

COMMERCIAL GROUP PRODUCTS

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

NEW BUSINESS

New Quotes, Product Questions, Alternative Plan Designs

Travis Janssen

Sr. Account Executive – Northeast Wisconsin

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CLIENT SERVICE TEAM

Renewals, Enrollment & Billing

Sara Pergolski-Mickelson

Client Manager

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Ann Sanders

Client Manager

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Lavonne Simon

Client Manager

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Ingrid Davis

Client Manager

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SALES MANAGEMENT

Jeff Lanser

Manager of Client Management

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Cell: 920-213-1194

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INDIVIDUAL SALES

Medicare, Individual Family Plans, ACA

SALES MANAGEMENT

John Whitemore

Vice President of Medicare & Individual Programs

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Kimberly Gehrke

Manager of Individual Sales

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Nichole Sprinkle

Supervisor of Individual Sales

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Cell: 920-540-1232

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SALES EXECUTIVES

New business, broker relationships

Penny Koehler

Senior Account Executive

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Brian Vranek

Account Executive

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AGENT ADVISORS

Enrollment support, eligibility questions, product questions

Becky Bascue

Agent Advisor

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Mark Kretzmann

Agent Advisor

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SALES ADVISORS AND MEDICARE SALES SPECIALIST

Assist members and prospects, back up agent advisors

Matt Brunner Sales Advisor	Office: 800-983-7587	individualsesteam@networkhealth.com
Chuck Davis Sales Advisor	Office: 800-983-7587	individualsesteam@networkhealth.com
Kathy Krentz Sales Advisor	Office: 800-983-7587	individualsesteam@networkhealth.com
Taylor Perry Medicare Sales Specialist	Office: 800-983-7587	individualsesteam@networkhealth.com
Dawn Royak Sales Advisor	Office: 800-983-7587	individualsesteam@networkhealth.com

NETWORK HEALTH RESOURCES – MEDICARE ADVANTAGE PLANS

Online Agent Guide	networkhealth.com/agents
Member Experience Team (PPO, HMO and MSA)	800-378-5234 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
Member Experience Team (PPO D-SNP)	855-653-4636 (TTY 800-947-3529) Monday–Friday, 8 a.m. to 8 p.m.
Member Wellness	Network Health Coaches 800-236-0208
Care Management	Network Health Care Management Team 866-709-0019
Caregiver Support	Network Health Care Management Team 866-709-0019
Medication Therapy Management 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.

EMPLOYER GROUP DEPARTMENT CONTACTS

ENROLLMENT SERVICES	CUSTOMER SERVICE	SALES AND SERVICE
Phone: 920-720-1350 Toll Free: 877-549-8793 Fax: 920-720-1904	Phone: 920-720-1300 Toll Free: 800-826-0940 Fax: 920-720-1909	Phone: 920-720-1250 Toll Free: 800-276-8004 Fax: 920-720-1256
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)	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	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