

## 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  
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#### Al Wearing

Vice President of Commercial Sales and Retention  
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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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#### 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  
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#### Ann Sanders

Client Manager  
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#### Vanessa Cagal

Specialty Client Manager  
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#### Ingrid Davis

Client Manager  
Office: 262-825-9774  
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## INDIVIDUAL SALES

Medicare, Individual Family Plans, ACA

### SALES LEADERSHIP

#### John Whittemore

Vice President of Medicare and Individual Programs

Office: 262-825-9756  
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#### Kimberly Gehrke

Director of Individual Sales

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#### Amanda Hrabec

Manager of Sales Operations

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### SALES EXECUTIVES

New business and broker relationships

#### Nichole Sprinkle

Sales Executive Northeast Wisconsin

Office: 920-628-7605  
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#### Jacki Mulberry

Sales Executive Southeast Wisconsin

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#### Jacinta Maciel

Group Medicare Sales and Service Executive

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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

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#### Becky Bascue

Agent Advisor

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## SALES ADVISORS AND MEDICARE SALES SPECIALIST

Assist prospects and back up agent advisors

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

## NETWORK HEALTH RESOURCES – MEDICARE ADVANTAGE PLANS

<b>Agent Advisor</b>	920-720-1260
<b>Care Management and Caregiver Support</b>	866-709-0019 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 5 p.m.
<b>Medication Therapy Management (MTM) Program</b>	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.
<b>Member Experience (PPO and MSA)</b>	800-378-5234 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
<b>Member Experience (PPO D-SNP)</b>	855-653-4636 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
<b>Member Wellness</b>	866-709-0019 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 5 p.m.

## NETWORK HEALTH EMPLOYER GROUP CONTACTS

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