

EDISON TOWNSHIP BOARD OF EDUCATION EMPLOYEES
HEALTH BENEFITS CONTACT SHEET & ASSISTANCE PROTOCOL

Health Benefits Assistance Protocol: Should you require assistance with your health benefits Coverage with Horizon, the list below has the contacts to assist you.

1. Call Horizon's Customer Service Line first. When speaking with Horizon please be sure to obtain a reference number for your call and for tracking purposes which will be needed should you require further assistance.
2. Once you have contacted Horizon, if you are unable to obtain a solution and require additional assistance, call our Insurance Broker- Alamo, who will be able to assist you further.
3. If you have further difficulty with obtaining a solution to your issue contact Cynthia Doherty, Health Benefits Coordinator
4. Lastly, if you feel your issue requires additional attention please contact your building representative.

Contact numbers for assistance:

1. Horizon Customer Service: 1-800-355-2583 to address member concerns regarding Horizon Medical, Prescription and Dental Plans. Have your member ID cards available when calling. Always ask for a reference number and write it down with the date and time of your call.
2. Alamo Insurance Brokers: Wil Polanco 201-295-9044 ext 105 or email at wpolanco@alamoinsurance.net. Have your Horizon reference number, the name of the person you spoke with and date and time of your Horizon call.
3. Health Benefits Office---Education Center---Edison Board of Education Cynthia Doherty 732-452-4900 ext 24942 or email healthbenefits@edison.k12.nj.us
4. Lastly your building representative.

**If you are enrolled in DSO Dental (aka Eastern Dental) and have a
issue with them:**

1. Call the main number at 800-982-5529 or www.easterndental.com first.
2. Alamo Insurance Brokers: Wil Polanco 201-295-9044 ext 105 or email at wpolanco@alamoinsurance.net.
3. Edison Board of Education Health Benefits Office---Education Center---- Cynthia Doherty 732-452-4900 ext 24942 or email healthbenefits@edison.k12.nj.us
4. Lastly your building representative