



A Division of  ACRIASURE

Claims Resolution Assistance

In an effort to provide Plainfield Board of Education employees with additional assistance for those times when you are unable to satisfactorily resolve claims or enrollment issues directly with Horizon or The Difference Card, the board has engaged the services of Reliance Insurance Group to serve as the primary contact to assist in claims resolution.

Horizon Member Services directly through the following:

Phone: 1-800-355-2583

Or

Online: www.horizonblue.com

The Difference Card Member Services directly through the following:

Phone: 1-888-343-2110

Or

Online: www.differencecard.com

In the event that you have tried to resolve an issue with Horizon through the above channels and are not satisfied within a reasonable time period, then you may contact your representatives at Reliance Insurance Group:

Sakinah Lewis

Reliance Insurance Group

732-602-0010 or 848-999-2509

slewis@relinsgroup.com

The staff at Reliance Insurance Group will work with you directly to help resolve your concerns.

Please remember to have your member ID number ready for any claims inquiry.