

CITY OF HOLYOKE

HEALTH BENEFIT TRUST CONTACT LIST



TRUST BOARD MEMBERS

Rory Casey Treasurer	Email: caseyr@holyoke.org Phone: 413-322-5560
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BROKERS

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Rebecca Sutter Municipal Benefits Admin	Email: Rsutter@dowd.com Phone: 413-437-1026
<i>Blue Cross Blue Shield Member Service</i>	1-800-782-3675 - press prompt 3

HEALTH INSURANCE ISSUE ESCALATION PATH

If you are experiencing issues with your health insurance, please follow the escalation path outlined below:

- 1. MEMBER SERVICES: CONTACT MEMBER SERVICES FOR INITIAL ASSISTANCE. THEY CAN HELP WITH COMMON INQUIRIES AND ISSUES.**
- 2. MUNICIPAL BENEFITS ADMIN: IF YOUR ISSUE STILL NEEDS TO BE RESOLVED THROUGH MEMBER SERVICES, ESCALATE THE MATTER TO REBECCA SUTTER.**
- 3. DOWD INSURANCE OR WEBBER AND GRINNELL: IF THE ISSUE PERSISTS, CONTACT STEVE CORBIN OR MAUREEN ROSS O'CONNELL FOR FURTHER ASSISTANCE.**
- 4. MEMBERS OF THE TRUST: IF YOUR ISSUE REMAINS UNRESOLVED, YOU MAY ESCALATE IT TO A CITY OF HOLYOKE HEALTH BENEFIT TRUST MEMBER FOR A FINAL RESOLUTION.**

NOTE: PLEASE PROVIDE RELEVANT DETAILS ABOUT YOUR ISSUE AT EACH STEP TO FACILITATE A QUICKER RESOLUTION.