



A Division of  ACRIURE

## 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 Oxford 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.

Oxford Member Services directly through the following:

Phone: 1-800-444-6222

Or

Online: [www.oxhp.com](http://www.oxhp.com)

The Difference Card Member Services directly through the following:

Phone: 1-888-343-2110

Or

Online: [www.differencecard.com](http://www.differencecard.com)

In the event that you have tried to resolve an issue with Oxford 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](mailto: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.*