

Gotto, Krista

From: Gotto, Krista
Sent: Tuesday, August 26, 2014 12:46 PM
Subject: Your Contacts at Meritain Health -Communication Guide
Attachments: Communication Guide 8-26-14_pdf.html



This email is being sent to all of the Superintendents, Board of Managers Members and Bookkeepers we have on file for the Egyptian Trust. If you received this email in error please forward to the appropriate party and contact Krista Gotto (krista.gotto@meritain.com) at the Metro East Service Office of Meritain Health to update the contact information.

Dear Participating Employer Group:

Welcome back to school !

The purpose of this email is to reach out to those of you who are new to the position that requires you to handle the payroll and insurance for your employees. It will also serve as a reminder to those of you who have been dealing with all aspects of payroll and insurance for some time. One of our goals with the Egyptian Trust is to provide you with contacts in each organization and department that can work closely with you in responding to your questions in a timely manner. For that reason we have given you several specific contacts at Meritain based on the types of questions you may have. Below is a summary of your Meritain contacts and a description of their area of expertise.

Marie Mangan, Client Liaison

Phone: 716.319.5084

Email: marie.mangan@meritain.com

Marie's area of responsibility and expertise is specific to claims related questions. Whether it is a question about a health claim or a surrounding question of our process for wellness initiatives, subrogation, workers compensation, plan document language interpretations, procedures for filing appeals, etc. those questions should always be directed to Marie. If it is a question of claims status, procedure, coverage for a certain service, etc. those questions should always be directed to the **Care Coordinators at (855)452-9997**. If you or your employees have contacted the Care Coordinators and feel the need for escalation those questions should also be brought to Marie.

Marie is your contact and her contact information is not to be given to your employees. Employees should contact the Care Coordinators with any questions benefits related.

Darlene North, Enrollment Specialist

Phone: 716.319.5242

Email: darlene.north@meritain.com

Darlene's area of responsibility and expertise is specific to eligibility and enrollment related questions. Questions about the following are to be directed to Darlene:

- how to enter information via the portal at www.meritain.com
- billing adjustments and questions surrounding how to adjust enrollment coverage dates
- open enrollment
- when a person is eligible to enroll, terminate or make changes to their coverage
- determination of qualifying events, special enrollment rights, disability of an employee and associated enrollment rights
- retiree eligibility and coverage
- when can coverage begin and end for dependents, disabled dependents

Should employees come to you with questions where you need further guidance please contact Darlene about those questions. Please do not share her contact information with your employees.

Special note regarding the Open Enrollment Period 8/1 – 9/30/14 – ONLY

During this period you should be sending your open enrollment additions, changes, etc. to Krista Gotto (Fax: 888.525.2799 or email krista.gotto@meritain.com) during which time you can expect to receive questions from her in addition to Darlene. This is ONLY until the Open Enrollment period ends October 1, 2014. After that date, all questions related to eligibility and enrollment are to be directed to Darlene North.

Inderia Wilson, Client Accounting Reporting Specialist

Phone: 716.319.5877

Email: inderia.wilson@meritain.com

Indy's area of responsibility and expertise is specific to billing and payment of the bill questions. Questions about the following are to be directed to Indy:

- bill payment process
- questions about bill reconciliation procedure
- payment due dates, late payments, etc.

For those of you who use the reconciliation process for payment of your bill,

please submit those remittance forms to Egyptian@meritain.com. This email address is managed by Indy and allows her to better manager the monthly billing and reconciliation process. If you need more information about the auto withdrawal or reconciliation options for paying your monthly bill please contact Indy directly.

Michelle Fox, COBRA Analyst

Phone: 800.748.0003 ext. 2185

Email: michelle.fox@meritain.com

Michelle's area of responsibility and expertise is specific to questions related to COBRA coverage and the related process for enrollment, termination, billing and collection of premiums. COBRA coverage is continuation of coverage that may be elected when an employee or dependent is no longer eligible to participate under the group health plan eligibility rules.

Krista Gotto, Administrative Assistant

Phone: 618.509.6082

Email: krista.gotto@meritain.com

Krista's area of responsibility and expertise is specific to the administrative functions of the Trust and none of the above with the exception of the "Special Note" below. As an example, Krista is to be contacted for information or questions about the following:

- Corrected or updated contact information for your member school district
- Supplies (plan documents, enrollment guides, posters, flyers, etc.) – see the supply request form delivered at the July meetings
- Annual individual health plan election forms – required each year by each member district
- Username and passwords for access to www.egtrust.org and www.meritain.com
- Questions about finding information on www.egtrust.org
- Employee distribution materials
- Materials provided or discussed at the annual administration meetings
- Questions about a regular monthly or quarterly report you receive

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The summary of each of your contacts above is by no means a complete description of everything your contacts do but more to give you an idea of the

areas of they are responsible for. It is important that you contact the appropriate staff member depending on your question in order to allow each of your dedicated team the time to handle their assigned and regular duties. **Please allow each member 24 hours to get back to you with their responses to your question.** We understand you may sometimes be unsure of who to contact depending on the subject. In those cases, if you have contacted the incorrect person, please be advised the above staff has been directed to forward the question to the appropriate staff.

And finally, any questions or guidance you may need about anything other than noted above should be directed to me. This includes but is not limited to questions about the Affordable Care Act (ACA), Trust by-laws and rules, unusual or one-off type circumstances, suggestions, comments, overall management of the Trust rules, procedures, guidelines, etc. If you are unsure of who to contact in a given circumstance please feel free to contact me. My contact information is below and I will be happy to guide you through the process and put you in touch with the correct staff member. Additionally, if you are new to the Egyptian Trust and need a general overview and review of handling the day to day administration responsibilities now placed on you please do feel free to contact me to schedule a visit or a call. I understand it is a big job to be sure you are in compliance with the health plan rules imposed on employers today and I will be happy to help guide you through the process and answer your questions.

In addition to the above contacts at Meritain, you have several other contacts at ScripWorld, Healthlink, UniView, Delta Dental, Lincoln Financial and American Fidelity. Those companies provide the other voluntary products available to your membership. Please refer to the attached Communication Guide for their contact information and feel free to contact them directly when appropriate.

The Meritain team is a tightly knit team who remain in regular communication with each other and all the other Egyptian Trust service providers in order to provide you the best in class service. We respectfully request you make contact with the appropriate individual in order to better allow us to serve you. We also request that you do not give out any of this staff's contact information to a member. While we will be happy to make contact with the member, if necessary, we will need that information or request to come from you.

We hope you find this information helpful. If you have any questions about this email please do feel free to contact me directly.

Wishing you the best of the new school year and a happy and safe holiday weekend.

Karen L. Giles
V.P. Client Relations

Meritain Health

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Our Values: Integrity, Excellence, Inspiration, Caring

