

MINUTEMAN NASHOBA HEALTH GROUP

WHO(M) TO CALL ☺

This information is provided to assist you to get the quickest and most accurate responses to your questions.

EMPLOYER QUESTIONS -

ABOUT . . .	Contact Company	Person(s)
<ul style="list-style-type: none"> • Enrollment transactions • Monthly MNHG bills 	GBS Phone: 800-229-8008 508-832-0490 Fax: 508-832-0491	Ruth Lynch, Mgr. Enrollment & Billing e-mail: rlynch@gbs-consult.com Tina Landry, Asst. Enrollment & Billing Mgr. e-mail: tlandry@gbs-consult.com
<ul style="list-style-type: none"> • COBRA continuation coverage 		Gretchen Grogan, COBRA Administrator e-mail: ggrogan@gbs-consult.com
<ul style="list-style-type: none"> • Ch. 32B and other laws, regs. • Information about Medicare and Medicare 2ndry payer laws/regs. • MNHG programs, policies, procedures, meetings, etc. • Claims & other problems that have not been satisfactorily resolved by health plans • Questions about MNHG from your independent financial auditor 		Karen Carpenter, Account Representative e-mail: kcarpenter@gbs-consult.com Carol Cormier, Consultant e-mail: ccormier@gbs-consult.com
<ul style="list-style-type: none"> • Payments & banking information 	MNHG Treasurer	Anthony Logalbo, Treasurer <i>Call K. Carpenter, GBS, and she will convey message</i>
<ul style="list-style-type: none"> • Benefits questions • Claims problems • Order ID cards and Plan Booklets <i>Can be ordered on-line for TUFTS & HPHC</i> • Questions about participating providers. <i>Check health plan websites</i> 	Health Plans	For Account Executives and Account Representatives, see phone numbers on reverse side CUSTOMER SERVICE HPHC (888) 333-4742; First Seniority (800) 421-3550; Tufts (800) 843-1008; Secure Horizons (800) 701-9000; FCHP (800) 868-5200

EMPLOYEE and RETIREE QUESTIONS -

Claims, Benefits, etc. - Employees and retirees who have claim problems or questions about benefits or providers should contact the Customer/Member Services number of the health or dental plan. If after having done this, they feel that they have not gotten satisfactory responses from the health/dental plans, and then they can call GBS (Karen Carpenter).

Eligibility and Contributions - Employee and retiree questions about their eligibility and cost of health coverage should be addressed to the Employer Benefit Office. GBS does not have information about particular employer Personnel Policies or contribution information.

Medicare Eligibility - Retirees should first call the local Social Security Office.

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Understanding Health Plan Choices – If after reviewing the health plan comparisons and plan booklets and talking with the Employer's Benefits Office, an employee or retiree would like to discuss differences in coverage for better understanding, they should call GBS (Karen Carpenter).

Group Benefits Strategies

Phone: (800) 229-8008 or (508) 832-0490 Fax: (508) 832-0491

Carol Cormier, Consultant
ccormier@gbs-consult.com

Karen Carpenter, Account Representative
kcarpenter@gbs-consult.com

Ruth Lynch, Manager of Enrollment & Billing
rlynch@gbs-consult.com

Tina Landry, Asst. Enrollment & Billing Mgr.
tlandry@gbs-consult.com

Gretchen Grogan, COBRA Manager
ggrogan@gbs-consult.com

Harvard Pilgrim Health Care

Website: www.harvardpilgrim.org

(888) 333-4742 Customer Service

Bill Hickey, Account Executive
William_Hickey@harvardpilgrim.org

(617) 509-3437

Larry Mindlin, Account Representative
larry_mindlin@hphc.org

617-509-8416

Harvard First Seniority

(800) 421-3550 Customer Service

Bill Hickey, Account Executive
William_Hickey@harvardpilgrim.org

(617) 509-3437

Tufts Health Plan EPO/POS

Website: www.tufts-healthplan.com

(800) 843-1008 Customer Service

Emily Savaria, Account Manager
Emily_Savaria@tufts-health.com

(617) 923-5406 (x 2136) or
(800)-208-8013 (x 2136)

Tufts Medicare Preferred HMO

(800) 701-9000 Customer Service

Fred Winer, Retiree Products Sales & Service
Fred_Winer@tufts-health.com

(800) 208-8013 (x 8030)

Fallon Community Health Plan

Website: www.fchp.org

(800) 868-5200 Customer Service

Robert Anderson, Account Executive
robert.anderson@fchp.org

(800) 333-2535 (x 69444)

Fallon Senior Plan

Robert Cannon, Retiree Group Sales
robert.cannon@fchp.org

(800) 868-5200 Customer Service
(508) 368-9532