

# HEALTH PLAN CONTACTS

(For Employer Use Only)

August 2009

| <b>ANTHEM Blue (NE, NW &amp; SE)</b>                      | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>              | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
|---|---|---|---|---|
| Membership and Coverage                                   | Elaine Zile<br>elaine.zile@anthem.com                   | 513-770-7290<br>Fax: 513-770-8803           | Christy Mathews<br>christy.mathews@anthem.com                 | 513-770-7360<br>Fax: 513-770-8803             |
| Claims  | Customer Service  | 800-490-6201                                | Brenda Chapman<br>brenda.chapman@anthem.com                   | 800-492-2057 Ext. 88051<br>Fax: 417-888-9120  |
| Supplies  | Colleen Evans-Carter<br>colleen.evans-carter@anthem.com | 262-523-3397<br>Fax: 262-523-3393           | Angie Gehrmann<br>angie.gehrmann@anthem.com                   | 715-852-5672<br>Fax: 715-852-5639             |
| Employee Assistance Program                               | Customer Service  | 800-490-6201                                |   |   |
| Complaints/Grievances                                     | Christine Snyder  | 417-888-9008                                |   |   |
| <b>ARISE HEALTH PLAN</b>                                  | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>              | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage                                   | Billing & Enrollment<br>BillingandEnrollment@wpsic.com  | 920-617-6330<br>Fax: 920-490-6928           | Jennifer Walske<br>Jennifer.Walske@wpsic.com                  | 920-490-6978<br>Fax: 920-490-6928             |
| Claims  | Member Services<br>GBMemberServCorresp@wpsic.com        | 920-490-6900<br>Fax: 920-490-6921           | Mary Biskner-Bourin<br>Mary.Biskner-Bourin@wpsic.com          | 920-490-6907<br>Fax: 920-490-6921             |
| Supplies  | Sue Schmidt<br>Sue.Schmidt@wpsic.com                    | 920-490-6936<br>Fax: 920-490-6928           | DeDe Adams<br>DeDe.Adams@wpsic.com                            | 920-490-6938<br>Fax: 920-490-6928             |
| Employee Assistance Program                               | Kit Buckland<br>Kit.Buckland@wpsic.com                  | 920-490-6983<br>Fax: 920-490-6920           | Cindy Allcox<br>Cindy.Allcox@wpsic.com                        | 920-490-6972<br>Fax: 920-490-6920             |
| Complaints/Grievances                                     | Teresa Williquette<br>Teresa.Williquette@wpsic.com      | 920-490-6987<br>Fax: 920-490-6955           | Lori Turek<br>Lori.Turek@wpsic.com                            | 920-490-6960<br>Fax: 920-490-6955             |
| <b>DEAN HEALTH INSURANCE RX<br/>(WPE Annuitants Only)</b> | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>              | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage                                   | Connie Breunig<br>Connie.breunig@deancare.com           | 608-827-4034<br>Fax: 608-836-9620           | Julia Willan<br>Julia.willan@deancare.com                     | 608-827-4429<br>Fax: 608-836-9620             |
| Claims  | Michelle Olson<br>Michelle.olson@deancare.com           | 608-827-4469<br>Fax: 608-836-4212           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl@deancare.com | 608-827-4486<br>Fax: 608-827-4212             |
| Supplies  | Penny Bound<br>Penny.bound@deancare.com                 | 608-827-4122<br>Fax: 608-827-4152           | Laurie Breitzke<br>Laurie.breitzke@deancare.com               | 608-827-4045<br>Fax: 608-827-4152             |
| Employee Assistance Program                               | Michelle Olson<br>Michelle.olson@deancare.com           | 608-827-4469<br>Fax: 608-836-4212           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl@deancare.com | 608-827-4486<br>Fax: 608-827-4212             |
| Complaints/Grievances                                     | Kelly Hagenbuch<br>Kelly.hagenbuch@deancare.com         | 608-827-4302<br>Fax: 608-836-9620           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl@deancare.com | 608-827-4486<br>Fax: 608-827-4212             |

| <b>DEAN HEALTH PLAN</b>     | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                    | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>               | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
|-----------------------------|---|---|--|---|
| Membership and Coverage     | Hillary Vehrs<br>Hillary.vehrs@deancare.com                                       | 608-827-4353<br>Fax: 608-836-9620           | Sara Fraederichs<br>Sara.Fraederichs@deancare.com              | 608-827-4332<br>Fax: 608-836-9620             |
| Claims                      | Michelle Olson<br>Michelle.olson@deancare.com                                     | 608-827-4469<br>Fax: 608-836-4212           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl @deancare.com | 608-827-4486<br>Fax:608-827-4212              |
| Supplies                    | Penny Bound<br>Penny.bound@deancare.com   | 608-827-4122<br>Fax: 608-827-4152           | Laurie Breitzke<br>Laurie.breitzke@deancare.com                | 608-827-4045<br>Fax: 608-827-4152             |
| Employee Assistance Program | Michelle Olson<br>Michelle.olson@deancare.com                                     | 608-827-4469<br>Fax: 608-836-4212           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl @deancare.com | 608-827-4486<br>Fax: 608-827-4212             |
| Complaints/Grievances       | Kelly Hagenbuch<br>Kelly.hagenbuch@deancare.com                                   | 608-827-4302<br>Fax: 608-836-9620           | Annette Grosz-Ringdahl<br>Annette.grosz-ringdahl@deancare.com  | 608-827-4486<br>Fax:608-827-4212              |
| <b>GHC – EAU CLAIRE</b>     | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                    | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>               | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage     | Cindy Watkins<br>cwatkins@group-health.com or<br>ghcenrollment@group-health.com   | 715-552-4300<br>Fax: 715-836-7683           | Shelly Loe<br>mloe@group-health.com                            | 715-552-4300<br>Fax:715-522-3500              |
| Claims                      | Member Services   | 888-203-7770<br>Fax: 715-836-7683           | Pam Wedlund<br>pwedlund@group-health.com                       | 715-552-4300<br>Fax: 715-836-7683             |
| Supplies                    | Cindy Watkins cwatkins@group-<br>health.com or ghcenrollment@group-<br>health.com | 715-552-4300<br>Fax: 715-836-7683           | Shelly Loe<br>mloe@group-health.com                            | 715-552-4300<br>Fax:715-522-7683              |
| Employee Assistance Program | Customer Service  | 888-203-7770<br>Fax: 715-836-7683           |  |   |
| Complaints/Grievances       | Dana Stanislawski<br>dstanislawski@group-health.com                               | 715-552-4300<br>Fax: 715-836-7683           | Mark Peterson<br>mpeterson@group-health.com                    | 715-552-4300<br>Fax:715-836-7683              |
| <b>GHC – SOUTH CENTRAL</b>  | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                    | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>               | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage     | Julie Kellesvig<br>jkellesvig@ghcscw.com  | 608-251-4156<br>Fax: 608-662-4837           | Valerie Beckwith<br>vbeckwith@ghcscw.com                       | 608-251-4156<br>Fax: 608-662-4837             |
| Claims                      | Sherry Strezlec<br>sstrezlec@ghcscw.com   | 608-251-4156<br>Fax: 608-828-4856           | Robert Mielke<br>bmielke@ghcscw.com                            | 608-251-4156<br>Fax: 608-828-4856             |
| Supplies                    | Emily Halter<br>ehalter@ghcscw.com  | 608-662-4883<br>Fax: 608-828-9333           | Della Copp<br>dcopp@ghcscw.com                                 | 608-251-3356<br>Fax: 608-828-9333             |
| Employee Assistance Program | Richard Adelman<br>radelman@ghcscw.com  | 608-441-3290<br>Fax: 608-441-3291           | Stephen Billingham<br>sbillingham@ghcscw.com                   | 608-831-1766<br>Fax: 608-662-5091             |
| Complaints/Grievances       | Lavora Baird<br>lbaird@ghcscw.com   | 608-828-4853<br>Fax: 608-828-4810           | Kathy O'Neil<br>koneill@ghcscw.com                             | 608-251-3356<br>Fax: 608-828-9333             |

| <b>GUNDERSEN LUTHERAN</b>   | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                     | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>        | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
|-----------------------------|--|--|---|---|
| Membership and Coverage     | Jennifer Mark<br>jemark@gundluth.org or<br>Jody Huntinton<br>jjhuntin@gundluth.org | 608-775-8032 or 608-775-<br>8067 Fax: 608-775-8060 | Paula Baumgartner<br>pmbaumga@gundluth.org                | 608-775-8741<br>Fax: 608-775-8060             |
| Claims                      | Melissa Holthaus<br>mkholtha@gundluth.org  | 608-775-8027<br>Fax: 608-775-8091                  | Carla Mullins<br>camullin@gundluth.org                    | 608-775-8074<br>Fax: 608-775-8091             |
| Supplies                    | Jennifer Mark<br>jemark@gundluth.org or<br>Jody Huntinton<br>jjhuntin@gundluth.org | 608-775-8032 or 608-775-<br>8067 Fax: 608-775-8060 | Paula Baumgartner<br>pmbaumga@gundluth.org                | 608-775-8741<br>Fax: 608-775-8060             |
| Employee Assistance Program | Melissa Holthaus<br>mkholtha@gundluth.org  | 608-775-8027<br>Fax: 608-775-8091                  | Carla Mullins<br>camullin@gundluth.org                    | 608-775-8074<br>Fax: 608-775-8091             |
| Complaints/Grievances       | Tina Shuda<br>tkshuda@gundluth.org   | 608-775-8052<br>Fax: 608-775-8091                  | Jenny Noren<br>jjnoren@gundluth.org                       | 608-775-8033<br>Fax: 608-775-8091             |
| <b>HEALTH PARTNERS</b>      | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                     | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>        | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage     | Laurie Rice<br>Laurie.L.rice@healthpartners.com                                    | 952-883-6040<br>Fax: 952-883-6075                  | Deborah Tix<br>Deborah.A.tix@healthpartners.com           | 952-883-6023<br>Fax: 952-883-6075             |
| Claims                      | Kelly Peterson<br>Kelly.l.peterson@healthpartners.com                              | 952-883-6315<br>Fax: 952-853-8710                  | John Zimmerman<br>John.m.zimmerman@healthpartners.com     | 952-883-7720<br>Fax: 952-857-8710             |
| Supplies                    | Kelly Peterson<br>Kelly.l.peterson@healthpartners.com                              | 952-883-6315<br>Fax: 952-853-8710                  | John Zimmerman<br>John.m.zimmerman@healthpartners.com     | 952-883-7720<br>Fax: 952-857-8710             |
| Employee Assistance Program | Care Line  | 800-551-0859                                       | Member Services   | 800-883-2177                                  |
| Complaints/Grievances       | Michaela Timmers<br>Michaela.M.timmers@healthpartners.com                          | 952-967-5669<br>Fax: 952-883-5666                  | Colleen Fletcher<br>Colleen.E.fletcher@healthparnters.com | 952-967-5627<br>Fax: 952-883-5666             |
| <b>HEALTH TRADITION</b>     | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>                                     | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>        | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>          | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage     | Customer Service   | 877-832-1823 (no fax)                              | Jane Fjerstad<br>fjerstad.jane@mayo.edu                   | 507-538-5190<br>Fax: 507-284-0528             |
| Claims                      | Customer Service   | 877-832-1823 (no fax)                              | Diane Hemker<br>hemker.diane@mayo.edu                     | 507-266-5580                                  |
| Supplies                    | Kathy Reinolt<br>reinolt.kathy@mayo.edu  | 608-781-2720<br>Fax: 608-781-4620                  | Chris Massa<br>massa.christopher@mayo.edu                 | 608-781-9497<br>Fax: 608-781-4620             |
| Employee Assistance Program | Dave Kramer<br>Kramer.david2@mayo.edu  | 608-781-9644<br>Fax: 608-781-4620                  | Kathy Reinolt<br>reinolt.kathy@mayo.edu                   | 608-781-2720<br>Fax: 608-781-4620             |
| Complaints/Grievances       | Bev Larson<br>larson.beverly@mayo.edu  | 608-781-9692<br>Fax: 608-781-9653                  | Gayle Adamson<br>adamson.gayle@mayo.edu                   | 608-781-9692<br>Fax: 608-781-9653             |

| <b>HUMANA<br/>800-825-9900</b>              | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                                | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b>                                    |
|---|--|--|--|--|
| Membership and Coverage                     | Missy Wimsatt (Billing)<br>mwimsatt@humana.com   | 502-580-6252<br>Fax 502-508-6252   | Carly Lindsey (Commercial Enrollment)<br>clindsey@humana.com   | 502-580-4901<br>Fax: 502-508-3072  |
| Membership and Coverage –<br>GROUP MEDICARE | Amy Cicenas<br>Acicenas@humana.com   | 502-580-0506<br>Fax: 502-508-8001  | Sonia Boehnlein – Medicare Billing<br>sboehnlein@humana.com<br>Jaime Lincoln – Enrollment Analyst<br>jlincoln@humana.com | 502-580-6000 X 1361851<br>Fax: 502-580-0596<br>502-580-0596<br>Fax: 502-508-2538 |
| Claims                                      | Stephanie Hering<br>shering@humana.com   | 513-929-3746<br>Fax: 513-898-7476  | Regina Cartwright<br>rcartwright@humana.com  | 502-580-7185<br>Fax: 502-508-7185  |
| Supplies                                    | Robin Peterson<br>rpeterson@humana.com   | 800-544-7001 x1732<br>Fax: 920-339-7092                                    | Roxanne Perillo<br>rperillo@humana.com   | 920-617-1724<br>Fax: 920-632-0021  |
| Employee Assistance Program                 | LifeSynch (fna Corphealth)<br>Georgianna Payne (Customer<br>Service Manager)<br>Gpayne2@lifesynch.com  | 817-870-9103 x2460<br>Fax 817-335-9100                                     | Kahy Borunda (Director of Account<br>Services)<br>Kborunda1@lifesynch.com  | 817-332-2519 X2999<br>Fax: 817-335-9100  |
| Complaints/Grievances                       | Cindy Elmergreen (DOI Inquiries,<br>Presidential complaints, legal issues)<br>celmergreen@humana.com<br><br>Andrea Harvel (Appeals, first,<br>second, IRO)<br>aharvel@humana.com | 920-337-5667<br>Fax: 920-339-5043<br><br>920-337-8138<br>Fax: 920-632-0015 | Barb DeMoulin bdemoulin@humana.com<br><br>Laura Gellin<br>lgellin@humana.com   | 920-337-5148<br>Fax: 920-339-5043<br><br>920-337-7271<br>Fax: 920-632-0860       |
| <b>MEDICAL ASSOCIATES</b>                   | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                                | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b>                                    |
| Membership and Coverage                     | Laura Boge<br>lboge@mahealthcare.com   | 563-556-8070<br>Fax: 563-556-5134  | Joy Kaiser<br>jlkaiser@mahealthcare.com  | 563-584-4814<br>Fax: 563-556-5134  |
| Claims                                      | Dan Waldbillig<br>dwaldbillig@mahealthcare.com   | 563-556-8070<br>Fax: 563-556-5134  | Dawn Schemmel<br>dschemmel@mahealthcare.com  | 563-584-4820   |
| Supplies                                    | Joy Kaiser<br>jlkaiser@mahealthcare.com  | 563-556-8070<br>Fax: 563-556-5134  | Joy Kaiser<br>jlkaiser@mahealthcare.com  | 563-584-4814<br>Fax: 563-556-5134  |
| Employee Assistance Program                 | Health Care Services   | 563-556-8070<br>Fax: 563-556-5134  | Health Care Services   | 563-556-8070<br>Fax: 563-556-5134  |
| Complaints/Grievances                       | Laura Boge<br>lboge@mahealthcare.com   | 563-556-8070<br>Fax: 563-556-5134  | Karen Thys<br>kthys@mahealthcare.com   | 563-584-4781   |
| <b>MERCYCARE</b>                            | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                                | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b>                                    |
| Membership and Coverage                     | Vicki Aarstad<br>vaarstad@mhsjvl.org   | 608-758-7722<br>Fax: 608-752-3751  | Matt Hicks<br>mhicks@mhsjvl.org  | 608-758-7701<br>Fax: 608-752-3751  |
| Claims                                      | Betsy Fulmer<br>bfulmer@mhsjvl.org   | 608-758-7705<br>Fax: 608-752-3751  | Barbara Johnson<br>bjohnson@mhsjvl.org   | 608-741-3345<br>Fax: 608-752-3751  |
| Supplies                                    | DuWayne Severson<br>dseverson@mhsjvl.org   | 608-741-5626<br>Fax: 608-752-3751  | Rebekah Falk<br>rfalk@mhsjvl.org   | 608-758-7739<br>Fax: 608-752-3751  |

|                                 |  |   |  |   |
|---------------------------------|--|---|--|---|
| Employee Assistance Program     | Judy Formosa<br>jformosa@mhsjvl.org            | 608-756-5555<br>Fax: 608-756-0174           | Lisa Usgaard<br>lusgaard@mhsjvl.org              | 608-756-5555<br>Fax: 608-756-0174             |
| Complaints/Grievances           | Patti Heise<br>pheise@mhsjvl.org               | 608-741-3342<br>Fax: 608-752-3751           | Betsy Fulmer<br>bfulmer@mhsjvl.org               | 608-758-7705<br>Fax: 608-752-3751             |
| <b>NAVITUS HEALTH SOLUTIONS</b> | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage         | Customer Care                                  | 866-333-2757<br>Fax: 920-831-1930           | Jess Domnick<br>jess.domnick@navitus.com         | 920-831-5387<br>Fax: 920-225-7002             |
| Claims                          | Customer Care                                  | 866-333-2757<br>Fax: 920-831-1930           | Jess Domnick<br>jess.domnick@navitus.com         | 920-831-5387<br>Fax: 920-225-7002             |
| Supplies                        | Sue Hill<br>susan.hill@navitus.com             | 920-225-7032<br>Fax: 920-225-7002           | Jess Domnick<br>jess.domnick@navitus.com         | 920-831-5387<br>Fax: 920-225-7002             |
| Complaints/Grievances           | Jenny West<br>jenny.west@navitus.com           | 920-225-7027<br>Fax: 920-735-5347           | Jess Domnick<br>jess.domnick@navitus.com         | 920-831-5387<br>Fax: 920-225-7002             |
| <b>NETWORK HEALTH PLAN</b>      | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage         | Customer Service                               | 800-826-0940<br>Fax: 920-720-1909           | Carrie Helms<br>cahelms@networkhealth.com        | 920-720-1258<br>Fax: 920-720-1256             |
| Claims                          | Customer Service                               | 800-826-0940<br>Fax: 920-720-1909           | Carrie Helms<br>cahelms@networkhealth.com        | 920-720-1258<br>Fax: 920-720-1256             |
| Supplies                        | Carrie Helms<br>cahelms@networkhealth.com      | 920-720-1258<br>Fax: 920-720-1256           | Customer Service                                 | 800-826-0940<br>Fax: 920-720-1909             |
| Employee Assistance Program     | Carrie Helms<br>cahelms@networkhealth.com      | 920-720-1258<br>Fax: 920-720-1256           | Customer Service                                 | 800-826-0940<br>Fax: 920-720-1909             |
| Complaints/Grievances           | Peggy Huss<br>phuss@networkhealth.com          | 920-720-1305<br>Fax: 920-720-1909           | Carrie Helms<br>cahelms@networkhealth.com        | 920-720-1258<br>Fax: 920-720-1256             |
| <b>PHYSICIANS PLUS</b>          | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage         | Member Service<br>ppicinfo@pplusic.com         | 608-282-8900<br>Fax: 608-258-1902           | Ron Sebranek ron.sebranek@pplusic.com            | 608-260-7051<br>Fax: 608-258-1906             |
| Claims                          | Member Service<br>ppicinfo@pplusic.com         | 608-282-8900<br>Fax: 608-258-1902           | Ron Sebranek ron.sebranek@pplusic.com            | 608-260-7051<br>Fax: 608-258-1902             |
| Supplies                        | Ron Sebranek<br>ron.sebranek@pplusic.com       | 608-260-7051<br>Fax: 608-258-1906           | Lisa Maslowski<br>lisa.maslowski@pplusic.com     | 608-260-7063<br>Fax: 608-258-1906             |
| Employee Assistance Program     | Behavioral Health Consultation                 | 608-282-8960<br>Fax: 608-287-5993           | Behavior Health Consultation                     | 608-282-8960<br>Fax: 608-287-5993             |
| Complaints/Grievances           | Cathi Willette<br>cathi.willette@pplusic.com   | 608-260-7020<br>Fax: 608-258-1909           | Rita Macintire<br>rita.macintire@pplusi.com      | 608-260-7073<br>Fax: 608-258-1909             |

| <b>SECURITY HEALTH PLAN</b>   | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                             | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>    | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
|---|--|---|---|---|
| Membership and Coverage   | Jan Revling<br>revling.janalee@securityhealth.org  | 715-221-9459<br>Fax: 715-221-9500                                       | Diane Witzel<br>witzel.diane@securityhealth.org     | 715-221-9519<br>Fax: 715-221-9500             |
| Claims  | Stephanie Bauer<br>bauer.stephanie@securityhealth.org  | 715-221-9531 Marshfield<br>715-261-4024 Wausau<br>Fax: 715-261-4088     | Sommer Weiland<br>weiland.sommer@securityhealth.org | 715-261-4010<br>Fax: 715-261-4088             |
| Supplies  | Katie Olszewski<br>olszewski.katie@securityhealth.org  | 715-221-9722<br>Fax: 715-221-9500                                       | Marty Anderson<br>anderson.marty@securityhealth.org | 715-221-9716<br>Fax: 715-221-9500             |
| Employee Assistance Program   | Customer Service<br>shpcsweb@securityhealth.org  | 800-472-2363<br>Company Fax: 715-221-9500                               | Kristi Oertel<br>oertel.kristi@securityhealth.org   | 715-221-9567<br>Fax: 715-221-9500             |
| Complaints/Grievances   | Shelley Kress<br>kress.shelley@securityhealth.org  | 715-221-9663<br>Fax: 715-221-9500                                       | Joyce Kwosek<br>kwosek.joyce@securityhealth.org     | 715-221-9596<br>Fax: 715-221-9500             |
| <b>UNITED HEALTHCARE OF<br/>WISCONSIN (NE &amp; SE)</b>             | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                             | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>    | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage   | Eligibility only – Shelly Mailhiot<br>Shelly_mailhiot@uhc.com<br>Coverage – Customer Service | Eligibility:920-662-8356<br>Coverage: 800-357-0974<br>Fax: 920-662-8349 | Andrea Darling<br>Andrea_m_darling@uhc.com          | 920-662-8287                                  |
| Claims  | Customer Service Center  | 800-357-0974  | Andrea Darling<br>Andrea_m_darling@uhc.com          | 920-662-8287                                  |
| Supplies  | Andrea Darling<br>Andrea_m_darling@uhc.com   | 920-662-8287<br>Fax: 920-662-8349                                       | Brandon Widell<br>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  |   |   |
| <b>UNITY HEALTH INSURANCE<br/>(UW HEALTH AND COMMUNITY)</b>         | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                             | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>    | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage   | Joan Mickelson<br>joanm@unityhealth.com  | 800-362-3308 ext. 1743<br>Fax: 608-644-2069                             | Abby VonBehren<br>Abbyv@unityhealth.com.            | 608-643-1472<br>Fax: 608-644-2004             |
| Claims  | Danielle Booth<br>Danielle.Booth@unityhealth.com   | 608-643-1507<br>Fax: 608-644-2007                                       | Rhonda Jones<br>Rhonda.Jones@unityhealth.com        | 608-643-1492<br>Fax: 608-644-2090             |
| Supplies  | Kathy Ikeman<br>kathleen.ikeman@unityhealth.com  | 608-643-1486<br>Fax: 608-643-2564                                       | Tammy Sullivan<br>tamara.sullivan@unityhealth.com   | 608-643-1523<br>Fax: 608-643-2564             |
| Employee Assistance Program   | Danielle Booth<br>Danielle.Booth@unityhealth.com   | 608-643-1507<br>Fax: 608-644-2007                                       | Rhonda Jones<br>Rhonda.Jones@unityhealth.com        | 608-643-1492<br>Fax: 608-644-2090             |
| Complaints/Grievances   | Heather Kavanaugh<br>Heatherk@unityhealth.com  | 608-643-1423<br>Fax: 608-644-2053                                       | Andrea Olson<br>Andrea.Olson@unityhealth.com        | 800-362-3308 ext. 1706<br>Fax: 608-644-2022   |
| <b>WPS METRO CHOICE<br/>(formerly WPS Patient Choice 1 &amp; 2)</b> | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b>   | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b>                             | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b>    | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage   | Customer Service<br>greg.nelson@wpsic.com  | 800-634-6448<br>Fax: 608-223-3639                                       | Greg Nelson<br>greg.nelson@wpsic.com                | 608-516-6129<br>Fax: 608-223-5861             |

|  |  |   |  |   |
|--|--|---|--|---|
| Claims   | Customer Service<br>greg.nelson@wpsic.com      | 800-634-6448<br>Fax: 608-223-3626           | Greg Nelson<br>greg.nelson@wpsic.com             | 608-516-6129<br>Fax: 608-223-5861             |
| Supplies   | Greg Nelson<br>greg.nelson@wpsic.com           | 608-516-6129<br>Fax: 608-223-5861           | David Grunke<br>david.grunke@wpsic.com           | 608-226-8030<br>Fax: 608-223-2979             |
| Employee Assistance Program                                | Customer Service<br>greg.nelson@wpsic.com      | 800-634-6448<br>Fax: 608-223-3626           | Greg Nelson<br>greg.nelson@wpsic.com             | 608-516-6129<br>Fax: 608-223-5861             |
| Complaints/Grievances                                      | Erna Selby<br>erna.selby@wpsic.com             | 608-221-7128<br>Fax: 608-223-3603           | Judy Wanless<br>judy.wanless@wpsic.com           | 608-221-7153<br>Fax: 608-223-3626             |
| <b>WPS HEALTH INSURANCE<br/>(STANDARD PLANS &amp; SMP)</b> | <b>PRIMARY CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>PRIMARY CONTACT<br/>PHONE/FAX NUMBER</b> | <b>ALTERNATE CONTACT NAME<br/>E-MAIL ADDRESS</b> | <b>ALTERNATE CONTACT<br/>PHONE/FAX NUMBER</b> |
| Membership and Coverage                                    | Customer Service<br>greg.nelson@wpsic.com      | 800-634-6448<br>Fax: 608-223-3639           | Greg Nelson<br>greg.nelson@wpsic.com             | 608-516-6129<br>Fax: 608-223-5861             |
| Claims   | Customer Service<br>greg.nelson@wpsic.com      | 800-634-6448<br>Fax: 608-223-3626           | Greg Nelson<br>greg.nelson@wpsic.com             | 608-516-6129<br>Fax: 608-223-5861             |
| Supplies   | Greg Nelson<br>greg.nelson@wpsic.com           | 608-516-6129<br>Fax: 608-223-5861           | David Grunke<br>david.grunke@wpsic.com           | 608-226-8030<br>Fax: 608-223-2979             |
| Employee Assistance Program                                | Customer Service<br>greg.nelson@wpsic.com      | 800-634-6448<br>Fax: 608-223-3626           | Greg Nelson<br>greg.nelson@wpsic.com             | 608-516-6129<br>Fax: 608-223-5861             |
| Complaints/Grievances                                      | Erna Selby<br>erna.selby@wpsic.com             | 608-221-7128<br>Fax: 608-223-3603           | Judy Wanless<br>judy.wanless@wpsic.com           | 608-221-7153<br>Fax: 608-223-3626             |