MISSION
Our mission at Network Health is to create healthy and strong Wisconsin communities.

VISION
Network Health will transform our industry by collaborating with the highest-quality health care providers to deliver innovative health plan solutions that provide exceptional value to our customers and owners.

BRAND POSITION
We understand health insurance can be complex. As your partner, we promise to be more than a typical health plan, bringing value to our relationship.
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
Our members rate Network Health and our providers higher than national averages in the following categories.

### Commercial

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims handled correctly</td>
<td>91.4%</td>
</tr>
<tr>
<td>Personal doctor seemed informed and up-to-date about care patient got from doctor or other health providers</td>
<td>86.7%</td>
</tr>
<tr>
<td>Personal doctor explained things in a way that was easy to understand</td>
<td>96.8%</td>
</tr>
<tr>
<td>Personal doctor spent enough time with patient</td>
<td>93.6%</td>
</tr>
<tr>
<td>Customer Service Composite</td>
<td>89.0%</td>
</tr>
<tr>
<td>Getting Needed Care Composite</td>
<td>88.2%</td>
</tr>
</tbody>
</table>

### Medicare

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Composite</td>
<td>95.6%</td>
</tr>
<tr>
<td>Getting Needed Care Composite</td>
<td>93.5%</td>
</tr>
<tr>
<td>Personal doctor explained things in a way that was easy to understand</td>
<td>96.0%</td>
</tr>
<tr>
<td>Personal doctor listened carefully to patient</td>
<td>97.0%</td>
</tr>
<tr>
<td>Personal doctor spent enough time with patient</td>
<td>96.4%</td>
</tr>
<tr>
<td>Personal doctor showed respect for what patient had to say</td>
<td>97.4%</td>
</tr>
</tbody>
</table>

### Individual and Family (Marketplace)

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal doctor showed respect for what patient had to say</td>
<td>97.1%</td>
</tr>
<tr>
<td>Personal doctor listened carefully to patient</td>
<td>96.1%</td>
</tr>
<tr>
<td>Personal doctor explained things in a way that was easy to understand</td>
<td>98.0%</td>
</tr>
<tr>
<td>Personal doctor spent enough time with patient</td>
<td>97.0%</td>
</tr>
<tr>
<td>Health plan’s customer service staff treated patient with courtesy and respect</td>
<td>95.0%</td>
</tr>
<tr>
<td>Health plan’s customer service provided information member needed</td>
<td>82.1%</td>
</tr>
</tbody>
</table>

The source for data contained in this publication is Quality Compass® 2018 and is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA.
Network Health's History

1982

November
Network Health Plan (first known as Nicolet Health Plan) is incorporated by the Physicians of Nicolet Clinic as a group Health Maintenance Organization (HMO).

1986

May
Nicolet Health Plan becomes Network Health Plan.

1991

September
The new management team for Network Health Plan is established, overseeing the member services, Management Information System (MIS), claims processing, network development, marketing and health services departments.

1994

March
La Salle Clinic’s ownership structure changes as St. Elizabeth Hospital, Wheaton Foundation and La Salle Clinic form Network Health System.

1998

August
Network Health System merges with Affinity Health System, which then included La Salle Clinic, St. Elizabeth Hospital and Network Health Plan.

2001

December
Network Health Plan receives an amended certificate of authority reverting it to an HMO. Network Health Plan also establishes Network Health Insurance Corporation as a wholly owned subsidiary.

2005

February
Medicare Advantage PPO launch

2013

April
Ministry Holdings, Inc. is established as a parent company of sister companies Network Health Plan and Network Health Insurance Corporation, and Ascension Health becomes the sole corporate member of Ministry Health Care, Inc.

2015

April
Commercial service area expansion to southeast Wisconsin.

October
Health Insurance Exchange product launch

2016

October
Medicare service area expansion into southeast Wisconsin Assure Level-Funded product launch

2018

October
Medicare HMO in southeast Wisconsin product launch

1983

April
Nicolet Health Plan becomes operational. Nicolet Clinic was the plan’s first group customer.

1983

May
Nicolet Health Plan becomes Network Health Plan.

1985

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2016

October
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2018

October
Medicare HMO in southeast Wisconsin product launch

Network Health Plan (first known as Nicolet Health Plan) is incorporated by the Physicians of Nicolet Clinic as a group Health Maintenance Organization (HMO).

Ministry Holdings, Inc. is established as a parent company of sister companies Network Health Plan and Network Health Insurance Corporation, and Ascension Health becomes the sole corporate member of Ministry Health Care, Inc.

Nicolet Health Plan becomes operational. Nicolet Clinic was the plan’s first group customer.

Nicolet Health Plan becomes Network Health Plan.

La Salle Clinic’s ownership structure changes as St. Elizabeth Hospital, Wheaton Foundation and La Salle Clinic form Network Health System.

Network Health Plan receives an amended certificate of authority to operate as an indemnity insurer, allowing it to offer indemnity products including point-of-service plans, preferred provider organization and third-party agreement product lines, as well as a variety of ancillary products.

Network Health Plan receives an amended certificate of authority reverting it to an HMO. Network Health Plan also establishes Network Health Insurance Corporation as a wholly owned subsidiary.

Ministry Health Care, Inc. becomes the sole sponsor of Affinity Health System

Individual and Family Plan launch

MSA Medicare product launch statewide

Froedtert Health purchases 50 percent of Network Health

Medicare service area expansion into southeast Wisconsin Assure Level-Funded product launch

Commercial service area expansion to southeast Wisconsin.
### Membership By County

<table>
<thead>
<tr>
<th>County</th>
<th>Commercial Insured and Medicare Advantage Products</th>
<th>Medicare Advantage</th>
<th>Individual and Family Plan Members</th>
<th>Wellness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown</td>
<td>11,259</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calumet</td>
<td>5,537</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dodge</td>
<td>2,649</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door</td>
<td>1,575</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fond du Lac</td>
<td>9,664</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green Lake</td>
<td>2,041</td>
<td></td>
<td></td>
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<tr>
<td>Kenosha</td>
<td>1,136</td>
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<td></td>
<td></td>
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<tr>
<td>Kewaunee</td>
<td>1,504</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Manitowoc</td>
<td>4,782</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Marquette</td>
<td>759</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milwaukee</td>
<td>11,495</td>
<td></td>
<td></td>
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<tr>
<td>Oconto</td>
<td>1,785</td>
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<tr>
<td>Outagamie</td>
<td>18,188</td>
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<td></td>
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<tr>
<td>Ozaukee</td>
<td>2,262</td>
<td></td>
<td></td>
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<tr>
<td>Portage</td>
<td>2,074</td>
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<td></td>
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<tr>
<td>Racine</td>
<td>2,820</td>
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<tr>
<td>Shawano</td>
<td>2,166</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Sheboygan</td>
<td>4,019</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Washington</td>
<td>3,319</td>
<td></td>
<td></td>
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<tr>
<td>Waukesha</td>
<td>4,439</td>
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<tr>
<td>Waupaca</td>
<td>4,032</td>
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<td></td>
<td></td>
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<tr>
<td>Waushara</td>
<td>1,704</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winnebago</td>
<td>17,051</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Network Health at a glance**

- **Commercial**
  - 2,133 Personal Doctors
  - 12,874 Specialists
  - 49 Hospitals
  - 1,633 Ancillary Services Providers

- **Medicare**
  - 1,980 Personal Doctors
  - 10,966 Specialists
  - 46 Hospitals
  - 1,537 Ancillary Services Providers

- **Wellness**
  - 12,485 participants
Your **local** health insurance **partner**

We’re more than your typical health plan, **bringing value** to our relationship by providing **exceptional one-on-one service** that helps our members **live healthier lives** while **reducing health care costs**.

---

We’re a **locally owned**, Wisconsin-based company that’s been around for more than three decades. We **partner with** and **live in the communities we serve**.

---

**Provider-owned**, we offer a **fully integrated provider network** with **deep discounts**.

---

We have a strong reputation for **one-on-one, quality service** and **members rate us higher** than national averages.

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Our sales team works with agents on **tailored implementations** and we provide **high-touch service** that extends long after the sale.
Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.

**ACCOLADES**

**Medicare Advantage Plans**
CMS (Centers for Medicaid and Medicare Services) – 2019

Rated 4 out of 5 Stars*

**ACA Plans**
CMS (Centers for Medicaid and Medicare Services) – 2019

Rated 5 out of 5 Stars*

**Medicare Health Insurance Plan Ratings 2018-2019**

Rated 4 out of 5 Stars

**NCQA’s Medicare Health Insurance Plan Ratings 2018-2019**

Rated 4 out of 5 Stars

**NCQA’s Private Health Insurance Plan Ratings 2018-2019**

Recipient of four Healthcare Advertising Awards, including:

- **Gold Award**
  Medicare Member Handbook

- **Silver Award**
  Medicare Member Newsletter

Winner of 9 National Creative Awards, including:

- **Well Workplace Platinum**
  Wellness Council of America

*Medicare evaluates plans based on a 5-star rating system. Star Ratings are calculated each year and may change from one year to the next.
LEADERSHIP TEAM

Coreen Dicus-Johnson
President and Chief Executive Officer (CEO)

Coreen earned a bachelor’s degree in communications and public relations from Marquette University and a Juris Doctor from DePaul University College of Law. She has guest lectured at Marquette Law School on various health law topics. Coreen was nominated and received the BizTimes 2018 Health Care Heroes Executive Leadership Award. In 2015, she was selected as a Woman of Influence, and received Donald Driver’s Driven to Achieve Award. She received the Marquette University Alumni National Award in 2014, and was inducted into The Fellows Wisconsin Law Foundation in 2012. Coreen was named one of Milwaukee’s “Forty Under 40” in 2007.

Current board appointments include Habitat for Humanity Fox Cities, JP Cullen Advisory Council, New North, Inc., ReMed, Town Bank, Waukesha County Community Foundation and Wisconsin Association of Health Plans. Coreen also serves on committees for the American Heart Association Women Executive Leadership Council, 2019 Chair for Feeding America Grateful Plate Gala, 2020 Chair Go Red campaign and CEOs Against Cancer. She previously served on the LUNG Force Oxygen Ball, Meta House Campaign for a Sustainable Future and Sojourner Family Peace Center.

Penny Ransom
Chief Administrative Officer (CAO)

Penny leads Network Health’s efforts in sales, marketing, strategy, customer experience, communications, human resources, organizational development and workplace culture. Penny has over 20 years of insurance industry experience.

Prior to joining Network Health in 2010, Penny was the director of communications at Health Alliance Medical Plans in Urbana, IL. She earned a bachelor’s degree from the University of Illinois at Urbana–Champaign.

Gregory Buran, MD
Chief Medical Officer (CMO)

Prior to joining Network Health, Dr. Buran served as vice president and senior medical director of Health Alliance Plan in Detroit, MI. Over the course of his career, Dr. Buran has held multiple positions at Henry Ford Medical Group including research director of the division of hospital medicine, medical director of the hospitalist inpatient unit at Henry Ford Hospital, medical director for utilization management and associate medical director of managed care services.

Dr. Buran attended Kalamazoo College and University of Michigan Medical School.
LEADERSHIP TEAM

Brian Ollech
Chief Financial Officer (CFO)

Brian joined Network Health in 2017. He previously served as senior vice president and global controller at The Warranty Group, Inc. in Chicago. Brian also served as the corporate controller with WellCare Health Plans, Inc. in Tampa, FL, and director of finance at WellPoint, Inc. in Milwaukee. Brian holds an undergraduate degree from the University of Wisconsin-Milwaukee and is a Certified Public Accountant in the state of Wisconsin. He is a former national board member of the Insurance Accounting and Systems Association and member of the Chicagoland Insurance Accounting and System Association.

Kathryn Finerty
General Counsel

Prior to joining Network Health, Kate served in a number of positions with Anthem Blue Cross Blue Shield, most recently as Associate General Counsel. Kate previously was the senior division and compliance counsel at Sensient Technology and an environmental law and litigation attorney at Davis & Kuelthau, S.C.

Kate is a member of the Association for Corporate Counsel and the Wisconsin State Bar Association Health Law Section. She is a graduate of the University of Wisconsin-Madison and Marquette University Law School, cum laude.

Kevin Borchert
Chief Actuary

Kevin holds an Undergraduate degree from the University of Wisconsin-Madison and a master’s in finance from Rockhurst University in Kansas City, MO.

Prior to joining Network Health, Kevin served as vice president of product, risk and analytics at Dean Health Plan in Madison, WI. Over the course of his career, Kevin has held multiple leadership positions including senior manager of health care with Deloitte Consulting, vice president and chief actuary with Transamerica Reinsurance and vice president of strategic development at Assurant Health.