



Chesterfield Board of Education

Please use the following protocol for any issues with your insurance:
First, call the member service number for any problem concerning your insurance:

- SHIF Aetna – 1.855.281.8858**
- SHIF AmeriHealth Administrators – 1.844.352.1706**
- Express Scripts (ESI) – 1.855.891.7979**
- Horizon Healthcare Dental – 1.800.4-DENTAL**
- NVA Vision – 1.800.672.7723 or service@e-nva.com**

If you continue to have difficulties, please do not hesitate to call the following
Brown & Brown Representatives:

Ellyn Heck, Brooke Frapwell, or Jack McDermott
at the Mt. Laurel office at **856.222.0600**

Email – Ellyn.Heck@bbrown.com
Brooke.Frapwell@bbrown.com
Jack.Mcdermott@bbrown.com

Please have the following information available:

Member’s Name _____ **DOB** _____

Social Security or ID Number _____

Claimant’s Name _____

Date of Service _____ Dollar Amount of Charge _____

Name of Provider _____

Telephone #and/or Email _____

Brief Description of problem _____

Please do not hesitate to contact Brown & Brown with any questions or concerns.