

## External Contact Information

### Addresses:

- Physical/Mailing: 9725 3<sup>rd</sup> Ave NE #110 Seattle, WA 98115
- Accounts Receivable Payment Lockbox: PO Box 743979 Los Angeles, CA 90074-3979

### Hours:

- Phones: 8 - 5 | Mon - Fri

### Phones:

- ASR: 800-386-6160 | 425-512-8000
- Connexion: 888-742-1475 | 877-915-7526

### Faxes:

- ASR: (888) 678-5032 | (425) 918-3387 (*backup*)
- Connexion: (425) 918-6178

### Websites:

- [ASRconnect.com](http://ASRconnect.com)
- [ConnexionInsurance.com](http://ConnexionInsurance.com)

### Emails:

#### ASR | Individual

Producer Support Medicare  
Producer Support Individual & Family  
Commissions  
Licensing  
Compliance Inquiries  
Enrollment Platform Support  
Producer Feedback  
Provider Alliance Program  
New Business Secure Upload  
Medicare E-Enrollment Platform

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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

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<b>Staff Directory – Operations</b>	<b>Department</b>
Christina Major	Appointments & Licensing
Kat Henry	Appointments & Licensing
Michelle West	Appointments & Licensing
Aremi Rodriguez-Alba	Producer Support - Provider Alliance Program
TJ Claflin	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
Amy James	Commissions
Jason Roby	Commissions
Rebecca Curtice	Commissions
Theresa Umbaugh	Commissions
<b>Staff Directory - Sales</b>	<b>Department</b>
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
Juline Duff	Producer Referral Program - U65
Katie St Clair	Producer Referral Program - Medicare
Kevin Peterson	Producer Referral Program - Medicare
Sharon Reyes	Producer Referral Program - Medicare DSNP
<b>Staff Directory - Leadership</b>	<b>Department</b>
Rick Grover	CEO
Erica Edwards	VP of Operations
Loren Dean	Sales Director
Miranda Provenza	Marketing Director
Madison Rejman	Marketing Project Coordinator
Christina Vaughan	Manager Technical Program
Becki Neigum	Manager Group Operations
Crystal Caple	Manager Individual Operations