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.

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

BRAND POSITION
We do what’s right because it’s who we are. Health insurance is what we do. That’s why we take extra steps to make health insurance affordable and understandable, so you can make the most of your coverage.
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 showed respect for what patient had to say</td>
<td>97.0%</td>
</tr>
<tr>
<td>Personal doctor explained things in a way that was easy to understand</td>
<td>93.4%</td>
</tr>
<tr>
<td>Personal doctor spent enough time with patient</td>
<td>90.0%</td>
</tr>
<tr>
<td>Customer Service Composite</td>
<td>90.0%</td>
</tr>
<tr>
<td>Getting Needed Care Composite</td>
<td>89.5%</td>
</tr>
</tbody>
</table>

### Medicare

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Composite</td>
<td>93.7%</td>
</tr>
<tr>
<td>Getting Needed Care Composite</td>
<td>94.6%</td>
</tr>
<tr>
<td>Personal doctor showed respect for what patient had to say</td>
<td>99.0%</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>96.3%</td>
</tr>
<tr>
<td>Personal doctor showed respect for what patient had to say</td>
<td>97.3%</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>92.3%</td>
</tr>
<tr>
<td>Personal doctor listened carefully to patient</td>
<td>90.9%</td>
</tr>
<tr>
<td>Personal doctor explained things in a way that was easy to understand</td>
<td>92.0%</td>
</tr>
<tr>
<td>Personal doctor spent enough time with patient</td>
<td>89.4%</td>
</tr>
<tr>
<td>Health plan’s customer service staff treated patient with courtesy and respect</td>
<td>88.2%</td>
</tr>
<tr>
<td>Health plan’s customer service wait time</td>
<td>77.1%</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.

Due to COVID-19, NCQA will not release 2020–2021 Health Plan Ratings for any product line. This rating is based upon 2019-2020 Health Plan Ratings.
Network Health’s History

1982
- April: 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.

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.

2012
- February: Ministry Health Care, Inc. becomes the sole sponsor of Affinity Health System.

2013
- August: Individual and Family Plan launch.

2014
- October: MSA Medicare product launch statewide.

2015
- November: Froedtert Health purchases 50 percent of Network Health.

2016
- October: Froedtert Health purchases 50 percent of Network Health.

2018
- October: Medicare HMO in southeast Wisconsin product launch.

2019
- October: Family Savings Plan™ launch.
Network Health at a glance

MEMBERSHIP BY COUNTY

- Brown 9,241
- Calumet 5,634
- Dodge 2,932
- Door 209
- Fond du Lac 9,538
- Green Lake 2,010
- Kenosha 1,056
- Kewaunee 690
- Manitowoc 4,410
- Marinette 112
- Marquette 804
- Milwaukee 11,561
- Oconto 1,757
- Outagamie 16,387
- Ozaukee 2,353
- Portage 2,043
- Racine 2,619
- Shawano 2,278
- Sheboygan 3,889
- Washington 3,568
- Waukesha 5,183
- Waupaca 4,223
- Waushara 1,732
- Winnebago 16,224

Commercial Insured, Individual and Medicare Advantage Products

- Commercial
  - 750 employer groups with more than 40,566 members
- Medicare Advantage
  - 5 out of 5 Star plan* with more than 67,142 members

- Individual and Family Plan Members
  - 3,820 members
- Wellness
  - 20,683 participants

- Commercial
  - 2,121 Personal Doctors
  - 15,398 Specialists
  - 48 Hospitals
  - 1,909 Ancillary Services Providers

- Medicare
  - 1,932 Personal Doctors
  - 12,730 Specialists
  - 46 Hospitals
  - 1,813 Ancillary Services Providers
Your local health insurance partner

We do what’s right because it’s who we are. Health insurance is what we do.

That’s why we take extra steps to make health insurance affordable and understandable, so you can make the most of your coverage.

At Network Health, we do what’s right, even when it isn’t easy. We’re honest and hardworking, just like you, Wisconsin.

We’re here to get you what you need, with no surprises or confusing insurance jargon.

And we put in the extra effort because we want to, not because we have to.
ACCOLADES

Network Health Medicare Advantage PPO Plans
As Wisconsin's largest provider-owned Medicare Advantage plan, Network Health holds Medicare's highest Star rating, outperforming the national average of 4.5 Stars.

By CMS (the Centers for Medicare and Medicaid Services) – 2022

Network Health ACA Plans

Rated 5 out of 5 Stars*
By CMS (the Centers for Medicare and Medicaid Services) – 2022

National Committee for Quality Assurance Ratings
Network Health is one of only four accredited health plans in Wisconsin receiving this rating for both Medicare and commercial product plans in 2021.

Network Health - Medicare was rated 4.5 out of 5 in NCQA's Medicare Health Plan Ratings 2021 Top 30 in the nation

Network Health - Commercial was rated 4.5 out of 5 in NCQA's commercial Health Plan Ratings 2021 Top 60 in the nation

Network Health is one of only four accredited health plans in Wisconsin receiving this rating for both Medicare and commercial product plans in 2021.

ACCRREDITED
NCQA
HEALTH PLAN
2021–2022

Winner of 9 National Creative Awards, including:

*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.

Circle of Excellence
Network Health is a 2021 recipient of the NBRI Circle of Excellence award. Awarded to organizations that exemplify outstanding enterprise excellence among employees, Network Health’s mission to build healthy and strong Wisconsin communities is lived out every day in the positive, affirming and rewarding employee culture.
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 Ransom leads Network Health’s efforts in sales, marketing, customer experience, communications, human resources, enrollment, payment integrity, claims, member and customer service, organizational development, facilities 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.

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.

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.