



Broward Health

Contact	Key Responsibilities	Contact Information
ACCOUNT MANAGEMENT		
<p>M. Aaron Norman Executive Client Manager</p>	<p>Relationship Management Consultative Services Stewardship/Utilization Review Program Performance Voluntary Benefits Plan Design Enhancements New Lines and Services</p>	<p>Phone: 704-942-4892 Email: Aaron.Norman@rsli.com</p>
<p>Ashley Page Senior Account Consultant</p>	<p>HR/Benefits Team Training Custom & Adhoc Reporting Policy/Plan Changes EOI Set Up and Inquiries HR Data File Set Up & Questions Compliance and Statutory Updates Billing Inquiries</p>	<p>Phone: 210-332-3584 Email: Ashley.Page@rsli.com</p>
MATRIX INTAKE DEPARTMENT		
<p>Matrix Absence Management, Inc.</p>	<p>Initial Claims filing for Short Term Disability (STD) and/or FMLA Claims</p>	<p>Download our mobile app: Matrix eService Mobile File a claim online: www.matrixabsence.com Toll free number: 877-202-0055</p>
<p>Matrix Absence Management, Inc. Claim Office 2421 W. Peoria Ave, Suite 200 Phoenix AZ 85029</p>		
<p>Derek Reede Integrated Claims Director</p>	<p>Claim Process and Escalated Issues</p>	<p>Phone: 800-866-2301, ext. 52050 Email: Derek.Reede@matrixcos.com</p>
<p>Hector Lara Integrated Claims Manager</p>	<p>Claim Process and Escalated Issues</p>	<p>Phone: 800-866-2301, ext. 52102 Email: Hector.Lara@matrixcos.com</p>
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<p>Emerald Morgan AMS Examiner</p>	<p>Claim Status and Questions Alpha Split: A-G</p>	<p>Phone: 800-866-2301, ext. 56028 Email: Emerald.Morgan@matrixcos.com</p>

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Richard Hellwig Life & Voluntary Claims Director	Claim Process and Escalated Issues	Phone: 267-256-4718 Email: Richard.Hellwig@rsli.com
Website Details		
Matrix eServices	24/7 STD and/or FMLA online claim filing	Website: www.matrixabsence.com
Reliance Standard Life Insurance	24/7 Insured claim forms, EOI status, Life and LTD claim status	Website: www.rsli.com