



Employer *Bulletin*

Employer Communication Center (608) 264-7900 Toll free: 1-888-681-3952 <http://etf.wi.gov>

It's Your Choice Enrollment Period & Kick-Off Meeting Dates Set

Mark Your Calendars: It's Your Choice Enrollment Period Set for October 4 - 29, 2010

The Group Insurance Board (Board) set the plan year 2011 It's Your Choice Enrollment period for October 4 - 29, 2010. It is now a four-week instead of the traditional three-week period. We consulted with payroll representatives and feel that a four-week period can now be accommodated. Several factors allowed for the expansion of the enrollment period to 4 weeks; including:

- Employees and annuitants will be able to electronically enter their health insurance change information for submission to the employer and/or the Department of Employee Trust Funds (ETF). While this should make the enrollment process relatively more efficient, it's understood that it will take time to learn this new method.
- Since many *It's Your Choice* booklets are offered to employees electronically, the amount of time normally needed to print and distribute books has been reduced.
- Members have been asking for a longer enrollment period. Due to strict booklet production and distribution deadlines, and payroll processing requirements, we have been unable to accommodate these requests until this year.

During this period, **currently insured** employees may switch from one health plan to another plan and/or from single to family coverage without restrictions. All It's Your Choice coverage changes are effective January 1, 2011. Watch for subsequent *Employer Bulletins* containing more detailed information and instructions.

Attend the It's Your Choice Kick-Off Meeting: September 22, 2010

Each year, ETF hosts an It's Your Choice meeting for state and local employers' payroll and personnel representatives, and health plan and pharmacy benefit representatives. ETF staff members share information and discuss procedures regarding the It's Your Choice Enrollment period.

This year's It's Your Choice kick-off meeting is scheduled for:

Date: September 22, 2010
Time: 9:00 a.m. – 11:30 a.m.
Place: Mendota Mental Health Institute
Conference Center Building
301 Troy Drive
Madison, WI 53704-1521
Phone: (608) 301-1000

Attached is a map showing directions to the Mendota Mental Health Institute's Conference Center Building in Madison. Mendota Mental Health Institute is located on the north side of Madison on Lake Mendota. From either the north or south, take interstate 90/94 to Highway 30 into Madison. From Highway 30, exit to Highway 113 north toward the Dane County airport. Stay on Highway 113 (Northport Drive) and turn on either Troy Drive or Knutson Drive (look for the tall smokestack). For more detailed directions, go to Mendota Mental Health Institute's website at http://dhfs.wisconsin.gov/MH_Mendota/directions/simplesdirections.HTM

Parking Directions:

- When traveling on Troy Drive to Mendota Mental Health Institute, turn left on North Road near the water tower and follow the signs to the Conference Center parking next to Building 107. The parking lot is a short walk to the Conference Center crossing over a service road (Lorenz Road), to enter the building on the southeast side of the building. Handicap parking is located in the parking lot connected to the Conference Center/Food Service Building, with the handicap access on the southwest side of the building.

Arrange Health Fairs Early

Local employers and state agencies: You are responsible for arranging your own health fairs. Contact the health plans and Navitus Health Solutions directly to invite their representatives to your health fair. Please select a date for your health fair that allows plenty of time for 2011 *It's Your Choice* booklets to arrive.

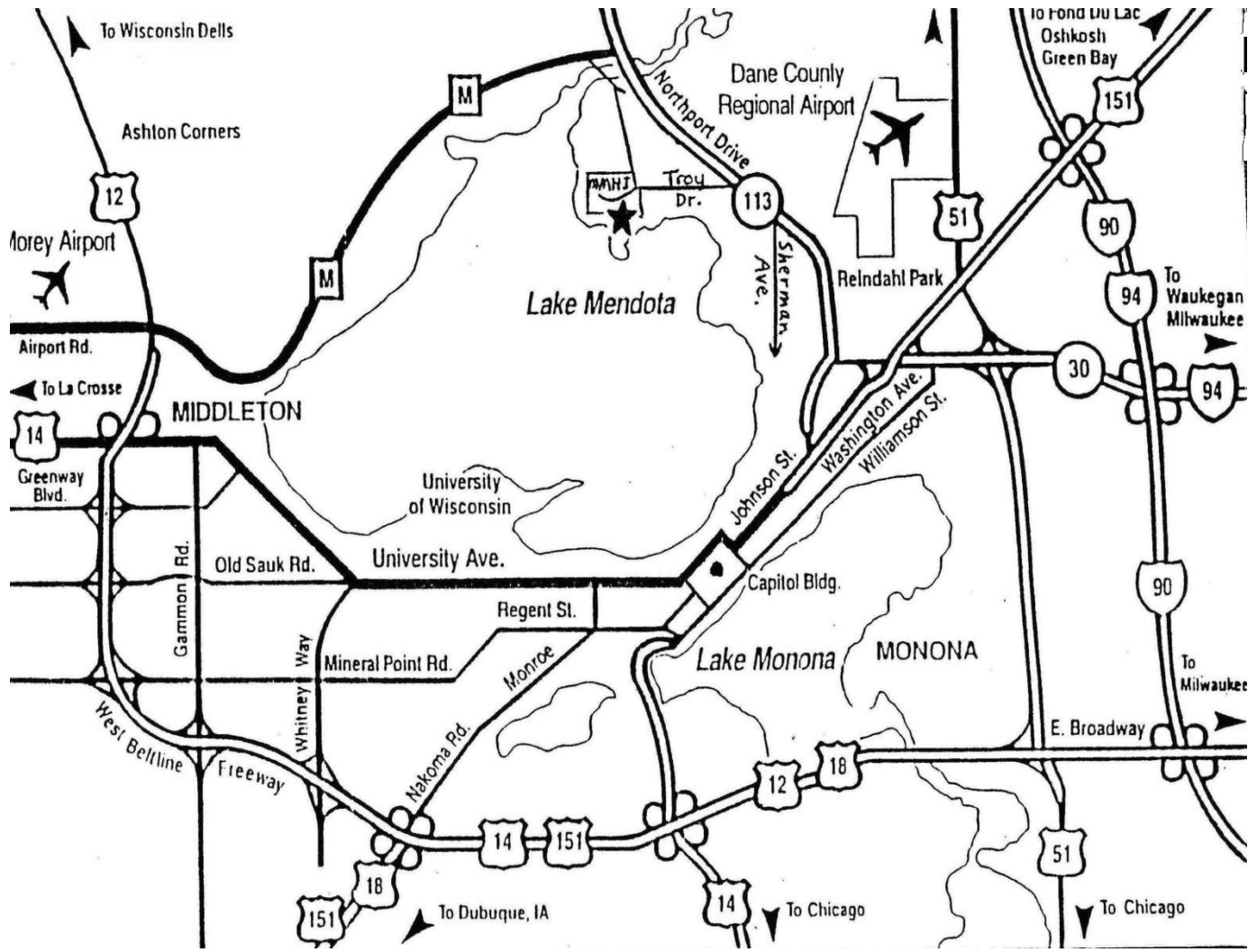
State agencies only: Contact Gary Fox at (608) 266-6591 by August 1, 2010, to have your health fairs printed in the 2011 *It's Your Choice* booklet.

Updated Plan Contact List:

Also attached to this *Bulletin* is an updated copy of the *Health Insurance Plan Contacts* (ET-1728, Rev. 3/10). This document contains each plan's contacts for membership and coverage, claims, supplies, employee assistance programs, and complaints/grievances. **Note: The form is for employer use only, please do not provide your employees with these contacts.** Employees should contact the plan using the contact information on the inside back cover of the *It's Your Choice* booklet.

Questions

Employer questions may be directed to ETF's Employer Communication Center at (608) 264-7900 or toll free at (888) 681-3952.



HEALTH PLAN CONTACTS

(For Employer Use Only)

April 2010

ANTHEM Blue (NE, NW & SE)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Elaine Zile elaine.zile@anthem.com	513-770-7290 Fax: 513-770-8803	Christy Mathews christy.mathews@anthem.com	513-770-7360 Fax: 513-770-8803
Claims	Customer Service	800-490-6201	Valarie Shane valerie.shane@wellpoint.com	417-888-9082 Fax: 417-888-9075
Supplies	Marin LaPlante Kleinke marin.laplantekleinke@anthem.com	Phone & Fax: 920-923-7594	Angie Gehrman angie.gehrmann@anthem.com	715-852-5672 Fax: 715-852-5639
Employee Assistance Program	Customer Service	800-490-6201		
Complaints/Grievances	Customer Service	800-490-6201	Amy Moehl amy.moehl@wellpoint.com	417-888-9017
ARISE HEALTH PLAN	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Billing & Enrollment billingandenrollment@wpsic.com	920-617-6330 Fax: 920-490-6928	Jennifer Walske jennifer.walske@wpsic.com	920-490-6978 Fax: 920-490-6928
Claims	Member Services gmemberservcorresp@wpsic.com	920-490-6900 Fax: 920-490-6921	Mary Biskner-Bourin mary.biskner-bourin@wpsic.com	920-490-6907 Fax: 920-490-6921
Supplies	Sue Schmidt sue.schmidt@wpsic.com	920-490-6936 Fax: 920-490-6928	DeDe Adams dede.adams@wpsic.com	920-490-6938 Fax: 920-490-6928
Employee Assistance Program	Kit Buckland kit.buckland@wpsic.com	920-490-6983 Fax: 920-490-6920	Cindy Allcox cindy.allcox@wpsic.com	920-490-6972 Fax: 920-490-6920
Complaints/Grievances	Teresa Williquette teresa.williquette@wpsic.com	920-490-6987 Fax: 920-490-6955	Lori Turek lori.turek@wpsic.com	920-490-6960 Fax: 920-490-6955
DEAN HEALTH INSURANCE RX (WPE Annuitants Only)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Connie Breunig connie.breunig@deancare.com	608-827-4034 Fax: 608-836-9620	Julia Willan julia.willan@deancare.com	608-827-4429 Fax: 608-836-9620
Claims	Vicki Vaughan vicki.vaughan@deancare.com	608-827-4432 Fax: 608-836-4212	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212
Supplies	Penny Bound penny.bound@deancare.com	608-827-4122 Fax: 608-827-4152	Laurie Breitzke laurie.breitzke@deancare.com	608-827-4045 Fax: 608-827-4152
Employee Assistance Program	Vicki Vaughan vicki.vaughan@deancare.com	608-827-4432 Fax: 608-836-4212	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212
Complaints/Grievances	Kelly Hagenbuch kelly.hagenbuch@deancare.com	608-827-4302 Fax: 608-836-9620	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212

DEAN HEALTH PLAN	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Hillary Vehrs hillary.vehrs@deancare.com	608-827-4353 Fax: 608-836-9620	Sara Fraederichs sara.fraederichs@deancare.com	608-827-4332 Fax: 608-836-9620
Claims	Vicki Vaughan vicki.vaughan@deancare.com	608-827-4432 Fax: 608-836-4212	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212
Supplies	Penny Bound penny.bound@deancare.com	608-827-4122 Fax: 608-827-4152	Laurie Breitzke laurie.breitzke@deancare.com	608-827-4045 Fax: 608-827-4152
Employee Assistance Program	Vicki Vaughan vicki.vaughan@deancare.com	608-827-4432 Fax: 608-836-4212	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212
Complaints/Grievances	Kelly Hagenbuch kelly.hagenbuch@deancare.com	608-827-4302 Fax: 608-836-9620	Annette Grosz-Ringdahl annette.grosz-ringdahl@deancare.com	608-827-4486 Fax: 608-827-4212
GHC – EAU CLAIRE	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Cindy Watkins cwatkins@group-health.com or ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Shelly Loe mloe@group-health.com	715-552-4300 Fax: 715-522-3500
Claims	Member Services	888-203-7770 Fax: 715-836-7683	Erika Thorson ethorson@group-health.com	715-552-4300 Fax: 715-836-7683
Supplies	Cindy Watkins cwatkins@group-health.com or ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Shelly Loe mloe@group-health.com	715-552-4300 Fax: 715-522-7683
Employee Assistance Program	Customer Service	888-203-7770 Fax: 715-836-7683		
Complaints/Grievances	Mark Peterson mpeterson@group-health.com	715-552-4300 Fax: 715-836-7683	Amy Wolfram awolfram@group-health.com	715-552-4300 Fax: 715-836-7683
GHC – SOUTH CENTRAL	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Julie Kellesvig jkellesvig@ghcscw.com	608-251-4156 Fax: 608-662-4837	Valerie Beckwith vbeckwith@ghcscw.com	608-251-4156 Fax: 608-662-4837
Claims	Sherry Strezlec sstrezlec@ghcscw.com	608-251-4156 Fax: 608-828-4856	Robert Mielke bmielke@ghcscw.com	608-251-4156 Fax: 608-828-4856
Supplies	Emily Halter ehalter@ghcscw.com	608-662-4883 Fax: 608-828-9333	Della Copp dcopp@ghcscw.com	608-251-3356 Fax: 608-828-9333
Employee Assistance Program	Richard Adelman radelman@ghcscw.com	608-441-3290 Fax: 608-441-3291	Stephen Billingham sbillingham@ghcscw.com	608-831-1766 Fax: 608-662-5091
Complaints/Grievances	Lavora Baird lbaird@ghcscw.com	608-828-4853 Fax: 608-828-4810	Kathy O'Neil koneill@ghcscw.com	608-251-3356 Fax: 608-828-9333

GUNDERSEN LUTHERAN	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Jennifer Mark jmark@gundluth.org or Jody Huntington jjhunting@gundluth.org	608-775-8032 or 608-775-8067 Fax: 608-775-8060	Paula Baumgartner pmbaumga@gundluth.org	608-775-8741 Fax: 608-775-8060
Claims	Melissa Holthaus mkholtha@gundluth.org	608-775-8027 Fax: 608-775-8091	Carla Mullins camullin@gundluth.org	608-775-8074 Fax: 608-775-8091
Supplies	Jennifer Mark jmark@gundluth.org or Jody Huntington jjhunting@gundluth.org	608-775-8032 or 608-775-8067 Fax: 608-775-8060	Paula Baumgartner pmbaumga@gundluth.org	608-775-8741 Fax: 608-775-8060
Employee Assistance Program	Melissa Holthaus mkholtha@gundluth.org	608-775-8027 Fax: 608-775-8091	Carla Mullins camullin@gundluth.org	608-775-8074 Fax: 608-775-8091
Complaints/Grievances	Tina Shuda tkshuda@gundluth.org	608-775-8052 Fax: 608-775-8091	Jenny Noren jynoren@gundluth.org	608-775-8033 Fax: 608-775-8091
HEALTH PARTNERS	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Debbie Tix deborah.a.tix@healthpartners.com	952-883-6019 Fax: 952-883-6075	Laurie Rice laurie.l.rice@healthpartners.com	952-883-6040 Fax: 952-883-6075
Claims	Micki Dirtzu michelle.l.dirtzu@healthpartners.com	952-883-6315 Fax: 952-853-8710	John Zimmerman john.m.zimmerman@healthpartners.com	952-883-7720 Fax: 952-857-8710
Supplies	Micki Dirtzu michelle.l.dirtzu@healthpartners.com	952-883-6315 Fax: 952-853-8710	John Zimmerman john.m.zimmerman@healthpartners.com	952-883-7720 Fax: 952-857-8710
Employee Assistance Program	Care Line	800-551-0859	Member Services	800-883-2177
Complaints/Grievances	Suzanne Anderson suzanne.l.anderson@healthpartners.com	952-967-5497 Fax: 952-883-5666	Mollie Strom mollie.e.strom@healthpartners.com	952-967-6624 Fax: 952-883-5666
HEALTH TRADITION	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service	877-832-1823 (no fax)	Jane Fjerstad fjerstad.jane@mayo.edu	507-538-5190 Fax: 507-284-0528
Claims	Customer Service	877-832-1823 (no fax)	Diane Hemker hemker.diane@mayo.edu	507-266-5580
Supplies	Kathy Reinolt reinolt.kathy@mayo.edu	608-781-2720 Fax: 608-781-4620	Chris Massa massa.christopher@mayo.edu	608-781-9497 Fax: 608-781-4620
Employee Assistance Program	Dave Kramer kramer.david2@mayo.edu	608-781-9644 Fax: 608-781-4620	Kathy Reinolt reinolt.kathy@mayo.edu	608-781-2720 Fax: 608-781-4620
Complaints/Grievances	Steve Kunes kunes.steven@mayo.edu	608-781-9692 Fax: 608-781-9653	Gayle Adamson adamson.gayle@mayo.edu	608-781-9692 Fax: 608-781-9653

HUMANA 800-825-9900	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Carly Lindsey (Commercial Enrollment) clindsey@humana.com	502-580-4901 Fax 502-508-3072	Missy Wimsatt (Billing) mwimsatt@humana.com	502-580-6252 Fax: 502-508-6252
Membership and Coverage – GROUP MEDICARE	Amy Cicenias acicenas@humana.com	502-580-0506 Fax: 502-508-8001	Adam Johnson – (Medical Billing Primary) ajohnson43@humana.com Sonia Boehnlein – Medicare Billing sboehnlein@humana.com Jaime Lincoln – Enrollment Analyst jlincoln@humana.com	502-580-6000 X 1360764 Fax: 502-301-5183 502-580-0596 Fax: 502-508-2538
Claims	Stephanie Hering shering@humana.com	513-929-3746 Fax: 513-898-7476	Regina Cartwright rcartwright@humana.com	502-580-7185 Fax: 502-508-7185
Supplies	Robin Peterson rpeterson@humana.com	800-544-7001 x1732 Fax: 920-339-7092	Roxanne Perillo rperillo@humana.com	920-617-1724 Fax: 920-632-0021
Employee Assistance Program	LifeSynch (fna Corphealth) Georgianna Payne (Customer Service Manager) gpayne2@lifesynch.com	817-870-9103 x2460 Fax 817-335-9100	Kahy Borunda (Director of Account Services) kborunda1@lifesynch.com	817-332-2519 X2999 Fax: 817-335-9100
Complaints/Grievances	Sheri Duckart (Lead Grievance and Appeals) sduckart@humana.com Terry Stankevitz (Supervisor, Grievance and Appeals) tstankevitz@humana.com Barb DeMoulin (Frontline Leader Critical Inquiry) bdemoulin@humana.com	920-337-7032 Fax: 920-632-0090 920-337-8405 Fax: 920-632-0587 920-337-5148 Fax: 920-339-5043	Andrea Harvel (Manager, Grievance and Appeals-Appeals, first, second, IRO) aharvel@humana.com Cindy Elmergreen: (Manager Critical Inquiry-DOI Inquiries, Presidential Complaints, Legal Issues) Barb DeMoulin bdemoulin@humana.com	920-337-5667 Fax: 920-339-5043 920-337-8138 Fax: 920-632-0015 920-337-5148 Fax: 920-339-5043
MEDICAL ASSOCIATES	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Laura Boge lboge@mahealthcare.com	563-556-8070 Fax: 563-556-5134	Joy Kaiser jkaiser@mahealthcare.com	563-584-4814 Fax: 563-556-5134
Claims	Dan Waldbillig dwaldbillig@mahealthcare.com	563-556-8070 Fax: 563-556-5134	Dawn Schemmel dschemmel@mahealthcare.com	563-584-4820
Supplies	Joy Kaiser jkaiser@mahealthcare.com	563-556-8070 Fax: 563-556-5134	Joy Kaiser jkaiser@mahealthcare.com	563-584-4814 Fax: 563-556-5134
Employee Assistance Program	Health Care Services	563-556-8070 Fax: 563-556-5134	Health Care Services	563-556-8070 Fax: 563-556-5134
Complaints/Grievances	Laura Boge lboge@mahealthcare.com	563-556-8070 Fax: 563-556-5134	Karen Thys kthys@mahealthcare.com	563-584-4781

MERCY CARE	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service mcare@mhsjvl.org	800-895-2421 Fax: 608-741-5238	Betsy Fulmer bfulmer@mhsjvl.org	608-758-7705 Fax: 608-752-3751
Claims	Betsy Fulmer bfulmer@mhsjvl.org	608-758-7705 Fax: 608-752-3751	Barbara Johnson bjohnson@mhsjvl.org	608-741-3345 Fax: 608-752-3751
Supplies	DuWayne Severson dseverson@mhsjvl.org	608-741-5626 Fax: 608-752-3751	Rebekah Falk rfalk@mhsjvl.org	608-758-7739 Fax: 608-752-3751
Employee Assistance Program	Judy Formosa jformosa@mhsjvl.org	608-756-5555 Fax: 608-756-0174	Lisa Usgaard lusgaard@mhsjvl.org	608-756-5555 Fax: 608-756-0174
Complaints/Grievances	Patti Heise pheise@mhsjvl.org	608-741-3342 Fax: 608-752-3751	Betsy Fulmer bfulmer@mhsjvl.org	608-758-7705 Fax: 608-752-3751
NAVITUS HEALTH SOLUTIONS	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Care	866-333-2757 Fax: 920-831-1930	Jess Domnick jess.domnick@navitus.com	920-831-5387 Fax: 920-225-7002
Claims	Customer Care	866-333-2757 Fax: 920-831-1930	Jess Domnick jess.domnick@navitus.com	920-831-5387 Fax: 920-225-7002
Supplies	Sue Hill susan.hill@navitus.com	920-225-7032 Fax: 920-225-7002	Jess Domnick jess.domnick@navitus.com	920-831-5387 Fax: 920-225-7002
Complaints/Grievances	Jenny West jenny.west@navitus.com	920-225-7027 Fax: 920-735-5347	Jess Domnick jess.domnick@navitus.com	920-831-5387 Fax: 920-225-7002
NETWORK HEALTH PLAN	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service	800-826-0940 Fax: 920-720-1909	Carrie Helms cahelms@networkhealth.com	920-720-1258 Fax: 920-720-1256
Claims	Customer Service	800-826-0940 Fax: 920-720-1909	Carrie Helms cahelms@networkhealth.com	920-720-1258 Fax: 920-720-1256
Supplies	Carrie Helms cahelms@networkhealth.com	920-720-1258 Fax: 920-720-1256	Customer Service	800-826-0940 Fax: 920-720-1909
Employee Assistance Program	Carrie Helms cahelms@networkhealth.com	920-720-1258 Fax: 920-720-1256	Customer Service	800-826-0940 Fax: 920-720-1909
Complaints/Grievances	Peggy Huss phuss@networkhealth.com	920-720-1305 Fax: 920-720-1909	Carrie Helms cahelms@networkhealth.com	920-720-1258 Fax: 920-720-1256
PHYSICIANS PLUS	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Member Service ppicinfo@pplusic.com	608-282-8900 Fax: 608-258-1902	Ron Sebranek ron.sebranek@pplusic.com	608-260-7051 Fax: 608-258-1906
Claims	Member Service ppicinfo@pplusic.com	608-282-8900 Fax: 608-258-1902	Ron Sebranek ron.sebranek@pplusic.com	608-260-7051 Fax: 608-258-1902
Supplies	Ron Sebranek ron.sebranek@pplusic.com	608-260-7051 Fax: 608-258-1906	Lisa Maslowski lisa.maslowski@pplusic.com	608-260-7063 Fax: 608-258-1906

Employee Assistance Program	Behavioral Health Consultation	608-282-8960 Fax: 608-287-5993	Behavior Health Consultation	608-282-8960 Fax: 608-287-5993
Complaints/Grievances	Cathi Willette cathi.willette@pplusic.com	608-260-7020 Fax: 608-258-1909	Rita Macintire rita.macintire@pplusic.com	608-260-7073 Fax: 608-258-1909
SECURITY HEALTH PLAN	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Jan Revling revling.janalee@securityhealth.org	715-221-9459 Fax: 715-221-9500	Diane Witzel witzel.diane@securityhealth.org	715-221-9519 Fax: 715-221-9500
Claims	Stephanie Bauer bauer.stephanie@securityhealth.org	715-221-9531 Marshfield 715-261-4024 Wausau Fax: 715-261-4088	Sommer Weiland weiland.sommer@securityhealth.org	715-261-4010 Fax: 715-261-4088
Supplies	Katie Olszewski olszewski.katie@securityhealth.org	715-221-9722 Fax: 715-221-9500	Marty Anderson anderson.marty@securityhealth.org	715-221-9716 Fax: 715-221-9500
Employee Assistance Program	Customer Service shpcswb@securityhealth.org	800-472-2363 Company Fax: 715-221-9500	Kristi Oertel oertel.kristi@securityhealth.org	715-221-9567 Fax: 715-221-9500
Complaints/Grievances	Shelley Kress kress.shelley@securityhealth.org	715-221-9663 Fax: 715-221-9500	Joyce Kwosek kwosek.joyce@securityhealth.org	715-221-9596 Fax: 715-221-9500
UNITED HEALTHCARE OF WISCONSIN (NE & SE)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Eligibility only – Shelly Mailhiot shelly_mailhiot@uhc.com Coverage – Customer Service	Eligibility: 920-662-8356 Coverage: 800-357-0974 Fax: 920-662-8349	Andrea Darling andrea_m_darling@uhc.com	920-662-8287
Claims	Customer Service Center	800-357-0974	Andrea Darling andrea_m_darling@uhc.com	920-662-8287
Supplies	Andrea Darling	920-662-8287 Fax: 920-662-8349	Brandon Widell brandon_widell@uhc.com	920-662-8297
Employee Assistance Program	Care24	888-887-4114	Customer Service	800-357-0974
Complaints/Grievances	Customer Service Center	1-800-357-0974		
UNITY HEALTH INSURANCE (UW HEALTH AND COMMUNITY)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Joan Mickelson joanm@unityhealth.com	800-362-3308 ext. 1743 Fax: 608-644-2069	Abby VonBehren abbyv@unityhealth.com.	608-643-1472 Fax: 608-644-2004
Claims	Danielle Booth danielle.Booth@unityhealth.com	608-643-1507 Fax: 608-644-2007	Rhonda Jones rhonda.jones@unityhealth.com	608-643-1492 Fax: 608-644-2090
Supplies	Kathy Ikeman kathleen.ikeman@unityhealth.com	608-643-1486 Fax: 608-643-2564	Tammy Sullivan tamara.sullivan@unityhealth.com	608-643-1523 Fax: 608-643-2564
Employee Assistance Program	Danielle Booth danielle.Booth@unityhealth.com	608-643-1507 Fax: 608-644-2007	Rhonda Jones rhonda.jones@unityhealth.com	608-643-1492 Fax: 608-644-2090

Complaints/Grievances	Heather Kavanaugh heatherk@unityhealth.com	608-643-1423 Fax: 608-644-2053	Andrea Olson andrea.olson@unityhealth.com	800-362-3308 ext. 1706 Fax: 608-644-2022
WPS METRO CHOICE (formerly WPS Patient Choice 1 &2)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3639	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Claims	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3626	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Supplies	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861	David Grunke david.grunke@wpsic.com	608-226-8030 Fax: 608-223-2979
Employee Assistance Program	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3626	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Complaints/Grievances	Erna Selby erna.selby@wpsic.com	608-221-7128 Fax: 608-223-3603	Barbara Posekany barbara.posekany@wpsic.com	608-221-7172 Fax: 608-223-3603
WPS HEALTH INSURANCE (STANDARD PLANS & SMP)	PRIMARY CONTACT NAME E-MAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME E-MAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3639	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Claims	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3626	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Supplies	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861	David Grunke david.grunke@wpsic.com	608-226-8030 Fax: 608-223-2979
Employee Assistance Program	Customer Service greg.nelson@wpsic.com	800-634-6448 Fax: 608-223-3626	Greg Nelson greg.nelson@wpsic.com	608-516-6129 Fax: 608-223-5861
Complaints/Grievances	Erna Selby erna.selby@wpsic.com	608-221-7128 Fax: 608-223-3603	Barbara Posekany barbara.posekany@wpsic.com	608-221-7172 Fax: 608-223-3603