

External Contact Information

Addresses:

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Hours:

- Phones: 8 – 5 PST, Mon – Fri
- Office: 9 – 4 PST, Tues - Thurs

Phones:

- ASR Individual: 800-386-6160 (*primary*) or 425-512-8000
- Connexion Group: 888-742-1475 (*primary*) or 877-915-7526

Faxes:

- ASR (individual business) (888) 678-5032 or (425) 918-3387 (backup)
- Connexion (group business) (425) 918-6178

ASR (Individual):

Producer Support Medicare
Producer Support Individual & Family
Commissions
Licensing
Compliance Inquiries
Connecture 'Plan Compare One' Support
Producer Feedback
Provider Alliance Program
New Business Secure Upload

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Connexion (Group):

Producer Support Group Medical
Producer Support Group Ancillary
Commissions
Licensing
Requests for Proposals Group Ancillary
Producer Feedback
New Business Secure Upload Website

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Staff	Department
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TJ Claflin	Producer Support - Medicare & U65
Kathryn Henry	Producer Support - Medicare & U65
Katie Devillier	Producer Support - Medicare & U65
Andrew Bean	Producer Support - Small Group Ancillary
Wendy Unger	Producer Support - Large & Small Group Ancillary
Dori Furnish	Producer Support - Small Group Medical
Janet Carlson	Producer Support - Small Group Medical
Lorri Lafferty	Producer Support - Small Group Medical
Tara Phenix-Touslee	Producer Support - Agent Force Onboarding
Amy James	Commissions
Jason Roby	Commissions
Rebecca Curtice	Commissions
Theresa Umbaugh	Commissions
Amy Easley	Small Group Medical Sales & Sales Support – West WA
Emelie Hoffman	Small Group Medical Sales & Sales Support – East WA
Isatou Baldeh	Small Group Medical Sales & Sales Support
Erin Flajole	Large Group Ancillary Sales & Sales Support
Meridith Weaver	Large Group Ancillary Sales Support
Cindy Brooks	Small Group Medical Sales Support
Brandon Stevens	Community Referral Program - Medicare, U65, Life, Ancillary
Juline Duff	Producer Referral Program - U65
Kevin Peterson	Producer Referral Program - Medicare
Rick Grover	CEO
Jerry Lyons	President
Erica Edwards	VP of Operations
Ann Farrison	VP of Sales
Loren Dean	Sales Director
Miranda Provenza	Marketing Director
Madison Rejman	Marketing Project Coordinator
Cat Yee	Technical Program Manager
Becki Neigum	Manager Group Operations
Crystal Caple	Manager Individual Operations

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