



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

Dual-Choice Enrollment period has been renamed to It's Your Choice Enrollment Period

The Department of Employee Trust Funds (ETF) has renamed the Dual-Choice Enrollment period the It's Your Choice Enrollment period to better reflect the purpose of this enrollment period.

Mark Your Calendars: It's Your Choice Enrollment Period Set for October 5 – 23, 2009

The Group Insurance Board set the plan year 2010 It's Your Choice Enrollment period for October 5 - 23, 2009. 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, 2010. Watch for subsequent *Employer Bulletins* containing more detailed information and instructions.

Attend the It's Your Choice Kick-Off Meeting: September 23, 2009

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 23, 2009
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

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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 web site 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 2010 *It's Your Choice* booklets to arrive.

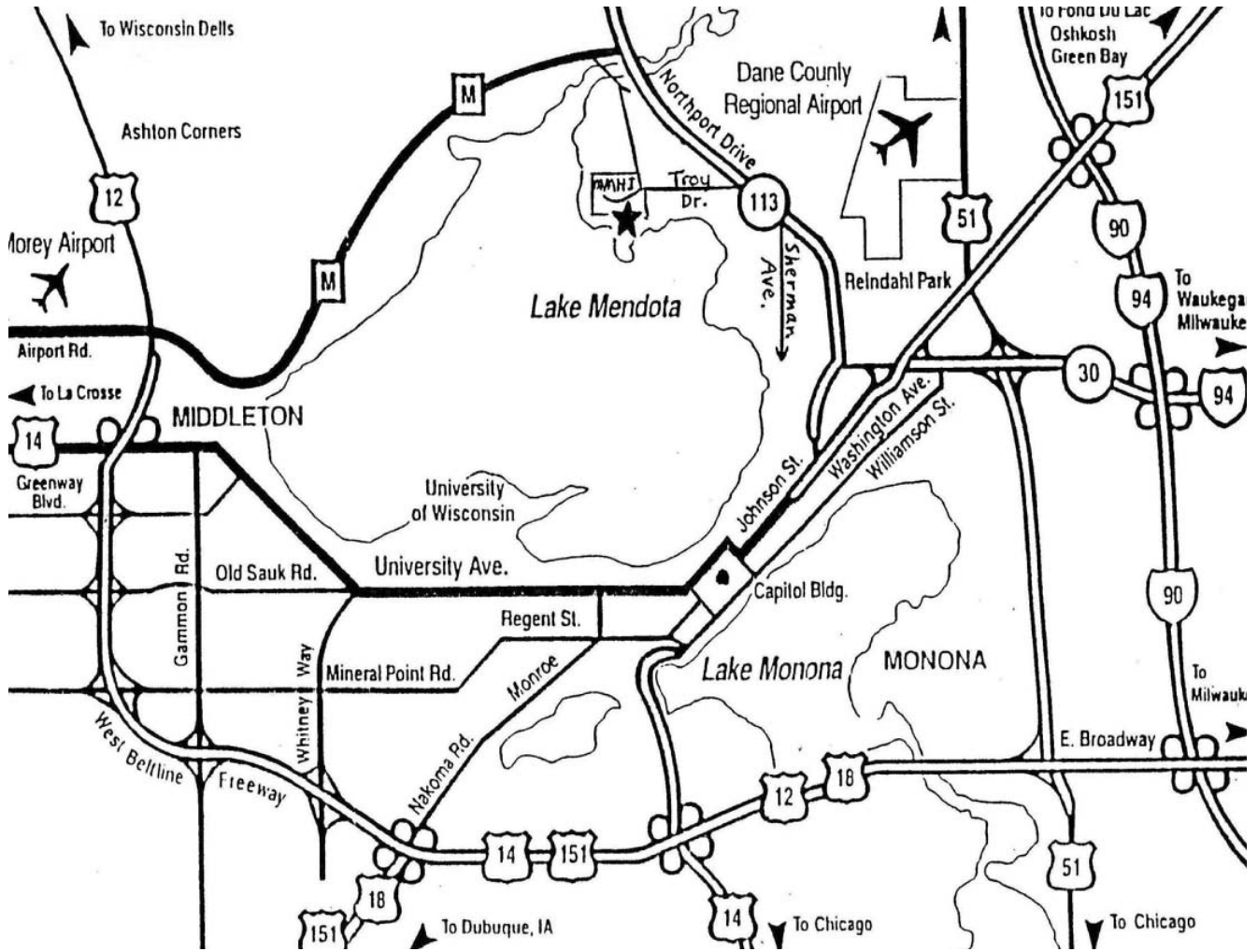
State agencies only: Contact the Employer Communication Center at (608) 264-7900 by August 1, 2009, to have your health fairs printed in the 2010 *It's Your Choice* booklet.

Updated Plan Contact List:

Attached to this Bulletin is an updated copy of the *Health Insurance Plan Contacts* (ET-1728, Rev. 4/2009). 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 2009

ANTHEM BCBS (NE, NW & SE)	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Elaine Zile /Christy Mathews	513-770-7290/513-770-8803	Enrollment	800-998-7086
Claims	Customer Service	800-490-6201	Brenda Chapman	800-492-2057 Ext. 88051
Supplies	Colleen Evans-Carter	262-523-3397	Angie Gehrman	715-852-5672
Employee Assistance Program	Customer Service	800-490-6201		
Complaints/Grievances	Christine Snyder	417-888-9008		
ARISE HEALTH PLAN	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	Annette Grosz-Ringdahl Annette.grosz-ringdahl@deancare.com	608-827-4486
Supplies	Penny Bound Penny.bound@deancare.com	608-827-4122 Fax: 608-827-4152	Laurie Breitzke Laurie.breizke@deancare.com	608-827-4045
Employee Assistance Program	Michelle Olson Michelle.olson@deancare.com	608-827-4469 Fax: 608-836-4212	Annette Grosz-Ringdahl Annette.grosz-ringdahl@deancare.com	608-827-4486
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
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 Fraederichs Sara.Fraederichs@deancare.com	608-827-4332
Claims	Michelle Olson Michelle.olson@deancare.com	608-827-4469 Fax: 608-836-4212	Annette Grosz-Ringdahl Annette.grosz-ringdahl@deancare.com	608-827-4486
Supplies	Penny Bound Penny.bound@deancare.com	608-827-4122 Fax: 608-827-4152	Laurie Breitzke laurie.breizke@deancare.com	608-827-4045
Employee Assistance Program	Michelle Olson Michelle.olson@deancare.com	608-827-4469 Fax: 608-836-4212	Annette Grosz-Ringdahl Annette.grosz-ringdahl@deancare.com	608-827-4486

Complaints/Grievances	Kelly Hagenbuch kelly.hagenbuch@deancare.com	608-827-4302 Fax: 608-836-9620	Megan Koltes Megan.koltes@deancare.com	608-830-5918
GHC – EAU CLAIRE	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Cindy Watkins cwatkins@group-health.com or ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Shelly Loe mole@group-health.com	715-552-4300
Claims	Sandy Cramer scramer@group-health.com	715-552-4300 Fax: 715-836-7683	Karen Ring kring@group-health.com	715-552-4300
Supplies	Cindy Watkins or ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Shelly Loe mole@group-health.com	715-552-4300
Employee Assistance Program	Customer Service	888-203-7770		
Complaints/Grievances	Dana Stanislawski dstanislawski@group-health.com	715-552-4300 Fax: 715-836-7683	Mark Peterson mpeterson@group-health.com	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	Della Copp	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	Jennifer Mark	608-775-8032 Fax: 608-775-8060	Paula Baumgartner	608-775-8741 Fax: 608-775-8060
Claims	Melissa Holthaus	608-775-8027 Fax: 608-775-8091	Carla Mullins	608-775-8074
Supplies	Jennifer Mark	608-775-8032 Fax: 608-775-8060	Paula Baumgartner	608-775-8741 Fax: 608-775-8060
Employee Assistance Program	Melissa Holthaus	608-775-8027 Fax: 608-775-8091	Carla Mullins	608-775-8074
Complaints/Grievances	Tina Shuda	608-775-8052 Fax: 608-775-8091	Jenny Noren	608-775-8033
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	Gayle Adamson	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 Cicenias Acicenias@humana.com	502-580-0506 Fax: 502-508-8001	Sonia Boehnlein – Medicare Billing sboehnlein@humana.com Jaime Lincoln – Enrollment Analyst email:jlincoln@humana.com	(502) 580-6000 X 1361851 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	LifeSynch (fna Corphealth) Georgianna Payne Customer Service Manager Gpayne2@lifesynch.com	817-870-9103 x2460	Kahy Borunda – Director of Account Services Kborunda1@lifesynch.com	817-332-2519 X2999)
Complaints/Grievances	Cindy Elmergreen celmergreen@humana.com	920-337-5667 Fax: 920-339-5043	Barb DeMoulin bdemoulin@humana.com	920-337-5148 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	DuWayne Severson	608-741-5626	Rebekah Falk	608-758-7739
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	Customer Care	866-333-2757	Jess Dornnick	920-831-5387
Claims	Customer Care	866-333-2757	Jess Dornnick	920-831-5387
Supplies	Sue Hill	920-225-7032	Jess Dornnick	920-831-5387
Complaints/Grievances	Jenny West	920-225-7027	Jess Dornnick	920-831-5387
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	Rita Macintire	608-260-7073 Fax: 608-258-1909
SECURITY HEALTH PLAN	PRIMARY CONTACT NAME	PRIMARY CONTACT PHONE NUMBER	ALTERNATE CONTACT NAME	ALTERNATE CONTACT PHONE NUMBER
Membership and Coverage	Jan Revling revling.janalee@securityhealth.org	715-221-9459	Diane Witzel witzel.diane@securityhealth.org	715-221-9519
Claims	Stephanie Bauer bauer.stephanie@securityhealth.org	715-221-9531 Marshfield 715-261-4024 Wausau	Sommer Weiland weiland.sommer@securityhealth.org	715-261-4010
Supplies	Katie Olszewski olszewski.katie@securityhealth.org	715-221-9722	Marty Anderson anderson.marty@securityhealth.org	715-221-9716
Employee Assistance Program	Customer Service shpcsweb@securityhealth.org	800-472-2363 Company Fax: 715-221-9500	Kristi Oertel oertel.kristi@securityhealth.org	715-221-9567
Complaints/Grievances	Shelley Kress kress.shelley@securityhealth.org	715-221-9663	Joyce Kwosek kwosek.joyce@securityhealth.org	715-221-9596

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 Mailhot 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		
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	Andrea Olson	800-362-3308 ext. 1706
WPS Metro Choice (formerly WPS Patient Choice 1 & 2)	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