

## Employee Benefits Telephone Listing

TOLL-FREE NUMBER: (877) 863-9406

FAX: (573) 522-1482

<b>Brook Luecke</b>	<b>Employee Benefits Manager</b>	<b>(573) 526-5173</b>
<b>Lisa Buhr</b>	<b>Senior Benefits Specialist</b>	<b>(573) 526-0138</b>
<b>Jill Kliethermes</b>	<b>Intermediate Benefits Specialist</b>	<b>(573) 522-1294</b>
<b>Tawnya Schmitz</b>	<b>Senior Financial Services Technician</b>	<b>(573) 751-2861</b>
<b>Anne-marie Scott</b>	<b>Senior Financial Services Technician</b>	<b>(573) 526-2084</b>
<b>Ashley Battles</b>	<b>Senior Financial Services Technician</b>	<b>(573) 751-7748</b>
<b>Robin McKee</b>	<b>Senior Administrative Professional</b>	<b>(573) 522-8121</b>
<b>Pam Otto</b>	<b>Senior Administrative Professional</b>	<b>(573) 522-8121</b>

revised 01.09.2026

<b>Basic Life Death Claims</b>	<b>Tawnya Schmitz</b>
<b>Benefits Billing / Bank Draft</b>	<b>Tawnya Schmitz</b>
<b>Cafeteria Plan (ASIFlex)</b>	<b>(800) 659-3035</b>
<b>COBRA Eligibility / Enrollments</b>	<b>Anne-marie Scott</b>
<b>Court Orders</b>	<b>Anne-marie Scott</b>
<b>Dental Coverage Questions (Delta Dental)</b>	<b>(866) 429-1095</b>
<b>Deferred Compensation (ING)</b>	<b>(800) 392-0925</b>
<b>Employee Assistance Program - EAP</b>	<b>(800) 697-0353</b>
<b>Health Savings Account - HSA (WealthCare)</b>	<b>(833) 290-2481</b>
<b>HIPAA - Certificates of Coverage</b>	<b>Ashley Battles</b>
<b>Life Insurance - Conversion (MetLife)</b>	<b>(877) 275-6387</b>
<b>Life Insurance - Portability (MetLife)</b>	<b>(888) 252-3607</b>
<b>MCHCP</b>	<b>(800) 487-0771</b>
<b>Medical Benefit Coverage Questions</b>	<b>Pam Otto   Robin McKee   Lisa Buhr   Jill Kliethermes</b>
<b>Medical Claim Questions (Anthem)</b>	<b>(833) 290-2481</b>
<b>Medical Eligibility &amp; Qualifying Events</b>	<b>Anne-marie Scott</b>
<b>Medical ID Cards (Anthem)</b>	<b>(833) 290-2481</b>
<b>Medicare Benefit Coverage Questions (UHC)</b>	<b>(844) 465-2406</b>
<b>MOV LIC (Allstate)</b>	<b>(866) 668-5421</b>
<b>Optional Life Benefit Coverage Questions</b>	<b>Lisa Buhr   Jill Kliethermes</b>
<b>Optional Life Death Claims / Late Enrollments</b>	<b>Tawnya Schmitz</b>
<b>Payroll Reconciliation</b>	<b>Ashley Battles   Anne-marie Scott</b>
<b>Pharmacy Benefit Coverage Questions</b>	<b>Pam Otto   Robin McKee   Lisa Buhr   Jill Kliethermes</b>
<b>Premium Refunds</b>	<b>Lisa Buhr</b>
<b>Prescription Claim Questions - Non-Medicare (CarelonRx)</b>	<b>(833) 290-2481</b>
<b>Prescription Claim Questions - Medicare (United Healthcare)</b>	<b>(844) 465-2406</b>
<b>Retirement System (MPERS)</b>	<b>(800) 270-1271</b>
<b>Vision Coverage Questions (National Vision Adm)</b>	<b>(877) 300-6641</b>
<b>Voluntary Life Death Claims/Late Enrollment</b>	<b>Tawnya Schmitz</b>
<b>Voluntary Life Eligibility &amp; Benefit Questions (Arch)</b>	<b>(314) 849-6363</b>