



April 22, 2005



**ROCKY MOUNTAIN**  
**HEALTH PLANS®**  
Good health. That's the plan.

# **BROKER BRIEFINGS** **NEWS** *flash*

## **Our Opportunity to Clarify — Who Does What?**

### **Account Executives (AE)**

Our brokers are important to us. That is why we have assigned an RMHP sales representative to each of you. Your AE will help you with all of your New Group submission needs.

### **Group Management Team**

The Group Management Team was formed in 2004 to enhance servicing your RMHP enrolled small groups. This team of four knowledgeable representatives will help you with all of your **existing Small Group Servicing** needs. Renewals. Plan Options. Plan or Eligibility Changes. Group Service Questions. If your question or concern is about your RMHP existing Small Group, Group Management is who you should call.

Karren Schindler has recently joined the Group Management Team. Karren has been with RMHP since 1997 and for the last 2 years was a member on the SOLO Sales Team.

### **Customer Service Broker/Employer Team — Benefit or Claims Questions**

This team is in our Customer Service Department and was created to give you and your group contact persons specialized Customer Service Representatives to help you with more in-depth questions or concerns about Benefits and Claims. If you have a benefit or claim question, this is the group to call.

### **SOLO Individual Sales Team**

Our SOLO representatives can help you and your clients who may wish to choose an Individual health plan for themselves and/or their family.



# **BROKER BRIEFINGS NEWS FLASH**

**We appreciate the opportunity to serve you and have attached an updated flyer about the Group Management Team.**

## **Who to Call for What**

**When in doubt, call your Account Executive or the Group Management Team FIRST!**

**Statewide Small Group Service Needs** such as group service questions, group renewals, plan or eligibility changes. Call the RMHP **Group Management Team** at 970-244-7800 or 800-453-2981, Option 1.

**Statewide SOLO Individual/Family Plan Needs**, call the RMHP SOLO Team at 970-244-7800 or 800-453-2981, Option 4.

**Customer Service for Broker and Employers Service Needs**, such as benefits, claims, ID cards, providers, and appeals, call Employers & Brokers Customer Service at 970-248-5000 or 877-784-9655.

## **Thank You!**

As always, if you have any questions or comments, call your RMHP Account Executive.

<b>Grand Junction</b> 970-244-7760 or 800-453-2981	<b>Denver</b> 303-689-7367 or 800-823-8356
<b>Durango</b> 970-385-5131 or 888-662-6489	<b>Pueblo</b> 719-253-3900 or 888-332-8963
<b>Glenwood Springs</b> 970-928-8618 or 800-793-1339	<b>Colorado Springs</b> 719-632-1237

# Group Management Team

Rocky Mountain Health Plans (RMHP) is pleased to introduce our **Group Management Team**, dedicated to serving employer groups with 1-50 employees. Four experienced and knowledgeable representatives, working together as a team, are available to answer questions and provide any other support you may need.

## Kim Stevenson

joined RMHP in 2001 as marketing support in the RMHP Pueblo office. Before joining us, Kim worked with employers and brokers at QualMed Health Plans.

## Lori Franklin

has been with RMHP since 1995. She has worked in RMHP SOLO individual plan sales and servicing, governmental programs (Medicare and Medicaid), customer service, and at a physician's office.

## Sergio Antillon

joined RMHP in 2003. He most recently worked as part of the employer and broker customer service group. His knowledge of RMHP and his Spanish bilingual fluency are assets to the company and our customers.

## Karren Schindler

has worked at RMHP since 1997. In addition to being part of the RMHP SOLO Individual/Family plan sales and services team, she has worked in government programs (Medicare) and at a physician's office.

## Get the Help You Need — Easily!

### Group Management Team

**970-244-7800 or 800-453-2981, Option 1**

Be sure to use your Account Executive or the Group Management Team first if you have questions or need help with such **Group Service Needs** as group service questions, group eligibility, and group enrollment. You may also e-mail us at [Group\\_Management\\_Team@rmhp.org](mailto:Group_Management_Team@rmhp.org).

### Customer Service for Employers and Brokers — Benefit or Claims Questions

**970-248-5000 or 877-784-9655**

Our Customer Service Department is organized into specialty teams to serve you better. Now you have a dedicated team of customer service specialists available to respond quickly and effectively to your business needs.

Call the numbers for Employers and Brokers to get answers to questions about benefits, claims, ID cards, triage appeals, and providers.

### On-Line Provider Directory

**[www.rmhp.org/directory/index/asp](http://www.rmhp.org/directory/index/asp)**

Go here to find the most up-to-date listing of all RMHP participating providers.

### On-Line Employer Manual

**[www.rmhp.org](http://www.rmhp.org)**

Click Employers & Brokers to download forms, review enrollment and disenrollment policies, find continuation of coverage requirements, and request employee packets, among many other conveniences.

Please let our **Group Management Team** know if you have any questions about any aspect of your RMHP benefits plan. We all appreciate your continued support and are here to help in any way we can.