



2023

REPORT TO THE COMMUNITY



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Mission

Our **mission** is to create **healthy** and **strong Wisconsin communities**.

Vision

Your **local, reliable partner** delivering an **exceptional health plan experience**.

Values



INNOVATION
Bringing **ideas** to **life**



SERVICE EXCELLENCE
Providing **exceptional service** at the **right time, right place** and with the **right attitude**



INTEGRITY
Demonstrating **honesty** in **every action**



COLLABORATION
Working as **one team** toward a **common goal**



ACCOUNTABILITY
Honoring and **respecting the trust** people place in us

For **the third year in a row**, Network Health earned a **5 out of 5 overall Star rating** for its 2024 Medicare Advantage PPO plans from the Centers for Medicare & Medicaid Services (CMS)*.

Network Health is the only individual Medicare Advantage plan in Wisconsin to achieve a 5 Star rating

Connect with Us



*Every year, Medicare evaluates plans based on a 5-star rating system.

A Message from our President and CEO

One of the most beautiful things about Network Health is that we are a growing organization. In 2023, our membership grew to over 124,000 and more importantly, Network Health continues to grow in many other ways as well.

Network Health continues to prioritize quality. For the third year in a row, we earned a 5 out of 5 overall Star rating for our Medicare Advantage PPO plans from the Centers for Medicare & Medicaid Services (CMS)*. Network Health is the only individual Medicare Advantage plan in Wisconsin to achieve a 5 Star rating. Nationally, Network Health is one of only 31 Medicare Advantage plans that earned CMS' highest overall rating of 5 out of 5 Stars for 2024. This is out of 545 Medicare Advantage contracts and it puts Network Health among the nation's elite Medicare health plans.

In addition, Network Health steadily improved over the last four years and currently ranks second in quality for the State of Wisconsin Group Health Insurance Program. The National Committee for Quality Assurance (NCQA) has also recognized Network Health as one of only two health plans in our service area with their 4.5 Star designation for both our Medicare and Commercial lines of business.

Growth and quality go hand in hand for our employees as well. Network Health continues to develop into a best-in-class employer in Wisconsin. Once again, we were awarded the National Business Research Institute (NBRI) Circle of Excellence Award that recognizes organizations with exceptional levels of employee engagement.

Growing our community impact also remains a priority and in the following pages, you will see a sampling of how Network Health supports health equity and education, people who serve our country, healthy activities, art in the community and other local partnerships.

Sincerely,

Coreen Dicus-Johnson
President and Chief Executive Officer



Proud partner of the
Green Bay Packers

Growing to Serve You

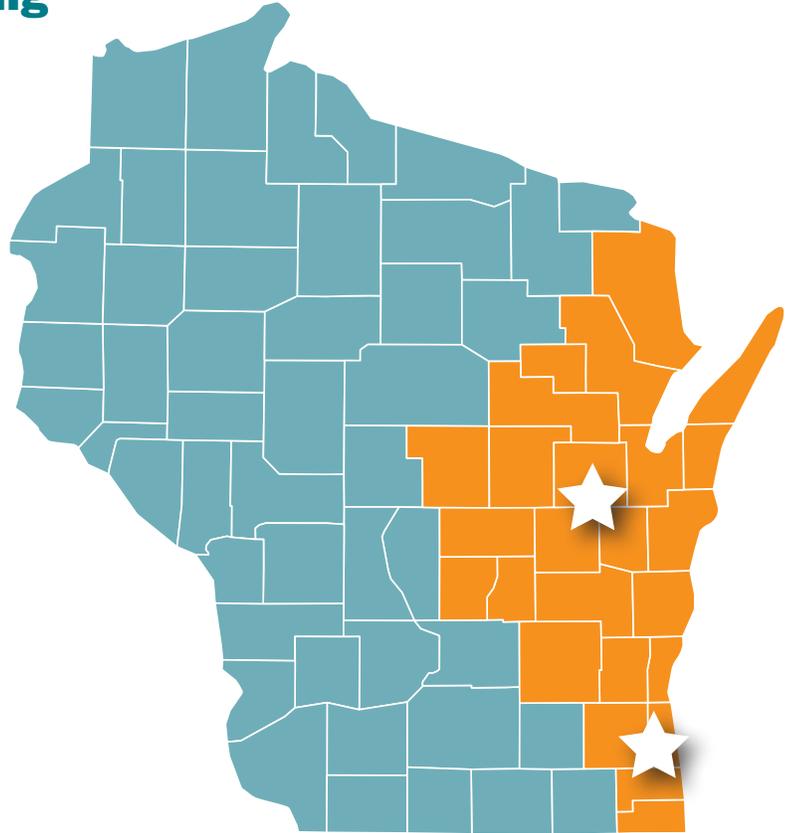
124,000 Members and Growing

At Network Health, we do what is right, even when it isn't easy. From right here in Wisconsin, we take extra steps to make health insurance affordable and understandable, so our members can make the most of their coverage.

Network Health is locally owned and operated in Wisconsin. We offer commercial and Medicare health insurance plans and services to employers, individuals and families throughout Wisconsin.

Headquarters Right Here in Wisconsin

- 1570 Midway Place, Menasha, WI 54952
- 16960 West Greenfield Avenue, Brookfield, WI 53005



Commercial, Individual and Medicare Advantage Products

Commercial

615 employer groups with **39,302** members

- **2,179** Personal Doctors
- **17,803** Specialists
- **59** Hospitals
- **2,279** Ancillary Services Providers



Medicare Advantage

Largest health system owned Medicare Advantage plan in Wisconsin

- **2,268** Personal Doctors
- **15,176** Specialists
- **60** Hospitals
- **2,217** Ancillary Services Providers



Individual and Family

- **6,500** Members



Wellness

- **11,918** Participants
- Over **\$69,000** returned to members for making healthy choices



Independent Agent Partners 1,037



Employees 467

Community Impact

One of the greatest advantages of being headquartered in Wisconsin is that we are deeply connected to the communities where we serve, live and work. At Network Health, we strive for excellence in everything we do and making a positive impact in our communities is no different.

For over 40 years, Network Health has supported local organizations, small businesses and community partners. In 2023, we established new partnerships and look forward to all we can accomplish together.

Network Health supported over **200** different member and community engagement events, with over **16,458** members of our community. How do we decide which community partnerships to support? It's pretty easy. We look for organizations who share our passion for building healthy and strong Wisconsin communities.

“**Individually we are one drop; but together we are an ocean.**”

Ryunosoke Satoro



Network Health is the health insurance partner for **Gee's MKE Wellness Clinic** and partners with **Gee's Clippers and Froedtert & MCW Health Network** to connect Gee's clients and community members to free health care and resources to improve health and promote wellness within the Bronzeville neighborhood and beyond. As the new clinic partner, Network Health will focus on community engagement with a weekly clinical presence. Donald Driver, Green Bay Packers all-time leading receiver and philanthropist joined the grand reopening of the clinic with Network Health President and CEO, Coreen Dicus-Johnson and Gee's Clippers owner, Gaulien 'Gee' Smith.

In 2023, we returned over

\$1,152,779

to the community by spending with our own clients.

We partnered with Waukesha County Community Foundation (WCCF) and in 2023 we distributed **\$405,799** to **61** 501c3 charitable organizations from the Network Health Hometown Advantage Fund.

“Partnering with the Green Bay Packers supports Network Health’s mission. With Operation Fan Mail, we honor those in our communities who exhibit excellence and performance throughout their lives. We are grateful for our military service members and through this sponsorship, we’re able to show our appreciation.”

Penny Ransom, Chief Administrative Officer

People Who Serve

- Our employees hand-made over **1,450 personalized Valentine’s Day cards** for veterans in our community. The cards shared heartwarming messages of gratitude for those who have dedicated their lives to protecting our nation.
- Network Health sponsored the **Veterans of Foreign Wars (VFW) Post 3319** Golf with a Vet outing and fundraiser.
- We were honored to be a part of the **Thompson Center on Lourdes** Veterans Appreciation Luncheon in November.
- We continue to support the **Wisconsin Veterans Network** and the **Wisconsin Veterans Chamber of Commerce** sponsoring events throughout the year.



Operation Fan Mail, presented by Network Health, is a program that recognizes military families and veterans at each Packers home game.

Health Equity and Education

- As a sponsor of the **United Negro College Fund** and **2023 UNCF Mayor’s Masked Ball** in Milwaukee, Network Health helped raise funds to help deserving students pay for college.

“Network Health’s mission is to build healthy and strong Wisconsin communities. We do this by supporting organizations like Gold Cross Ambulance Services, Inc., and Thompson Center on Lourdes with the resources and means to keep people safe.”

*Coreen Dicus-Johnson,
Network Health President and CEO*

- Network Health partnered with **Gold Cross Ambulance Service, Inc.**, a Network Health employer group, to donate first aid kits and provide CPR training for staff and volunteers at **Thompson Center on Lourdes**.
- **Oshkosh Senior Center, Fox Valley Memory Project** and Network Health joined forces to bring awareness to the community on brain health and overall wellness.



Community Impact

“ You (Network Health) are our dream partner and we look forward to working with you for many years to come.”

Kim Irwin,
Senior Director of Marketing at Capri Communities



In 2023, Network Health sponsored the inaugural **Enjoy Life Active Aging Symposium** at **Capri Communities** hosted by our member, friend and brand ambassador John McGivern. Over **500** people attended the symposium addressing humor, optimism and ways for seasoned adults to live life to the fullest, try new things, make new friends and enjoy life.



Network Health has a long history of partnering with our customer **St. Augustine Preparatory Academy**. In 2023, Coreen Dicus-Johnson was awarded the “Founders Award” for her efforts to raise **\$2.1 million** to directly fund student scholarships.



Healthy Activities

- Network Health partnered with and sponsored the **Wisconsin Timber Rattlers Silver Foxes** in 2023 and offered over **1,000** fans age 55 and older, retired and active military the opportunity to purchase a discounted game ticket.
- Network Health sponsored a pickle ball tournament for the **Wisconsin Masters Games** and **130** athletes.



Healthy Activities

- **Food for Health** is a Milwaukee community-based organization that creates equitable access to healthy and happy lives through the power of food. In August, Network Health supported **Bronzeville Week Be3 Community Health Hub** programming with Food for Health to make a positive impact in our community.
- Health equity requires access to healthy foods. That's why we support **St. Joseph Food Program** and **Grow a Row** in Menasha every year. In Milwaukee, Network Health supports over 800 families including our partnership with **Gee's Clippers** and **Feeding America Eastern Wisconsin** to donate 300 Thanksgiving meals to families in our urban communities.

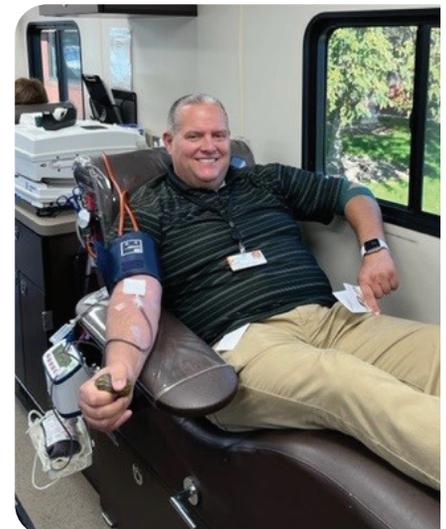
Over 500 turkeys and non-perishables were donated in partnership with **CBS 58's Drive Thru Food Drive** in supporting the **Hunger Task Force**.



Once again, we partnered with Walgreens, Walmart and Hometown Pharmacies to offer **vaccine clinics** to our Medicare Advantage members. Staying healthy, especially during flu season is critical for long-term health. We administered over **3,600 flu vaccines and RSV vaccines** to keep our members safe.



- For decades Network Health employees have donated a steady blood supply to **The Community Blood Center** and **Versiti Blood Center of Wisconsin** to ensure our neighbors have access to the lifesaving blood needed. Our **Menasha office hosted five blood drives**, donated 71 pints of blood this year and helped save 213 lives with their whole blood donations.



Community Impact

In the Arts

Network Health continues to be active in the Arts and Wellness community by offering complimentary memberships at the **Museum of Wisconsin Art (MOWA)**. Each month, Network Health partners with MOWA to offer educational programming to the community.

Community Partners

- The **Wisconsin LGBT Chamber of Commerce** works to create a fully inclusive state by promoting economic growth and opportunities among LGBT owned and allied businesses, corporations and professionals in Wisconsin. At Network Health, we support chamber events to support this important work.
- Network Health volunteers spent time working on the **Panda Cares Center of Hope** at its **Mary Ryan Boys and Girls Club in Milwaukee**. This newly renovated space will deliver joy, education and development opportunities to the local community.
- Network Health supported and Coreen Dicus-Johnson moderated the **Sojourner Family Peace Center** panel discussion showcasing the economic implications of domestic violence in Milwaukee.
- We know you care for your furry friends as part of your family. So do we and we work with many organizations like the **Humane Animal Welfare Society (HAWS)**, **Fox Valley Humane Association** and the **Zoological Society of Milwaukee**.
- Access to safe housing is a basic human right and Network Health partners with **Habitat for Humanity** to help families build and improve their homes.

Over 2,600 Volunteer Hours

At Network Health, we show up and integrate ourselves in our communities. All employees are encouraged to get involved and are given **eight hours of paid volunteer time** per year.



51% of employees volunteered
172 organizations supported
value of hours **over \$77,000**



“A HUGE thank you to you and your team for truly showing up for a major painting effort at Mary Ryan yesterday afternoon. As you know, we work very hard to make sure our spaces for youth are not “just good enough,” but somewhere our kids are excited to spend their time.”

*Kathy Thornton-Bias, President and CEO
Boys & Girls Clubs of Greater Milwaukee*



Want to join us in the community?

Visit our community engagement page at networkhealth.com/community to find upcoming events.



United Way - In addition to giving time and treasure at several volunteer events, Network Health employees, pledged over **\$59,000** and our Hometown Advantage Fund contributed **\$25,000** to improve lives in our community.

All-Around Excellence

Network Health continues to be the largest health system owned Medicare Advantage plan in Wisconsin, reaching even more Wisconsinites in 2023. And while we've grown in numbers, one thing has stayed the same—Network Health delivers exceptional service and quality.



For **2024**, Network Health earned a **5 out of 5 overall Star rating** for its Medicare Advantage PPO plans from the Centers for Medicare & Medicaid Services (CMS), outperforming the national average of 4 Stars. This rating puts Network Health among the nation's elite Medicare health plans.

- Network Health is the **only** individual Medicare Advantage plan in our service area to achieve a **5 Star rating**.



We Care For You and Each Other

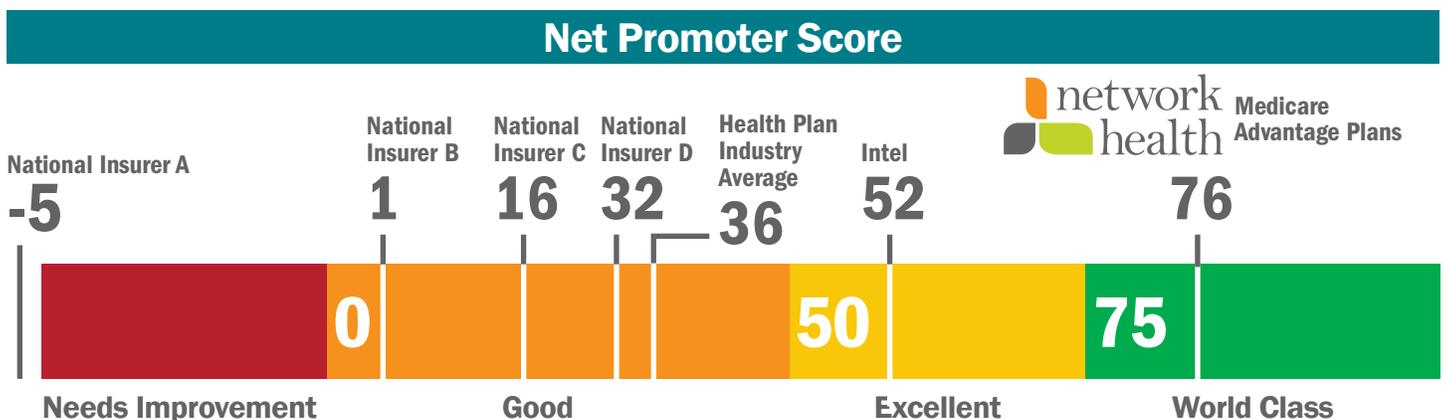
In 2023, Network Health earned the **WELCOA Well Workplace Platinum Award**. Earning this national worksite award signifies the successful protection and enhancement of the health and well-being of each and every employee. Health and wellness is not just something we talk about, we prioritize it for our employees as well.



Network Health was voted **Top Choice in Milwaukee** and **Best of Winnebago County** in the Official Community's Choice Awards for health plan provider.

Would Members Recommend Network Health to Their Family and Friends?

The answer to this question is used to calculate a company's Net Promoter Score (NPS).^{*} NPS helps us measure member satisfaction and loyalty. **Network Health rises far above other health insurance plans and well-known companies, proving we provide an excellent experience.**



^{*}NPS weighted based on membership by provider system

2023 ClearlyRated benchmark: [2023 NPS® Benchmarks for the Insurance Industry](#)

Competitor 2024 NPS: <https://customer.guru/net-promoter-score/industry/health-care-insurance-and-managed-care> <https://customer.guru/net-promoter-score/humana>

All-Around Excellence

In 2023, for the fourth year in a row, Network Health was awarded the National Business Research Institute (NBRI) **Circle of Excellence** Award that recognizes organizations with high levels of employee experience who score at or above the **75th** percentile within their industry. Network Health's 2023 employee engagement reached the **86th** percentile with 100 percent of eligible employees completing the survey. Network Health demonstrates its trust in employees by using their input to make continuous improvements based on feedback.



- The Network Health executive team actively serves on **38** boards.
- Congratulations to **Coreen Dicus-Johnson**, president and CEO, for being named a **2023 Wisconsin Titan 100**. This recognition showcases her as one of the area's most accomplished business leaders. In addition, Coreen was celebrated as one of **Milwaukee's Top 25 Power Brokers**, a top executive when it comes to getting things done.



- **Brian Ollech**, chief financial officer was nominated for **CFO of the Year** by Insight Magazine.
- In 2023, **Vanessa Cagal**, specialty client manager, completed **Leadership Fox Cities** and created a network for local high school students to grow and explore their career passions.
- **Tory Kirby**, RN, manager utilization management, and **Kelli VanderWielen**, Senior Community Engagement Coordinator, participated in **The Heart of the Valley Leadership Academy**, engaging with community leaders.

Our employees are the heart of soul of Network Health. One of the ways we foster a positive culture and support our employees is by recognizing three of our highly engaged shining stars as pathfinders and trailblazers. Each year, leaders nominate employees who demonstrate our values and go above and beyond for our members.



- **Congratulations to our 2023 Trailblazer and Pathfinder winners.** Each year leaders nominate employees who demonstrate Network Health values and go above and beyond for our members. Congratulations to our 2023 rising stars. **Trista Higgins – 2023 Pathfinder** For over six years, Trista finds ways to improve processes, embrace innovation and problem solve. **Amy Ziegert – 2023 Pathfinder** Amy approaches her work with passion to solve challenges and embrace change. **Cody LeBlanc – 2023 Trailblazer** Cody maximizes his intense curiosity to implement process improvements and overall excellence.

“ The time is always right to do what is right.”

Martin Luther King Jr.

“ As you’ve seen in these pages, Network Health continues to grow and support the changing needs of our community. It’s the right thing to do and it is who we are as individuals and as a team working to ensure Network Health helps create healthy and strong communities.

All of us at Network Health thank you for your partnership. Together we serve the people of Wisconsin by providing exceptional service, high-quality solutions and exceptional value to our community.”

Coreen Dicus-Johnson,
Network Health President and CEO

