



Employer *Bulletin*

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

Dual-Choice Enrollment Period and Kick-Off Meeting Dates Set

Mark Your Calendars: Dual-Choice Enrollment for Plan Year 2009

The Department of Employee Trust Funds (ETF) takes this opportunity to announce the dates associated with the Dual-Choice Enrollment period for Group Health Insurance coverage in 2009. Watch for subsequent *Employer Bulletins* containing more detailed information and instructions.

Dual-Choice Enrollment Period Set for October 6 – 24, 2008

The Group Insurance Board set the plan year 2009 Dual-Choice Enrollment period for October 6 - 24, 2008. During this period, **currently insured** employees may switch from one health plan to another plan and/or from single to family coverage without restriction. All Dual-Choice coverage changes are effective January 1, 2009.

Attend the Dual-Choice Kick-Off Meeting: September 24, 2008

Each year, ETF hosts a Dual-Choice “kick-off” 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 Dual-Choice Enrollment period.

This year’s Dual-Choice kick-off meeting is scheduled for:

- Date:** September 24, 2008
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

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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 web site at http://dhfs.wisconsin.gov/MH_Mendota/directions/simpledirections.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 2009 *It's Your Choice* booklets to arrive.

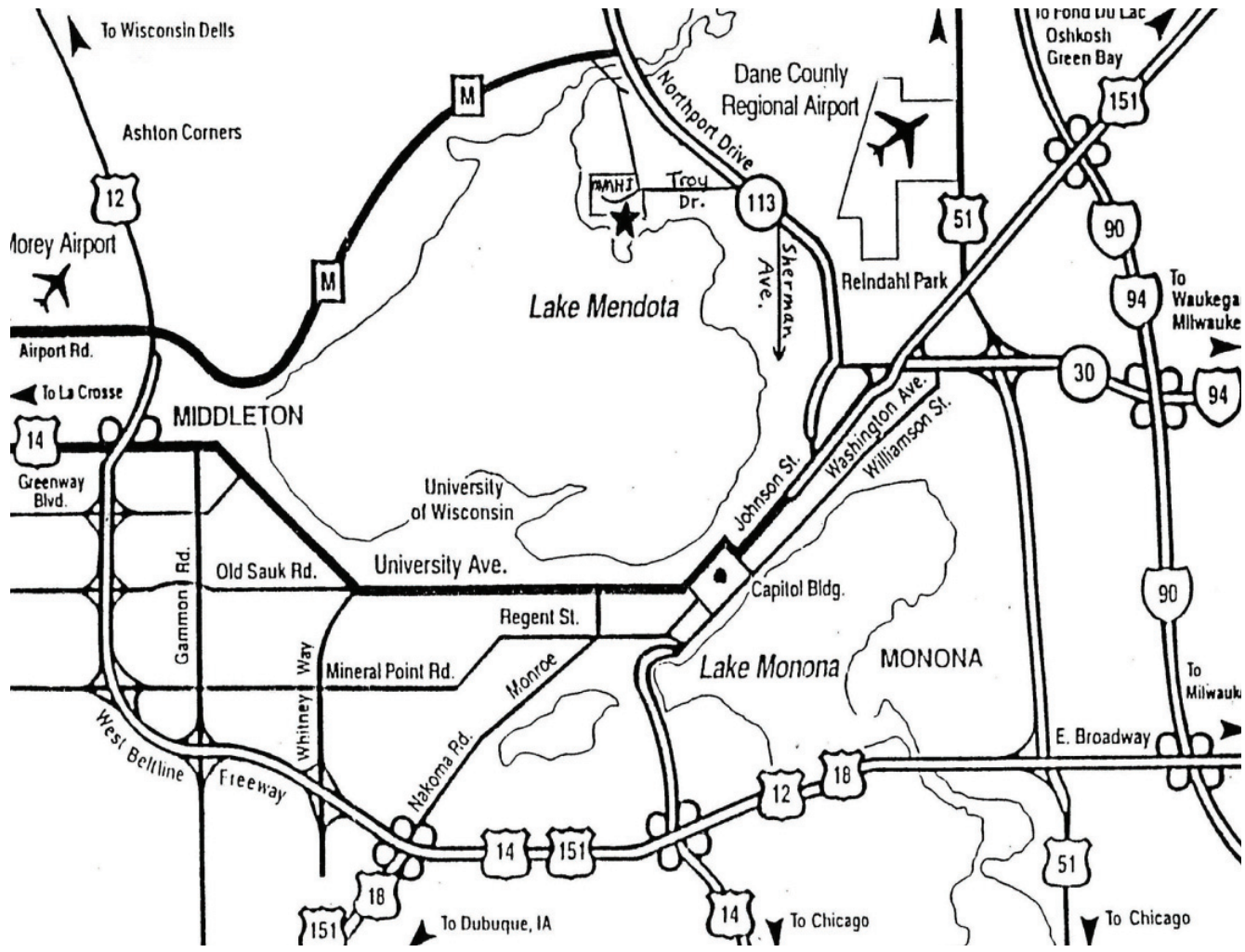
State agencies only: Contact the Employer Communication Center at (608) 264-7900 by August 1, 2008, to have your health fairs printed in the 2009 *It's Your Choice* booklet.

Updated Plan Contact List:

Attached to this Bulletin is an updated copy of the *Health Insurance Plan Contacts* (ET-1728, Rev. 5/2007). This document contains each plan's contacts for membership and coverage, claims, supplies, employee assistance programs, and complaints/grievances. The form is for employer use only. Employees should contact the plan using the contact information on the inside back cover of the *It's Your Choice* book.

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 2008

ANTHEM BCBS (NW & SE) (formerly Compcare Blue)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Elaine Zile	513-770-7290	Enrollment	800-998-7086
Claims	Customer Service	800-490-6201	Brenda Chapman	800-492-2057 Ext. 88051
Supplies	Colleen Evans-Carter	262-523-3397	Ralph Epifanio	262-523-3341
Employee Assistance Program	Customer Service	800-490-6201		
Complaints/Grievances	Marc Runner	417-888-9072		
ARISE HEALTH PLAN (formerly WPS Prevea)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Billing & Enrollment	920-617-6330 Fax: 920-490-6928	Jennifer Walske	920-490-6978
Claims	Member Services	920-490-6900	Mary Biskner-Bourin	920-490-6907
Supplies	Sue Schmidt	920-490-6936	DeDe Adams	920-490-6938
Employee Assistance Program	Kit Buckland	920-490-6983 Fax: 920-490-6920	Cindy Allcox	920-490-6972 Fax: 920-490-6920
Complaints/Grievances	Teresa Williquette	920-490-6987	Lori Turek	920-490-6960
DEAN HEALTH INSURANCE RX (WPE Annuitants Only)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Connie Breunig Connie.breunig@deancare.com	608-827-4034 Fax: 608-836-9620	Kay Faherty Kay.faherty@deancare.com	608-827-4421
Claims	Michelle Olson Michelle.olson@deancare.com	608-827-4469 Fax: 608-836-4212	Darcy Paskey Darcy.paskey@deancare.com	608-827-4144
Supplies	Penny Bound Penny.bound@deancare.com	608-827-4122 Fax: 608-827-4152	Sandy Hayes Sandy.hayes@deancare.com	608-827-4115
Employee Assistance Program	Customer Service	800-279-1301 / 608-828-1301		
Complaints/Grievances	Kelly Hagenbuch Kelly.hagenbuch@deancare.com	608-827-4302 Fax: 608-836-9620	Darcy Paskey Darcy.paskey@deancare.com	608-827-4144
DEAN HEALTH PLAN	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Hillary Vehrs Hillary.vehrs@deancare.com	608-827-4353 Fax: 608-836-9620	Sara Kulich Sara.kulich@deancare.com	608-827-4332
Claims	Michelle Olson Michelle.olson@deancare.com	608-827-4469 Fax: 608-836-4212	Darcy Paskey Darcy.paskey@deancare.com	608-827-4144

Supplies	Penny Bound Penny_bound@deancare.com	608-827-4122 Fax: 608-827-4152	Sandy Hayes Sandy.hayes@deancare.com	608-827-4115
Employee Assistance Program	Customer Service	800-279-1301, 608-828-1301		
Complaints/Grievances	Kelly Hagenbuch Kelly.hagenbuch@deancare.com	608-827-4302 Fax: 608-836-9620	Darcy Paskey Darcy.paskey@deancare.com	608-827-4144
GHC – EAU CLAIRE	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Heidi Derby	715-552-4300 Fax: 715-836-7683	Shelly Loe	715-552-4300
Claims	Sandy Cramer	715-552-4300 Fax: 715-836-7683	Pat Dimmitt	715-552-4300
Supplies	Heidi Derby	715-552-4300 Fax: 715-836-7683	Shelly Loe	715-552-4300
Employee Assistance Program	Customer Service	888-203-7770		
Complaints/Grievances	Dana Stanislawski	715-552-4300 Fax: 715-836-7683	Mark Peterson	715-552-4300
GHC – SOUTH CENTRAL	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Julie Kellesvig	608-251-4156 Fax: 608-662-4837	Valerie Beckwith	608-251-4156
Claims	Sherry Strezlec	608-251-4156 Fax: 608-828-4856	Robert Mielke	608-251-4156
Supplies	Emily Halter	608-662-4883 Fax: 608-828-9333	Katie Wagner	608-251-3356
Employee Assistance Program	John Strezlec	608-441-3290 Fax: 608-441-3291	Richard Adelman	608-441-3290
Complaints/Grievances	Lavora Baird	608-828-4853 Fax: 608-828-4810	Kathy Elliot O'Neil	608-251-3356
GUNDERSEN LUTHERAN	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Paula Baumgartner	608-775-8741 Fax: 608-775-8060	Karen Ferring	608-775-8761
Claims	Melissa Holthaus	608-775-8027 Fax: 608-775-8091	Carla Mullins	608-775-8074
Supplies	Paula Baumgartner	608-775-8741 Fax: 608-775-8060	Karen Ferring	608-775-8086
Employee Assistance Program	Melissa Holthaus	608-775-8027 Fax: 608-775-8091	Carla Mullins	608-775-8074
Complaints/Grievances	Tina Schuda	608-775-8052 Fax: 608-775-8091	Heather Liethen	608-775-8709
HEALTH TRADITION	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Customer Service	877-832-1823	Jane Fjerstad	507-538-5190
Claims	Customer Service	877-832-1823	Mary Meyer	507-266-5548
Supplies	Kathy Reinolt	608-781-2720	Mike Eckstein	608-781-9609
Employee Assistance Program	Mike Eckstein	608-781-9609	Kathy Reinolt	608-781-2720
Complaints/Grievances	Bev Larson	608-781-9692	Sheri Laufie	608-781-9692

HUMANA 800-825-9900	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Missy Wirmsatt E-mail: mwirmsatt@humana.com	502-580-6252 Fax 502-508-6252	Carly Lindsey clindsey@humana.com	502-580-4901 Fax: 502-508-3072
Membership and Coverage – GROUP MEDICARE	Amy Evans Aevans2@humana.com	502-580-0506 Fax: 502-508-8001	Jaime Lincoln email_jlincoln@humana.com	502-580-0596
Claims	Stephanie Hering	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	920-617-1724 Fax: 920-632-0021
Employee Assistance Program	Corphealth; Georgianna Payne Customer Service Manager	817-322-2519 x2460	Roxanne Perillo and/or Robin Peterson	800-544-7001 x 1732 (Robin) or x 1724 (Roxanne)
Complaints/Grievances	Cindy Elmergreen celmergreen@humana.com	920-337-5667 Fax: 920-339-5043	Laura Kocken lkocken@humana.com	920-337-8104 Fax: 920-339-5043
MEDICAL ASSOCIATES	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Laura Boge	563-556-8070 Fax: 563-556-5134	Joy Kaiser	563-584-4814 Fax: 563-556-5134
Claims	Dan Waldbillig	563-556-8070 Fax: 563-556-5134	Dawn Schemmel	563-584-4820
Supplies	Joy Kaiser	563-556-8070 Fax: 563-556-5134	Joy Kaiser	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	563-556-8070 Fax: 563-556-5134	Karen Thys	563-584-4781
MERCYCARE	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Vicki Aarstad	608-758-7722	Matt Hicks	608-758-7701
Claims	Betsy Fulmer	608-758-7705	Barbara Johnson	608-741-3345
Supplies	Jodi Dunaway	608-758-7738	Ryan Peiz	608-758-7710
Employee Assistance Program	Judy Formosa	608-756-5555	Susan Miller	608-756-5642 x221
Complaints/Grievances	Patti Heise	608-741-3342	Betsy Fulmer	608-758-7705

NAVITUS HEALTH SOLUTIONS	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Sue Hill	920-225-7032	Chris Mead	608-827-7504
Claims	Jenny West	920-225-7027	Chris Mead	608-827-7504
Supplies	Sue Hill	920-225-7032	Chris Mead	608-827-7504
Complaints/Grievances	Jenny West	920-225-7027	Chris Mead	608-827-7504
NETWORK HEALTH PLAN	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Customer Service	800-826-0940	Carrie Helms	920-720-1258
Claims	Customer Service	800-826-0940	Carrie Helms	920-720-1258
Supplies	Carrie Helms	920-720-1258	Customer Service	800-826-0940
Employee Assistance Program	Carrie Helms	920-720-1258	Customer Service	800-826-0940
Complaints/Grievances	Peggy Huss	800-826-0940 or 920-720-1305	Carrie Helms	920-720-1258
PHYSICIANS PLUS	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Member Service	608-282-8900 Fax: 608-258-1902	Ron Sebranek	608-260-7051
Claims	Member Service	608-282-8900 Fax: 608-258-1902	Ron Sebranek	608-260-7051
Supplies	Ron Sebranek	608-260-7051 Fax: 608-258-1906	Lisa Maslowski	608-260-7063
Employee Assistance Program	John Scherpelz	608-282-8960 Fax: 608-287-5993	Kim Jorgensen	608-282-8960
Complaints/Grievances	Cathi Willette	608-260-7020 Fax: 608-258-1909 608-260-7021	Rita Macintire	608-260-7073 Fax: 608-258-1906
SECURITY HEALTH PLAN	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Sue Schultz schultz.susan@marshfieldclinic.org	715-221-9628	Sandy Smith smith.sandy@marshfieldclinic.org	715-221-9623
Claims	Lani Beyer beyer.lani@marshfieldclinic.org	715-221-9529	Stephanie Bauer bauer.stephanie@marshfieldclinic.org	715-221-9531
Supplies	Katie Olszewski olszewski.katie@marshfieldclinic.org	715-221-9722	Gail Reckner reckner.gail@marshfieldclinic.org	715-221-9712
Employee Assistance Program	Customer Service shpcswb@marshfieldclinic.org	800-472-2363 Company Fax: 715-221-9500	Robin Huff huff.rob@marshfieldclinic.org	715-221-9734
Complaints/Grievances	Shelley Kress kress.shelley@marshfieldclinic.org	715-221-9663	Jane Wolf wolf.jane@marshfieldclinic.org	715-221-9658

UNITED HEALTHCARE OF WISCONSIN (NE & SE)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Eligibility – Shelly Mailhiot Coverage – Customer Service	Eligibility –920-662-8356 Coverage 800-357-0974 Fax: 920-662-8349	Andrea Darling	920-662-8287
Claims	Customer Service Center	800-357-0974	Andrea Darling	920-662-8287
Supplies	Brandon Widell	920-662-8297	Andrea Darling	920-662-8287
Employee Assistance Program	Care24	888-887-4114	Customer Service	800-357-0974
Complaints/Grievances	Customer Service Center	1-800-357-0974	National Appeals Service Center	800-525-6377
UNITY HEALTH PLAN (UW HEALTH AND COMMUNITY)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Joan Mickelson	800-362-3308 ext. 1743	Abby VonBehren	608-643-1472
Claims	Danielle Booth	608-643-1507	Rhonda Jones	608-643-1492
Supplies	Kathy Ikeman	608-643-1486	Tammy Sullivan	608-643-1523
Employee Assistance Program	Danielle Booth	608-643-1507	Rhonda Jones	608-643-1492
Complaints/Grievances	Heather Kavanaugh	608-643-1423	Heidi Larson	800-362-3308 ext. 1720
WPS HEALTH INSURANCE PATIENT CHOICE	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Claims	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Supplies	Greg Nelson	608-516-6129	David Grunke	608-226-8030
Employee Assistance Program	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Complaints/Grievances	Erna Selby	608-221-7128	Judy Wanless	608-221-7153
WPS HEALTH INSURANCE (STANDARD PLANS & SMP)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Claims	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Supplies	Greg Nelson	608-516-6129	David Grunke	608-226-8030
Employee Assistance Program	Customer Service	800-634-6448	Greg Nelson	608-516-6129
Complaints/Grievances	Erna Selby	608-221-7128	Judy Wanless	608-221-7153