



Contact Reference Guide

San Carlos Unified
13741

Contact person	If you need assistance regarding...
Client Relationship Manager (CRM) Jana Larson Direct: 602-789-0812 Direct Toll Free: 888-828-4926 Cell: 716-345-6355 Fax: 716-541-6663 Email: jana.larson@meritain.com	■ Primary relationship for any area of concern ■ ASBAIT products and services ■ Website/Portal assistance ■ Biometrics, Mobile Mammography, Flu Shot scheduling ■ Employee Benefit meetings ■ Open Enrollment meetings ■ Renewal consultation ■ Strategic planning Mailing Address: Meritain Health 18444 N. 25 th Avenue, Suite 410 Phoenix, AZ 85023
Back-up to CRM Client Relations Coordinator Nicole Kangas Direct: 602-789-1883 Direct Toll Free: 888-306-9208 Fax: 716-541-6663 Email: nicole.kangas@meritain.com	
Client Liaison Chi Tucker Direct: 602-732-5391 Direct Toll-Free: 866-761-2456 Fax: 952-593-3747 Email: chiyong.tucker@meritain.com	■ Serves as the "hot line" for Human Resources on any operational concerns of your employees ■ Claims related questions ■ Operational service concerns ■ Website/Portal assistance ■ Rx Card escalated issue Mailing Address: Meritain Health 18444 N. 25 th Avenue, Suite 410 Phoenix, AZ 85023

Contact person**If you need assistance regarding...****Eligibility Specialist****Melissa Shoultz**

Direct Toll Free: 877-483-7530

Fax: 716-319-5773

Email: melissa.shoultz@meritain.com

- Process new hires, additions, terminations, status changes, open enrollment, late entrants and eligibility issues.
- Request and produce/email single ID card
- Questions regarding Electronic 834 Files
- Questions regarding Web portal Enrollments/Changes

Back-up Eligibility Specialist**Kay Phothirath**

Direct Toll-Free: 888-969-4628

Fax: 716-319-5773

Email: kay.phothirath@meritain.com**Mailing Address for scanned images:**

Meritain Health

P.O Box 27267

Minneapolis, MN 55427-0267

**Escalation to Management
Supervisor of Eligibility****Nicole Budzynski**

Toll-Free Direct: 800.606.4910

Email: nicole.budzynski@meritain.com**COBRA Administration****Noelle Schlader**

Toll-Free Direct: 800.283.0250

Fax: 716.319.5736

Email: noelle.schlader@meritain.com

- Questions about COBRA or Arizona Retiree Subsidy
- Send COBRA packet to members upon receipt of termination
- Process COBRA election form
- Send election confirmation and coupons
- Process monthly payments and monthly member reporting
- Process COBRA termination

Back-up COBRA Analyst**Christine Ellena**

Toll-Free: 800.748.0003 Ext. 2120

Fax: 716.319.5736

Email: christine.ellena@meritain.com**Remittance Lockbox, Imaging & COBRA Election
Address is:**

Meritain Health

PO Box 860093

Minneapolis, MN 55486-0093

**Escalation to Management
COBRA Supervisor****Sheila Gornowich**

Toll-Free: 800.748.0003 Ext. 2211

Email: sheila.gornowich@meritain.com

Contact person**If you need assistance regarding...****Client Billing Specialist****Jennifer Bowers**

Direct: 716.319.5518

Toll-Free: 888.306.6319

Fax: 952-593-3786

Email: AZBilling@meritain.com

- Receipt and processing of Monthly Invoice
- Corrections/Concerns on monthly billing statements

Remittance Lockbox Address is:

ASBAIT Bin#9200054

PO Box 29444

Phoenix, AZ 85038-9444

Overnight Mail Lockbox Address is:

ASBAIT

2031 West Camelback Road

Bin#920054 – Box 29444

Phoenix, AZ 85015

NOTE: Bills for ASBAIT will be emailed monthly from ASBAITbilling@meritain.com. For billing questions use AZbilling@meritain.com.

**Escalation to Management
Billing Supervisor****Jeanne Zimmer**

Direct: 716.319.5879

Toll-Free: 888.306.6319

Email: jeanne.zimmer@meritain.com**FSA Administration****Flor Saenz**

Local: 602.789.1170 Ext. 73840

Toll-Free: 800.762.2234 Ext. 73840

Fax: 716.541.6664

Email: flor.saenz@meritain.com***** FSA—if applicable *****

- Questions about Flex
- Enrollment
- Terminations
- Funding
- Online Assistance

Back-up FSA Specialist**Debbie Mayfield**

Local: 602.789.1170 Ext. 73834

Toll-Free: 800.762.2234 Ext. 73834

Fax: 716.541.6664

Email: debbie.mayfield@meritain.com**Mailing Address:**

Meritain Health

18444 N. 25th Avenue, Suite 410

Phoenix, AZ 85023

**Escalation to Management
FSA Supervisor****Nichelle Gallon**

Toll-Free: 800.748.0003 Ext. 2202

Email: nichelle.gallon@meritain.com

Contact person**If you need assistance regarding...****Precertification Number
For Providers & Employees**

(855) 5ASBAIT or
(855) 527-2248

- To start the precertification on a procedure or admission
- For inquiries/questions regarding an open precertification

Precertification Staff Location:

Meritain Health
18444 N. 25th Avenue, Suite 410
Phoenix, AZ 85023

**Customer Service Number
For Employees & Providers**

(866) 300-8449

- Benefit Inquiries
- Enrollment Status
- Claim Payment Inquiries
- COBRA status/inquiries

Claims Processing & Service Center Location:

Meritain Health
18444 N. 25th Avenue, Suite 410
Phoenix, AZ 85023

Mailing Address for Claim Submission & Imaging:

Meritain Health
P.O Box 27267
Minneapolis, MN 55427-0267