

Southeastern Iron Workers Health Care Plan

CUSTOMER SERVICE CONTACT LIST

This contact list is to provide a quick reference so that you can contact the correct department and employees to better service your needs.

- GEMGroup employees can be reached by email by using the employee's First Initial and Last Name @GEMGroup.com.
- All GEMGroup employees can also be reached by telephone by dialing the phone numbers noted below and entering the respective extension when prompted.

Location	GEMGroup (Home Office)
Street Address	3 Gateway Center, 401 Liberty Ave., Ste. 1200, Pittsburgh, PA 15222-1024
Telephone	412-471-2885/1-800-242-8923

ELIGIBILITY DEPARTMENT	EMPLOYEE	EXTENSION	SUPERVISOR	EXTENSION
Eligibility Inquiries	Rachael Jarosz, Primary	719	Angela Docherty	704
Eligibility Inquiries	Tonya Phillips, Secondary	722	Angela Docherty	704
Life Insurance Inquiries/Claims	Stacey Robinson	753	Angela Docherty	704
HIPPA Privacy Officer	Angela Docherty	704	Lisa Friday	700
Fax Number	(412) 395-0002			

TRANSMITTAL/ACCOUNTING DEPARTMENT	EMPLOYEE	EXTENSION	SUPERVISOR	EXTENSION
Employer Remittance Reports & Reciprocals	Lori Pritchard, Primary	774	Jennifer Ebitz	626
Employer Remittance Reports & Reciprocals	Missy Zygmuncik, Secondary	628	Jennifer Ebitz	626
Accounting	Kevin Earl	612	Chris Schnupp	609
Fax Number	(412) 471-2891			

ADMINISTRATION

ADMINISTRATION DEPARTMENT	EMPLOYEE	EXTENSION	SUPERVISOR	EXTENSION
Account Executive	Scott A. Ernsberger	500	James R. Bell	605
Administrative Assistant	Michelle L. Campbell	508	Scott A. Ernsberger	500
501 Carr Rd., Ste. 220, Wilmington, DE 19809	Phone: (800) 223-7405 or (302) 762-2008		Fax Number: (302) 762-3467	

CIGNA CONTACT INFORMATION

Cigna Customer Service	Edna Cementina, Service Executive	Jodi Berry, Client Manager	Teresa Reitz, Client Engagement Manager
(800) 244-6224 www.myCigna.com	(570) 344-2431 Fax: (866) 282-8149 Edna.Cementina@cigna.com	(678) 777-2004 Fax: (646) 277-8908 Jodi.Berry@cigna.com	(410) 884-2661 Fax: (800) 657-3073 Teresa.Reitz@cigna.com