



EAST BRUNSWICK EDUCATION ASSOCIATION

575 Cranbury Road, Suites B1 & B2, East Brunswick, NJ 08816

(732) 390-6600/fax (732) 390-6603

STEPS TO FOLLOW TO RESOLVE HEALTH INSURANCE CLAIMS

If you encounter a problem using your medical benefits, the EBEA strongly suggests that you follow the process shown below.

1. Call Horizon Blue Cross Blue Shield at (800) 355-2583.

Have your ID # and Explanation of Benefit available, record the following information:

- Date you called: _____
- With whom you spoke: _____
- The answer given, proposed resolution and time allotted to resolve the problem:

IF NOT SATISFIED

2. Our benefits service provider Arthur J. Gallagher & Company can assist you. Please contact either Rita Mitchell or Natalie Fenton (email is preferred, plus you have a copy for your records).

Have your ID # and Explanation of Benefit available, record the following information:

- Date you called: _____
- With whom you spoke: _____
- The answer given, proposed resolution and time allotted to resolve the problem:

Rita Mitchell voice (609) 430-4135, email RITA_MITCHELL@AJG.COM

Natalie Fenton voice (609) 430-4129, email NATALIE_FENTON@AJG.COM

IF NOT RESOLVED

3. Send EBEA the following information via fax (732) 390-6603, email EBEA575@HOTMAIL.COM or through courier. Also send a copy to Bernie Giuliana, Business Administrator, at Administration Building.

- a. A copy of your Claims Assistance Form
- b. A copy of your Explanation of Benefits
- c. A copy of this form showing your efforts to resolve this problem
- d. Any other information you have gathered along the way