

COMMERCIAL GROUP PRODUCTS

Assure Level-Funded (2-99), Small Group ACA (2-50), Mid-Size Groups (51-100) and Large Groups (101+)

SALES MANAGEMENT

Jeff Lanser

Manager of Client Management

Office: 920-720-1683

Cell: 920-213-1194

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NEW BUSINESS

New quotes, product questions and alternative plan designs

Travis Janssen

Sr. Account Executive Northeast Wisconsin

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Cell: 920-209-5812

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Paul Perkins

Sr. Account Executive Southeast Wisconsin

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pperkins@networkhealth.com

CLIENT SERVICE TEAM

Renewals, enrollment and billing

Sara Pergolski-Mickelson

Client Manager

Office: 920-720-1248

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Ann Sanders

Client Manager

Office: 920-720-1264

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Vanessa Cagal

Specialty Client Manager

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Ingrid Davis

Client Manager

Office: 262-825-9774

Cell: 414-559-1904

idavis@networkhealth.com

INDIVIDUAL SALES

Medicare, Individual Family Plans, ACA

SALES LEADERSHIP

John Whittemore

Vice President of Medicare and Individual Programs

Office: 262-825-9756

Cell: 985-377-3986

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Kimberly Gehrke

Director of Individual Sales

Office: 920-720-1569

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Amanda Hrabec

Manager of Sales Operations

Office: 920-720-1567

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SALES EXECUTIVES

New business and broker relationships

Nichole Sprinkle

Sales Executive Northeast Wisconsin

Office: 920-628-7605

Cell: 920-540-1232

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Jacki Mulberry

Sales Executive Southeast Wisconsin

Office: 262-825-9794

Cell: 262-573-3753

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AGENT ADVISORS

Enrollment support, eligibility questions and product questions

Mark Kretzmann

Agent Advisor

Office: 920-720-1260

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Tracy Stafford

Agent Advisor

Office: 920-720-1260

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Becky Bascue

Agent Advisor

Office: 920-720-1260

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SALES ADVISORS AND MEDICARE SALES SPECIALIST

Assist prospects and back up agent advisors

Dawn Royak <i>Sales Advisor</i>	Office: 800-983-7587	individualsealesteam@networkhealth.com
Kathy Krentz <i>Sales Advisor</i>	Office: 800-983-7587	individualsealesteam@networkhealth.com
Matt Brunner <i>Sales Advisor</i>	Office: 800-983-7587	individualsealesteam@networkhealth.com
Taylor Perry <i>Medicare Sales Specialist</i>	Office: 800-983-7587	individualsealesteam@networkhealth.com

NETWORK HEALTH RESOURCES – MEDICARE ADVANTAGE PLANS

Agent Advisor	920-720-1260
Care Management and Caregiver Support	866-709-0019 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 5 p.m.
Medication Therapy Management (MTM) Program	To make an appointment to speak one-on-one with a pharmacist, members can call the Network Health member experience team at 800-378-5234, Monday–Friday from 8 a.m. to 8 p.m.
Member Experience (PPO and MSA)	800-378-5234 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
Member Experience (PPO D-SNP)	855-653-4636 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
Member Wellness	866-709-0019 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 5 p.m.

NETWORK HEALTH EMPLOYER GROUP CONTACTS

ENROLLMENT SERVICES	Phone: 920-720-1350 Toll Free: 877-549-8793 Fax: 920-720-1904	Questions regarding ... Subscriber eligibility <ul style="list-style-type: none"> • Out-of-service area • Addition of new members • Effective dates • Reinstatement issues • Term questions Name changes Address changes ID cards New member packets Billing Electronic funds transfer (EFT)
MEMBER EXPERIENCE	Phone: 920-720-1300 Toll Free: 800-826-0940 Fax: 920-720-1909	Questions regarding ... Benefits Coordination of benefits PCP changes Claims questions Duplicate ID cards Duplicate member packets Out-of-area coverage Term dates Subscriber address changes
INDIVIDUAL PLAN CUSTOMER SERVICE	Toll Free: 855-275-1400	
SALES AND SERVICE	Phone: 920-720-1250 Toll Free: 800-276-8004 Fax: 920-720-1256	Questions regarding ... Group and Individual supplies <ul style="list-style-type: none"> • Enrollment forms • Change forms • Enrollment packets Administrative materials <ul style="list-style-type: none"> • Summary Plan Description (SPD) • Summary Benefit Coverage (SBC) • Health service policies • Certificate of coverage • Renewals Agent licensing