

Meet Your Health Care Concierge Team



At Network Health, our employees provide superior service because we know we are helping our neighbors, friends and family.

We asked our health care concierge team about their responsibilities and the service they provide. This is how they responded.

Carol Flasch



I work with wonderful teammates who are willing to help each other. I like knowing that I can help members navigate their plan and they appreciate what we do. Each member is an individual, not a number.

Tracy Baumgart



It gives me great pride to share my knowledge and passion for health insurance with our members and providers. Because I am local and know our provider network, I can help our members receive great care—this is so rewarding to me.

Jessica Cleary



I like that I get to be one-on-one with our members and help solve their problems with medical issues.

Craig Kandler



My personal connection with members is my favorite part of being a health care concierge team member. Our members appreciate working with someone who is nearby and local. A day here can be hectic but it's very rewarding when I'm able to apply simple solutions to complex issues.

Cindy Kersten



I like serving our members because I want them to understand their specific insurance plan. It's also important to me to treat people the way you want to be treated, so I do that with all our members. My favorite part—the people I work with.

Barbara Mangold



I am proud to be part of such a respected company. I love being able to solve problems for people and I really enjoy working as a team. I feel wonderful when I can help an anxious or worried member understand something and lift that weight off his or her shoulders. We are all in this together.

Lisa Lochner



My compassion allows me to truly help our members and providers with any questions and concerns they may have.

Kristel Meyerhofer



Our members share good stories about their lives and experiences. I am grateful to be able to help them out, especially when they don't have someone else to help with their health care concerns.

Tim Reynolds



I really enjoy helping others and making sure that they get what they need. The atmosphere and support at Network Health allows me to provide great service to our members.

Kathy Wichman



I treat our members like they are family. I like working with them and assisting them with any questions, needs or issues they may have.

Michelle Wichman



I remember that I am talking to someone's mother, father, grandmother, grandfather—and I treat them the same way I want my own family treated.

Beth Sprangers



I like to let our members know I am just like them and live right here in the same area. They are always grateful when I help them understand something that appears difficult. I am passionate about talking with people and helping any way I can.

Rosa Schuh

I really relate to our members' needs and help them reach a resolution. I'm passionate about delivering results for our members and providers.

Thomas Hang

My favorite part of being a health care concierge team member is working with great peers within the team. We work together to help our community.

Rachelle Waldron

I really like helping our members understand a complicated health insurance system.

Christine Armstrong

I love talking to our providers and members. I have helped some wonderful, funny people—laughter is the key. I like helping our members understand why things happen.

Ashley Zuelke

My favorite part of being a health care concierge team member is helping people. That's why I am passionate about serving our members—they appreciate my help. Even though members can't see me, I always smile when I'm talking on the phone, I know they can hear the smile in my voice.