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 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.

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Visit us on the web at networkhealth.com
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

- **Claims handled correctly**: 91.4%
- **Personal doctor seemed informed and up-to-date about the care patient got from doctor or other health providers**: 88.3%
- **Personal doctor explained things in a way that was easy to understand**: 97.0%
- **Personal doctor spent enough time with patient**: 93.4%
- **Customer Service Composite**: 90.0%
- **Getting Needed Care Composite**: 89.5%

### Medicare

- **Customer Service Composite**: 93.7%
- **Getting Needed Care Composite**: 94.6%
- **Personal doctor explained things in a way that was easy to understand**: 99.0%
- **Personal doctor listened carefully to patient**: 98.0%
- **Personal doctor spent enough time with patient**: 96.3%
- **Personal doctor showed respect for what patient had to say**: 97.3%

### Individual and Family (Marketplace)

- **Personal doctor showed respect for what patient had to say**: 92.3%
- **Personal doctor listened carefully to patient**: 90.9%
- **Personal doctor explained things in a way that was easy to understand**: 92.0%
- **Personal doctor spent enough time with patient**: 89.4%
- **Health plan’s customer service staff treated patient with courtesy and respect**: 88.2%
- **Health plan’s customer service wait time**: 77.1%

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.
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).

1983
**APRIL**
Nicolet Health Plan becomes operational. Nicolet Clinic was the plan’s first group customer.

1986
**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.

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.

1991
**APRIL**
Network Health Plan becomes operational. Nicolet Clinic was the plan’s first group customer.

1994
**MARCH**
La Salle Clinic’s ownership structure changes as St. Elizabeth Hospital, Wheaton Foundation and La Salle Clinic form Network Health System.

1995
**OCTOBER**
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.

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.

2015
**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.

2016
**OCTOBER**
Medicare service area expansion into southeast Wisconsin. Assure Level-Funded product launch.

2018
**OCTOBER**
Medicare HMO in southeast Wisconsin product launch.

2019
**OCTOBER**
Family Savings Plan™ launch.
Network Health at a glance

MEMBERSHIP BY COUNTY

- Brown: 9,176
- Calumet: 5,701
- Dodge: 2,914
- Door: 324
- Fond du Lac: 9,965
- Green Lake: 2,067
- Kenosha: 1,071
- Kewaunee: 710
- Manitowoc: 4,434
- Marinette: 109
- Marquette: 816
- Milwaukee: 11,620
- Oconto: 1,715
- Outagamie: 17,153
- Ozaukee: 2,639
- Portage: 2,114
- Racine: 2,824
- Shawano: 2,304
- Sheboygan: 3,981
- Washington: 4,006
- Waukesha: 5,711
- Waupaca: 4,592
- Waushara: 1,914
- Winnebago: 16,725

Commercial Insured, Individual and Medicare Advantage Products

- **Commercial**
  - 722 employer groups with more than 38,203 members
- **Medicare Advantage**
  - 5 out of 5 Star plan* with more than 71,209 members

- **Individual and Family Plan Members**
  - 6,501 members

- **Wellness**
  - 13,531 participants

- **Commercial**
  - 2,299 Personal Doctors
  - 17,135 Specialists
  - 52 Hospitals
  - 2,031 Ancillary Services Providers

- **Medicare**
  - 2,354 Personal Doctors
  - 14,544 Specialists
  - 64 Hospitals
  - 2,000 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 Stars.

Rated 5 out of 5 Stars*
By CMS (the Centers for Medicare and Medicaid Services) – 2023

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

Winner of 9 National Creative Awards, including:

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.

*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.
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 named a Power Broker by the Milwaukee Business Journal Editorial Staff in 2021, 2020 and 2019. She was named as one of the Biz Times 2021 Notable Women in Insurance and in 2018 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 also received Donald Driver’s Driven to Achieve Award. She received a 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, Health Plan Alliance, Wisconsin Association of Health Plans, Marquette University Diederich College Leadership Council, New North, Inc., Town Bank, United Way of Greater Milwaukee & Waukesha County, Versiti and Waukesha County Community Foundation. Coreen has co-chaired numerous events and fundraising campaigns such as a Laugh for a Smile for Waukesha County Community Dental Clinic, the MVP Boys & Girls Club, SHARP Literacy A Novel event campaign and the 2021 Community Campaign for United Way of Greater Milwaukee and Waukesha Counties, the American Heart Association Go Red campaign, LUNG Force Oxygen Ball, Meta House Campaign for a Sustainable Future and Feeding America Grateful Plate Gala. She also served on the American Heart Association Women Executive Leadership Council, CEOs Against Cancer and Sojourner Family Peace Center Board.

Penny Ransom  
**Chief Administrative Officer (CAO)**

Penny leads Network Health’s efforts in strategic planning, marketing, government relations, customer experience, communications, human resources, operations, organizational development, facilities and workplace culture. Penny has over 25 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.

Dr. Mushir Hassan  
**Chief Medical Officer (CMO)**

Dr. Hassan has spent more than two decades in primary care/internal medicine in Brookfield, WI. During this time, he held progressive leadership roles at the hospital culminating with work as the vice president of medical affairs. This expansive background gives him the unique insight to demonstrate a truly wholistic member advocacy approach to his role leading Network Health’s clinical teams.

Dr. Hassan has a deep history of community involvement, leading both a hospital and school district through the coronavirus pandemic. Dr. Hassan is a Northwestern University–Feinberg School of Medicine graduate.
LEADERSHIP TEAM

Brian Ollech
Chief Financial Officer (CFO)
Prior to joining Network Health, Brian served as senior vice president and global controller at The Warranty Group, Inc. in Chicago, IL. Brian also served as the corporate controller with WellCare Health Plans, Inc. in Tampa, FL, director of finance at WellPoint, Inc. in Milwaukee and senior manager in the financial services practice of PricewaterhouseCoopers 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 president of the Chicagoland Insurance Accounting and System Association.

Kevin Borchert
Chief Actuary
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.

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

Mike Lappin
Chief Legal and Strategy Officer
Mike has nearly 30 years of experience as an attorney and executive in Milwaukee. He comes to Network Health most recently from the law firm Foley & Lardner where he has been for a little over a year. Prior to that, Mike worked at Aurora and the newly formed Advocate Aurora for more than a decade. He established the legal department at Aurora in 2009 and served as their CAO until the merger with Advocate in 2018. At that juncture, Mike was tapped to be the chief integration officer and led the integration of 75,000 employees, 27 hospitals and more than 500 sites of care. He has built a reputation as a trusted adviser who guides organizations in navigating business challenges.