

Department of Employee Trust Funds
Health Plan & Vendor Contacts for Employer Use
October 2024



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Note: The Health Plan & Vendor Contacts list is updated on a quarterly basis for employer use. For eligibility questions, please contact your ETF Employer Services contact.

HEALTH PLANS

Aspirus Health Plan

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Enrollment & Billing Department enrollment@aspirushealthplan.com	Fax: 715-257-5995	Megan Umnus megan.umnus@aspirushealthplan.com	715-843-1396 Fax: 715-843-1246
Claims	Customer Service customerservice@aspirushealthplan.com	866-631-8583	Megan Umnus megan.umnus@aspirushealthplan.com	715-843-1396 Fax: 715-843-1246
Benefit Fairs & Supplies	Megan Umnus megan.umnus@aspirushealthplan.com	715-843-1396 Fax: 715-843-1246	Sandy Ferg-Weisner sandra.ferg-weisner@aspirushealthplan.com	715-843-1391 Fax: 715-843-1246
Employee Customer Service	Customer Service customerservice@aspirushealthplan.com	866-631-8583	Megan Umnus megan.umnus@aspirushealthplan.com	715-843-1396 Fax: 715-843-1246
Complaints & Grievances	Customer Service customerservice@aspirushealthplan.com	866-631-8583	Megan Umnus megan.umnus@aspirushealthplan.com	715-843-1396 Fax: 715-843-1246

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Dean Health Plan

- Dean Health Insurance • Dean Health Plan – Prevea360 East • Dean Health Plan – Prevea360 West and Mayo Clinic Health System
- Access Plan by Dean Health Plan • State Maintenance Plan (SMP) by Dean Health Plan

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Enrollment & Billing Department ETFEnroll@deancare.com	800-649-0258 Fax: 608-252-0873	Sara Fraederichs sara.fraederichs@deancare.com Jerrett Quella jerrett.quella@deancare.com	Sarah F.: 608-827-4332 Jerrett Q.: 608-827-4051 Fax: 608-252-0873
Claims	Dean Health Plan Customer Care Center dhp.customerrelations@deancare.com www.deancare.com/wi-employees Prevea360 Customer Care Center ccc.memberserviceteam@prevea360.com www.prevea360.com/wi-employees	DHP: 800-279-1301 Prevea360: 877-230-7555 Fax (Both): 608-827-4212	Hope Weichbrod hope.weichbrod@deancare.com	608-836-1400 x4649 Fax: 608-827-4212
Benefit Fairs & Supplies	Penny Bound penny.bound@deancare.com	608-827-4122 Fax: 608-252-0834	Julie Weichbrod julie.weichbrod@deancare.com	608-828-2816 Fax: 608-252-0834
Employee Customer Service	Dean Health Plan Customer Care Center dhp.customerrelations@deancare.com www.deancare.com/wi-employees Prevea360 Customer Care Center ccc.memberserviceteam@prevea360.com www.prevea360.com/wi-employees	DHP: 800-279-1301 Prevea360: 877-230-7555 Fax (Both): 608-827-4212	Hope Weichbrod hope.weichbrod@deancare.com	608-836-1400 x4649 Fax: 608-827-4212
Complaints & Grievances	Grievances & Appeals Team DHP.G.A.Triage@deancare.com	608-828-1991 Fax: 608-252-0812	Grievances & Appeals Team DHP.G.A.Triage@deancare.com	608-828-1991 Fax: 608-252-0812

Common Ground Healthcare Cooperative

- Offered in partnership with Group Health Cooperative of Eau Claire

See [Group Health Cooperative of Eau Claire](#) for contact information

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Group Health Cooperative of Eau Claire

• Common Ground Healthcare Cooperative • Group Health Cooperative of Eau Claire Greater Wisconsin • Group Health Cooperative of Eau Claire River Region

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Annie Pellatt ghcenrollment@group-health.com	715-552-4300 Fax: 715-836-7683	Dual Spurlock dspurlock@group-health.com	715-552-4300 Fax: 715-836-7683
Claims	Member Services	888-203-7770 Fax: 715-836-7683	Desi Gale dgale@group-health.com	715-852-5715 Fax: 715-836-7683
Benefit Fairs & Supplies	Kira Simon ksimon@group-health.com	715-852-2051 Fax: 715-836-7683	Adam Yang ayang@group-health.com	715-552-4300 Fax: 715-836-7683
Employee Customer Service	Member Services	888-203-7770 Fax: 715-836-7683	Dual Spurlock dspurlock@group-health.com	715-552-4300 Fax: 715-836-7683
Complaints & Grievances	Laura Hatleli lhateleli@group-health.com	715-852-2082 Fax: 715-836-7683	Jen Willi jwilli@group-health.com	715-972-6069 Fax: 715-836-7683

Group Health Cooperative of South Central Wisconsin

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Ashley Trimble atrimble@ghcscw.com	608-251-4156 Fax: 608-662-4837	Kelly Alderman kalderman@ghcscw.com	608-251-4156 x4308 Fax: 608-662-4837
Claims	Kris Mack kmack@ghcscw.com	6608-251-4156 x4474 Fax: 608-828-4856	Alicia Zentko azentko@ghcscw.com	608-251-4156 x4584 Fax: 608-828-4856
Benefit Fairs & Supplies	Tammy Adler tadler@ghcscw.com	608-828-4841 Fax: 662-4186	<i>Packets:</i> Tim Vanderzouwen tvanderzouwen@ghcscw.com <i>Giveaways:</i> Brittney DuFrane bdufrane@ghcscw.com	608-251-4156 x4830 608-251-4156 x4452
Employee Customer Service	GHC Member Services Member_Services@ghcscw.com	Local: 608-823-4853 Toll-Free: 800-605-4327 Fax: 608-662-4186	Don Furseth dfurseth@ghcscw.com	608-662-4919 Fax: 608-662-4186
Complaints & Grievances	Sue Sinnett ssinnett@ghcscw.com	608-828-4853 Fax: 608-662-4980	Don Furseth dfurseth@ghcscw.com	608-662-4919 Fax: 608-662-4980

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HealthPartners

• HealthPartners Health Plan Southeast • HealthPartners Health Plan West • Robin by HealthPartners

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Kristin (Tina) Hedberg Kristin.m.hedberg@healthpartners.com	952-883-6088 Fax: 952-883-6075	Heather Legrand Heather.L.legrand@healthpartners.com	952-883-5212 Fax: 952-883-6075
Claims	Member Services	855-542-6922 Fax: 952-853-8710	Kyle Long kyle.p.long@healthpartners.com	952-883-5920 Fax: 952-967-8976
Benefit Fairs & Supplies	Kyle Long kyle.p.long@healthpartners.com	952-883-5920 Fax: 952-967-8976	Elizabeth Sue Tobias Elizabeth.S.Tobias@healthpartners.com	952-883-7443 Fax: 952-853-8710
Employee Customer Service	Member Services	855-542-6922	Care Line	800-551-0859
Complaints & Grievances	Julia Boumeester julia.m.boumeester@healthpartners.com	952-967-5068 Fax: 952-883-5666	Megan Quigley megan.f.quigley@healthpartners.com	952-967-7907 Fax: 952-883-5666

Medical Associates Health Plan

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & 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 Simmons ssimmons@mahealthcare.com	563-584-4825 Fax: 563-556-5134
Benefit Fairs & Supplies	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: 563-556-5134

MercyCare Health Plan				
CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Laurie Thiele lthiele@mhemail.org	608-757-3105 Fax: 608-752-3751	Vicki Aarstad vaarstad@mhemail.org	608-758-7722 Fax: 608-752-3751
Claims	Karol Frame kframe@mhemail.org	608-741-3343 Fax: 608-752-3751	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751
Benefit Fairs & Supplies	Sherrie Sargent ssargent@mhemail.org	608-757-3104 Fax: 608-752-3751	Josh Mummery jummery@mhemail.org	608-758-7738 Fax: 608-752-3751
Employee Customer Service	Karol Frame kframe@mhemail.org	608-741-3343 Fax: 608-752-3751	Betsy Fulmer bfulmer@mhemail.org	608-758-7705 Fax: 608-752-3751
Complaints & Grievances	Shelly Rick srick@mhemail.org	608-758-7730 Fax: 608-758-7726	Joan Fisher jfisher@mhemail.org	608-741-5643 Fax: 608-758-7726

Network Health				
CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Vanessa Cagal vcagal@networkhealth.com etf@networkhealth.com	Vanessa Cagal: 920-720-1504	Tammy Harker tharker@networkhealth.com	Office: 920-720-1503
Claims	Customer Service https://networkhealth.com/contact-us/index.html Vanessa Cagal vcagal@networkhealth.com etf@networkhealth.com	Customer Service: 844-625-2208 Vanessa Cagal: 920-720-1504	Tammy Harker tharker@networkhealth.com	Office: 920-720-1503
Benefit Fairs & Supplies	Vanessa Cagal vcagal@networkhealth.com etf@networkhealth.com	Vanessa Cagal: 920-720-1504	Tammy Harker tharker@networkhealth.com	Office: 920-720-1503

Network Health (Cont.)

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Employee Wellness	Customer Service: https://networkhealth.com/contact-us/index.html Vanessa Cagal: vcagal@networkhealth.com etf@networkhealth.com	Customer Service: 844-625-2208 Vanessa Cagal: 920-720-1504	Tammy Harker tharker@networkhealth.com	Office: 920-720-1503
Complaints & Grievances	Customer Service: https://networkhealth.com/contact-us/index.html Vanessa Cagal: vcagal@networkhealth.com etf@networkhealth.com	Customer Service: 844-625-2208 Vanessa Cagal: 262-825-9784	Tammy Harker tharker@networkhealth.com	Office: 920-720-1503

Quartz

• Quartz Central • Quartz – UW Health • Quartz West

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Jody Huntington ETFEnrollmentLeads@quartzbenefits.com	608-385-8100 Fax: 608-643-2564	Justin Propson ETFEnrollmentLeads@quartzbenefits.com	608-471-4652 Fax: 608-643-2564
Claims	Tiffany Piurkowski tiffany.piurkowski@quartzbenefits.com	608-881-8648 Fax: 608-643-2564	Lora Stefanski Lora.Stefanski@quartzbenefits.com	608-881-8002 Fax: 608-643-2564
Benefit Fairs & Supplies	Brittany Coyne brittany.coyne@quartzbenefits.com	608-471-4658 Fax: 608-643-2564	Linsey Tennyson Linsey.Tennyson@quartzbenefits.com	608-471-4894 Fax: 608-643-2564
Employee Customer Service	Tiffany Piurkowski tiffany.piurkowski@quartzbenefits.com	608-881-8648 Fax: 608-643-2564	Lora Stefanski Lora.Stefanski@quartzbenefits.com	608-881-8002 Fax: 608-643-2564
Complaints & Grievances	Kate Salveson Kathryn.Salveson@quartzbenefits.com	608-643-1527 Fax: 608-644-3500	Appeals Specialists AppealsSpecialists@quartzbenefits.com	866-569-3426 Fax: 608-644-3500

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Security Health Plan				
CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	shpmember@securityhealth.org	715-221-9444 option 2	Angel Sadowska sadowska.angela@securityhealth.org	715-221-9209
Claims	Sommer Weiland weiland.sommer@securityhealth.org	715-221-9368	Lindy Bohman bohman.lindy@securityhealth.org	715-221-9841
Benefit Fairs & Supplies	Angie Pero pero.angela@securityhealth.org	715-221-9442	Beth Krull krull.bethany@securityhealth.org	715-221-9472
Complaints & Grievances	Jody Hoffman hoffman.jody@securityhealth.org	715-221-9661	Paula Jacobson jacobson.paula@securityhealth.org	715-221-9644
UnitedHealthcare				
<i>• IYC Medicare Advantage by UnitedHealthcare • Medicare Plus by UnitedHealthcare</i>				
CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Nathan Young ec_ov_eghp_be@uhc.com		Kia Yang wi_etf@uhc.com	952-202-9578
Claims	Kia Yang wi_etf@uhc.com	952-202-9578	UHC Customer Service (Green Bay, WI)	1-844-876-6175
Benefit Fairs & Supplies	Andy Baumann ClientService_andrewbaumann@uhc.com	920-301-4690	Dede Raybuck dede_raybuck@uhc.com	763-957-6523
Complaints & Grievances	Andy Baumann ClientService_andrewbaumann@uhc.com	920-301-4690	Kia Yang wi_etf@uhc.com	952-202-9578

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ACCIDENT PLAN

Securian

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Madison Branch Office MadisonBranch@securian.com	866-295-8690 Fax: 608-277-8665	Kjirsten Elsner kjirsten.elsner@securian.com	866-295-8690 x55817 Fax: 608-277-8665
Claims	Madison Branch Office MadisonBranch@securian.com	866-295-8690 Fax: 608-277-8665	Kjirsten Elsner MadisonBranch@securian.com	866-295-8690 x55817 Fax: 608-277-8665

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DENTAL

Delta Dental

• Uniform Dental • Delta Dental PPO Plus Premier™ – Preventive Plan • Delta Dental PPO™ – Select Plan • Delta Dental PPO Plus Premier™ – Select Plus Plan

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Enrollment & Billing Team ETFenrollment@deltadentalwi.com	844-337-8383 (no fax)	Customer Experience Specialists ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)
Claims	Customer Experience Specialist ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)	Sales Account Management ETFsales@deltadentalwi.com	Fax: 715-343-7623
Benefit Fairs & Supplies	Sales Account Management ETFsales@deltadentalwi.com	800-236-3713 Fax: 715-343-7623	Megan Wohlfeil Megan.Wohlfeil@deltadentalwi.com	715-343-7679
Employee Customer Service	Customer Experience Specialist ETFcustomerservice@deltadentalwi.com	844-337-8383 (no fax)	Sales Account Management ETFsales@deltadentalwi.com	715-343-7679 Fax: 715-343-7623
Complaints & Grievances	Customer Experience Specialist ETFcustomerservice@deltadentalwi.com	844-337-8383 Fax: 715-343-7611	Megan Wohlfeil Megan.Wohlfeil@deltadentalwi.com	715-343-7679 Fax: 715-343-7623

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LIFE INSURANCE

Securian Financial Group

• Wisconsin Public Employers Group Life Insurance Program

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Madison Branch Office MadisonBranch@securian.com	866-295-8690 Fax: 608-277-8665	Jody White jody.white@securian.com	866-295-8690 x55821 Fax: 608-277-8665
Claims	Madison Branch Office MadisonBranch@securian.com	866-295-8690 Fax: 608-277-8665	Kjirsten Elsner MadisonBranch@securian.com	866-295-8690 x55817 Fax: 608-277-8665
Complaints & Grievances	Madison Branch Office MadisonBranch@securian.com	866-295-8690 Fax: 608-277-8665	Kjirsten Elsner kjirsten.elsner@securian.com	866-295-8690 x55817 Fax: 608-277-8665

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PHARMACY BENEFITS

Navitus Health Solutions

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Customer Care	866-333-2757 (Active and early retiree) 866-270-3877 (Navitus MedicareRx)	Ryan Olson ryan.olson@navitus.com Felicia Weihert felicia.weihert@navitus.com	920-221-4210 Fax: 920-221-4710 920-221-4079 Fax: 920-221-4878
Claims	Customer Care	866-333-2757 (Active and early retiree) 866-270-3877 (Navitus MedicareRx)	Ryan Olson ryan.olson@navitus.com Felicia Weihert felicia.weihert@navitus.com	920-221-4210 Fax: 920-221-4710 920-221-4079 Fax: 920-221-4878
Benefit Fairs & Supplies	Felicia Weihert felicia.weihert@navitus.com	920-221-4079 Fax: 920-221-4878	Ryan Olson ryan.olson@navitus.com	920-221-4210 Fax: 920-221-4710
Complaints & Grievances	Jacki Fritsche jacki.fritsche@navitus.com NavitusAppeals@navitus.com	608-298-5781 Fax: 855-673-6507	Preston Blarek preston.blarek@navitus.com	920-221-4261 Fax: 855-673-6507

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PRE TAX BENEFITS

Optum

• Employee Reimbursement Accounts • Health Savings Account • Commuter Fringe Benefits

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Optum/CYC Customer Service service@optumfinancial.com	833-881-8158		
Claims	Claims Department	833-881-8158 Fax: 443-681-4602		
Benefit Fairs & Supplies	Todd Forwood ofetfsupport@optum.com	443-274-7142		
Complaints & Grievances	ofetfappeals@optum.com			

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VISION

DeltaVision

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	ETFenrollment@deltadentalwi.com	844-337-8383	ETFsales@deltadentalwi.com	Fax: 715-343-7623
Claims	EyeMed Vision Care	855-544-6035		
Benefit Fairs & Supplies	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	EyeMed Vision Care	855-544-6035		
Complaints & Grievances	EyeMed Vision Care	855-544-6035		

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WELL WISCONSIN

WebMD Health Services

CONTACT TYPE	PRIMARY CONTACT NAME EMAIL ADDRESS	PRIMARY CONTACT PHONE/FAX NUMBER	ALTERNATE CONTACT NAME EMAIL ADDRESS	ALTERNATE CONTACT PHONE/FAX NUMBER
Membership & Coverage	Emily Rathjen, Director, Strategic Accounts erathjen@webmd.net	Direct: 651-681-3317 Cell: 612-987-5000	Anne Polacheck apolacheck@webmd.net	Cell: 708-553-6252
Employer Onsite Screening Services	Katie Storlie, Coordinator, Screening/Vaccination Services kstorlie@webmd.net	651-681-3318		
Well Wisconsin Program	Renee Fox rfox@webmd.net	715-551-9964	Julie Cruz jcruz@webmd.net	608-893-3271
Employee Customer Service	WebMD Customer Service	800-821-6591		

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Note: The Health Plan & Vendor Contacts list is updated on a quarterly basis for employer use. For eligibility questions, please contact your ETF Employer Services contact.