

Health Plan & Vendor Contacts

(For Employer Use Only)

September 2018

DEAN HEALTH PLAN	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Enrollment & Billing Department ETFEnroll@deancare.com	800-649-0568 Fax: 608-252-0873	Sara Fraederichs sara.fraederichs@deancare.com Sarah Stark sarah.v.stark@deancare.com 608-828-1931 Fax: 608-252-0873	608-827-4332 Fax: 608-252-0873
Claims	Customer Care Center dhp.customerrelations@deancare.com www.deancare.com	800-279-1301 Fax: 608-827-4212	Kim Wolff kimberly.wolff@deancare.com	608-836-1400 Fax: 608-827-4212
Supplies & Benefit Fairs	Penny Bound penny.bound@deancare.com	608-827-4122 Fax: 608-252-0834	Dana Roberts dana.roberts@deancare.com	608-828-7551 Fax: 608-252-0834
Employee Customer Service	Customer Care Center dhp.customerrelations@deancare.com www.deancare.com	800-279-1301 Fax: 608-827-4212	Kim Wolff kimberly.wolff@deancare.com	608-836-1400 Fax: 608-827-4212
Complaints/Grievances	Michelle Olson michelle.olson@deancare.com	608-827-4469 Fax: 608-252-0812	Adam Blum dhp.G&ATeam@deancare.com	608-830-5954 Fax: 608-252-0812
DELTA DENTAL	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Enrollment & Billing Team ETFenrollment@deltadentalwi.com	844-337-8383 (no fax)	Benefit Advisor Service Team ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)
Claims	Benefit Advisor Service Team ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)	Sales Account Management ETFsales@deltadentalwi.com	715-343-7679 Fax: 715-343-7623
Supplies & Benefit Fairs	Sales Account Management ETFsales@deltadentalwi.com	800-236-3713 Fax: 715-343-7623	Megan Wohlfeil Megan.Wohlfeil@deltadentalwi.com	715-343-7679 Fax: 715-343-7623
Employee Customer Service	Benefit Advisor Service Team ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)	Sales Account Management ETFsales@deltadentalwi.com	715-343-7679 Fax: 715-343-7623
Complaints/Grievances	Benefit Advisor Service Team ETFcustomerservice@deltadentalwi.com	844-337-8383 Fax: 715-343-7611	Megan Wohlfeil Megan.Wohlfeil@deltadentalwi.com	715-343-7679 Fax: 715-343-7623

GHC – EAU CLAIRE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Cindy Watkins ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Karen Ring kring@group-health.com	715-552-4300 Fax: 715-836-7683
Claims	Member Services	888-203-7770 Fax: 715-836-7683	Krysta Zell, Claims Manager kzell@group-health.com	715-852-5718 Fax: 715-836-7683
Supplies & Benefit Fairs	Cindy Watkins ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Karen Ring kring@group-health.com	715-552-4300 Fax: 715-836-7683
Employee Customer Service	Member Services	888-203-7770 Fax: 715-836-7683	Karen Ring kring@group-health.com	715-552-4300 Fax: 715-836-7683
Complaints/Grievances	Compliance Department compliance@group-health.com	715-552-4300 Fax: 715-836-7683	Compliance Department compliance@group-health.com	715-552-4300 Fax: 715-836-7683
GHC – SOUTH CENTRAL	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Julie Kellesvig jkellesvig@ghcscw.com	608-260-3170 Fax: 608-662-4837	Sue Burbach sburbach@ghcscw.com	608-251-4156 x4225 Fax: 608-662-4837
Claims	Sue Burbach sburbach@ghcscw.com	608-251-4156, x4225 Fax: 608-828-4856	Kris Mack kmack@ghcscw.com	608-251-4156 x4474 Fax: 608-828-4856
Supplies & Benefit Fairs	Emily Halter ehalter@ghcscw.com	608-662-4883 Fax: 608-662-4980	<i>Packets:</i> Tim Vanderzouwen tvanderzouwen@ghcscw.com <i>Giveaways:</i> Katelyn McLaughlin kmclaughlin@ghcscw.com	608-251-4156 x4830 608-251-4156
Employee Customer Service	GHC Member Services Member_Services@ghcscw.com	Local: 608-823-4853 Toll-Free: 800-605-4327 Fax: 608-662-4186	Ted Rumler trumler@ghcscw.com	608-662-4974 Fax: 608-662-4186
Complaints/Grievances	Sue Sinnett ssinnett@ghcscw.com	608-828-4853 Fax: 608-662-4980	Andrea Faust AFaust@ghcscw.com	608-828-4853 Fax: 608-662-4980

HEALTHPARTNERS	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Lisa Leonidas lisa.r.leonidas@healthpartners.com	952-883-6018 Fax: 952-883-6075	Lisa Whalen lisa.m.whalen@healthpartners.com	952-883-5949 Fax: 952-883-6075
Claims	Elizabeth (Liz) Erdmann elizabeth.a.erdmann@healthpartners.com	952-883-5234 Fax: 952-853-8710	Kristin Harrer kristin.e.harrer@healthpartners.com	952-883-7733 Fax: 952-857-8710
Supplies & Benefit Fairs	Elizabeth (Liz) Erdmann elizabeth.a.erdmann@healthpartners.com	952-883-5234 Fax: 952-853-8710	Kristin Harrer kristin.e.harrer@healthpartners.com	952-883-7733 Fax: 952-857-8710
Employee Customer Service	Member Services	800-883-2177	Care Line	800-551-0859
Complaints/Grievances	Mollie Strom mollie.e.strom@healthpartners.com	952-967-6624 Fax: 952-883-5666	Julia Boumeester julia.m.boumeester@healthpartners.com	952-967-5068 Fax: 952-883-5666
MEDICAL ASSOCIATES	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Kathy Brosius kbrosius@mahealthcare.com	563-584-4761 Fax: 563-584-4760	Laura Boge lboge@mahealthcare.com	563-584-4857 Fax: 563-556-5134
Claims	Kristy Stoney kstoney@mahealthcare.com	563-584-4843 Fax: 563-556-5134	Sherie Goffinet sgoffinet@mahealthcare.com	563-584-4825 Fax: 563-556-5134
Supplies & Benefit Fairs	Amy Henry ahenry@mahealthcare.com	563-584-4839 Fax: 563-556-5134	Sales Department	800-747-8900 Fax: 563-556-5134
Employee Customer Service	Kathy Brosius kbrosius@mahealthcare.com	563-584-4761 Fax: 563-584-4760	Laura Boge lboge@mahealthcare.com	563-584-4857 Fax: 563-556-5134
Complaints/Grievances	Laura Boge lboge@mahealthcare.com	563-584-4857 Fax: 563-556-5134	Karen Brunton kbrunton@mahealthcare.com	563-584-4780 Fax: 563-566-5134
MERCYCARE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service mcare@mhemail.org	800-895-2421 Fax: 608-741-5238	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751
Claims	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751	Karol Frame kframe@mhemail.org	608-741-3343 Fax: 608-752-3751
Supplies & Benefit Fairs	Sherrie Sargent ssargent@mhemail.org	608-757-3104 Fax: 608-752-3751	Rebekah Falk rfalk@mhemail.org	608-758-7739 Fax: 608-752-3751
Employee Customer Service	Customer Service mcare@mhemail.org	800-895-2421 Fax: 608-741-5238	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751
Complaints/Grievances	Patti Heise pheise@mhemail.org	608-741-3342 Fax: 608-752-3751	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751

NAVITUS HEALTH SOLUTIONS	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Care	866-333-2757 866-333-2757 (Active and early retiree) 866-270-3877 (Navitus MedicareRx)	Ryan Olson ryan.olson@navitus.com Heidi Johnson heidi.johnson@navitus.com	920-221-4210 Fax: 920-221-4710 920-221-4172 Fax: 920-221-4798
Claims	Customer Care	866-333-2757 866-333-2757 (Active and early retiree) 866-270-3877 (Navitus MedicareRx)	Ryan Olson ryan.olson@navitus.com Heidi Johnson heidi.johnson@navitus.com	920-221-4210 Fax: 920-221-4710 920-221-4172 Fax: 920-221-4798
Supplies & Benefit Fairs	Heidi Johnson heidi.johnson@navitus.com	920-221-4172 Fax: 920-221-4798	Ryan Olson ryan.olson@navitus.com	920-221-4210 Fax: 920-221-4710
Complaints/Grievances	Justin LaCrosse Justin.lacrosse@navitus.com	920-221-4149 Fax: 855-673-6507	Jenny West jenny.west@navitus.com	920-221-4027 Fax: 855-673-6507
NETWORK HEALTH PLAN	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Customer Service networkhealth.com/members/member-contact	844-625-2208 Fax: 920-720-1909	Stacy Schwandner sschwand@networkhealth.com	920-720-1309 Fax: 920-720-1909
Claims	Customer Service networkhealth.com/members/member-contact	844-625-2208 Fax: 920-720-1909	Stacy Schwandner sschwand@networkhealth.com	920-720-1309 Fax: 920-720-1909
Supplies & Benefit Fairs	Cara Techlin ctechlin@networkhealth.com	920-720-1502 Fax 920-720-1256	Customer Service networkhealth.com/members/member-contact	844-625-2208 Fax: 920-720-1909
Employee Wellness	Mark Geiger margeige@networkhealth.com	920-720-1566 Fax: 920-720-1750	Chelsy Lingenhag clingenh@networkhealth.com	920-720-1747 Fax: 920-720-1750
Complaints/Grievances	Mary Girard MaGirard@networkhealth.com	920-720-1261 Fax: 920-720-1902	Customer Service networkhealth.com/members/member-contact	844-625-2208 Fax: 920-720-1909

QUARTZ UW HEALTH & QUARTZ COMMUNITY	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Carolyn Weber-Kreitlow Carolyn.Weber- Kreitlow@quartzbenefits.com ETFEnrollmentLeads@quartzbenefits.com	608-471-4655 Fax: 608-643-2564	Tina Kaufman Tina.Kaufman@QuartzBenefits.com	608-644-3481 Fax: 608-643-2564
Claims	Jamie Ramsey jamie.ramsey@quartzbenefits.com	608-643-1483 Fax: 608-643-2564	Christy Mihalovic Christy.Mihalovic@quartzbenefits.com	608-881-8008 Fax: 608-643-2564
Supplies & Benefit Fairs	Kara Gullickson Kara.Gullickson@quartzbenefits.com	608-821-4992 Fax: 608-836-0092	Linsey Tennyson Linsey.Tennyson@quartzbenefits.com	608-828-8612 Fax: 608-836-0092
Employee Customer Service	Jamie Ramsey jamie.ramsey@quartzbenefits.com	608-643-1529 Fax: 608-643-2564	Karen Schofield karen.schofield@quartzbenefits.com	608-644-3622 Fax: 608-643-2564
Complaints/Grievances	Kate Salveson Kathryn.Salveson@quartzbenefits.com	608-643-1527 Fax: 608-644-3500	Appeals Specialists AppealsSpecialists@quartzbenefits.com	800-362-3309 x101901 Fax: 608-644-3500
SECURIAN FINANCIAL GROUP	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Kjirsten Elsner kjirsten.elsner@securian.com	866-295-8690, ext. 104 608-277-8665 (fax)	Jody White jody.white@securian.com	866-295-8690, ext. 105 608-277-8665 (fax)
Claims	Madison Branch Office MadisonBranch@securian.com	866-295-8690 608-277-8665 (fax)	Nicole Williams or Kjirsten Elsner MadisonBranch@securian.com	866-295-8690 608-277-8665 (fax)
Complaints/Grievances	Madison Branch Office MadisonBranch@securian.com	866-295-8690 608-277-8665 (fax)	Kjirsten Elsner kjirsten.elsner@securian.com	866-295-8690, ext. 104 608-277-8665 (fax)
SECURITY HEALTH PLAN	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Amber Rendmeister rendmeister.amber@securityhealth.org	715-221-9432 Fax: 715-221-9974	Enrollment Services Dept. shpmembr@securityhealth.org	715-221-9444 Fax: 715-221-9974
Claims	Sara Foemmel foemmel.sara@securityhealth.org	715-221-9950 Fax: 715-261-4088	Sommer Weiland weiland.sommer@securityhealth.org	715-261-4010 Fax: 715-261-4088
Supplies & Benefit Fairs	Julie Koplitz Koplitz.julie@securityhealth.org	715-221-9713 Fax: 715-221-9500	Beth Krull krull.bethany@securityhealth.org	715-221-9472 Fax: 715-221-9500
Employee Customer Service	Customer Service shpcsw@securityhealth.org	844-813-7286 Fax: 715-221-6613	Wendy Rindfleisch Rindfleisch.wendy@securityhealth.org	715-221-9894 Fax: 715-221-9500
Complaints/Grievances	Shelley Kress kress.shelly@securityhealth.org	715-221-9663 Fax: 715-221-6613	Theresa Esser shp.appeals.grievance@securityhealth.org	715-221-9672 Fax: 715-221-9424

STAYWELL	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Emily Rathjen, Senior Account Executive erathjen@staywell.com	Direct: 651-681-3317 Cell: 612-987-5000	Sara Johnson, Implementation Manager sajohnson@staywell.com	Direct: 651-681-3318
Employer Onsite Screening Services	Katie Storlie kstorlie@staywell.com	651-681-3318		
Well Wisconsin Program	Kristi Mulcahey, Onsite StayWell Program Manager KMulcahey@staywell.com			
Employee Customer Service	StayWell HelpLine	800-821-6591		
TASC	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership and Coverage	Kym Starker stateofwi@tasconline.com	608-316-2459	Kim Manyk	800-422-4661, ext.6651
Employee Customer Service	Customer Care Center 1customercare@tasconline.com	844-786-3947 608-316-2408		
WEA TRUST	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership Coverage	Kathy Mahoney kmahoney@weatrtrust.com	800-279-4000, ext. 2222 Fax: 608-276-9119	Sandy Stanton sstanton@weatrtrust.com	800-279-4000, ext. 6279 Fax: 608-276-9119
	Cheryl Kyles ckyles@weatrtrust.com	800-279-4000, ext. 6627 Fax: 608-276-9119	Lynn Glowacki lglowacki@weatrtrust.com	800-279-4000, ext. 6770 Fax: 608-276-9119
Claims	Cheryl Kyles ckyles@weatrtrust.com	800-279-4000, ext. 6627 Fax: 608-276-9119	Lynn Glowacki lglowacki@weatrtrust.com	800-279-4000, ext. 6770 Fax: 608-276-9119
Supplies & Benefit Fairs	Kathy Wirtz kwirtz@weatrtrust.com	800-279-4000, ext. 6707 Fax: 608-276-9119	Cindy LaMay clamay@weatrtrust.com	800-279-4000, ext. 6487 Fax: 608-276-9119
Employee Customer Service	Cheryl Kyles ckyles@weatrtrust.com	800-279-4000, ext. 6627 Fax: 608-276-9119	Lynn Glowacki lglowacki@weatrtrust.com	800-279-4000, ext. 6770 Fax: 608-276-9119
Complaints & Grievances	Cheryl Kyles ckyles@weatrtrust.com	800-279-4000, ext. 6627 Fax: 608-276-9119	Marie Ziebell mziebell@weatrtrust.com	800-279-4000, ext. 6242 Fax: 608-276-9119

Note: For eligibility questions, please contact your ETF Employer Services contact.