EMAIL
OPERATIONS			
Assistant Vice President BahamaHealth	Alana Major	396-1416	alana.major@familyguardian.com
Senior Manager Group Operations	Shawnette Roye	396-1392	shawnette.roye@familyguardian.com
GROUP SALES			
Assistant Manager Business Conservation	Delissa Dawkins	396-1462	delissa.dawkins@familyguardian.com
CLIENT SERVICES UNIT (Group & Individual Medical)			
Email: BahamaHealthCS@familyguardian.com			
Email: BahamaHealthBilling@familyguardian.com		Fax: 396-1301	
Manager Client Sevices	Lorrieann Butler	396-1322	lorrieann.butler@familyguardian.com
Supervisor Client Services	Nashira Armstrong-Johnson	396-1370	nashira.armstrong@familyguardian.com
Supervisor Client Services	Rodney Bain	396-1324	rodney.bain@familyguardian.com
Client Services Coordinator II	Brentwood Burrows	396-1368	brentwood.burrows@familyguardian.com
Client Services Coordinator I	LeChez Hepburn	396-1385	lechez.hepburn@familyguardian.com
CLINICAL COORDINATION UNIT			
Email: Precerts@familyguardian.com		Fax: 396-1363	
Provider Relations Representative	Lisa Knowles	396-1367	lisa.knowles@familyguardian.com
Healthcare Coordinator II	Deandria Richards	396-1303	deandria.richards@familyguardian.com
Healthcare Coordinator I	Tempestt Weech	396-1303	tempestt.weech@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	
CLAIMS DEPARTMENT			
Email: BahamaHealthClaims@familyguardian.com		Fax: 396-1302	
Assistant Manager Claims Department	Dellareese Lowe	396-1340	dellareese.lowe@familyguardian.com
Claims Supervisor Claims Department	Tonya Miller	396-1326	tonya.miller@familyguardian.com
CUSTOMER SERVICE			
Assistant Manager Claims Support	Charlene Clarke	396-1332	charlene.clarke@familyguardian.com
Claims Support Coordinator II	Annette Rahming	396-1389	annette.rahming@familyguardian.com

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

Client Services

- 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