Leading the Healthy Conversation
2019 WPS Health Solutions Corporate Citizenship Report
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Dear Friends and Stakeholders:

The success of WPS Health Solutions is built on trust. Customers who buy our insurance plans trust WPS to provide the quality health coverage they need. The U.S. Department of Veterans Affairs and Department of Defense trust WPS to administer benefits for more than 9.4 million active-duty military, veterans, and their families. The Centers for Medicare & Medicaid Services trust WPS to be the Medicare Administrative Contractor for 7 million Medicare beneficiaries.

WPS earns that trust by maintaining the highest ethical standards, whether we are dealing with external customers or each other. We take pride in being named one of the World’s Most Ethical Companies® 10 consecutive times.*

We have developed our Code of Conduct as a guide to ensure our commitment to ethical business practices remains unshakable. The WPS Board of Directors approves the Code. The Code applies to all employees of WPS and WPS subsidiaries, as well as contracted and temporary employees, and board members.

Our Code of Conduct covers a broad array of topics, outlining our rules and expectations of ethical conduct. It includes frequently asked questions and examples of potential ethical situations. I am personally committed to maintaining an environment where people are encouraged to speak up about their concerns and issues.

Above all, WPS remains committed to the highest ethical standards.

Michael F. Hamerlik
President and Chief Executive Officer

*worldsmostethicalcompanies.com/past-honorees/
Our Company

Leading the Healthy Conversation with Innovation and Our Core Values

WPS Health Solutions has deep Wisconsin roots grounded in events that transformed health care practices in the United States. The Great Depression exposed the financial vulnerability of health care providers throughout the United States, encouraging them to turn to health insurance as a solution. Responding to concerns, legislators authorized the State Medical Society to establish not-for-profit health insurance plans.

In 1946, the State Medical Society established Wisconsin Physicians Service (WPS) to market an insurance product known as the Wisconsin Plan. This plan collected low monthly premiums and reflected the State Medical Society’s belief that Wisconsin residents should have meaningful choices in health care providers. WPS Health Solutions helped meet the health care needs of 300,000 veterans returning from World War II to Wisconsin.

More than 70 years later, WPS Health Solutions is more committed than ever to top-tier service. Our customers deserve our best effort, and we must keep the promises we make. Today, WPS Health Solutions leads the healthy conversation for the health and financial protection of its customers with three lines of business: WPS Health Insurance, WPS Government Health Administrators, and WPS Military and Veterans Health, as well as two subsidiaries: Arise Health Plan and EPIC Specialty Benefits.

WPS Health Solutions promotes a Values Program that focuses on four core values: Individual Responsibility, Customer Focused, Mutual Respect, and Driven and Passionate. Visual and interactive displays reinforce the values message and the expectation we will live the values through our actions.

Our mission is simply this: to provide health insurance and benefit plan administration to private and government customers with service and value considered by our customers to be the very best.
Meeting the Changing Needs of Health Insurance

Health insurance and benefits administration are changing rapidly, and we’re committed to leading the way while still providing high-quality service to our customers. As a company, we strive to provide innovative products and services, promote the health and wellness of our employees, and support the communities we serve.

WPS Health Solutions proudly serves as administrator for several contracts for the federal government.

WPS Health Solutions offers a broad range of health insurance products designed to meet our customers' changing needs—from individual and family health plans to individual Medicare supplement plans, individual Medicare Part D prescription drug plans, group health plans, and more.

Throughout northeast and eastern Wisconsin, our wholly owned subsidiary, Arise Health Plan, builds comprehensive and affordable health plans for individuals and families, as well as groups. Value and security, health and wellness, plus service without compromise, are the foundation of Arise and its health plans.

WPS Health Insurance and Arise Health Plan serve more than 183,000 members, processing approximately 5.8 million claims with benefit payments totaling more than $1.7 billion.

Business customers can choose from flexible, cost-effective group plans and competitive benefit plan administration for businesses, as well as life, disability, dental, vision, medical gap, and voluntary benefits from our wholly owned subsidiary, EPIC Specialty Benefits. As a smaller company, EPIC can be nimble and go the extra mile for each customer. EPIC Specialty Benefits serves approximately 86,000 members with benefit payments of $8.7 million.

The WPS Board of Directors is responsible for establishing broad corporate governance policies and for overseeing the company’s overall management. The WPS Board is primarily made up of independent external directors. The WPS Board and its committees meet regularly throughout the year.

The WPS Health Solutions Code of Conduct reflects the company’s culture of honesty and integrity. It embodies the principles we value most and is our guide to ethical business conduct. To view the Code in full, visit wpshealth.com/resources/files/code_of_conduct.pdf.

External recognition of WPS Health Solutions' reputation for integrity includes being named one of the World’s Most Ethical Companies® for 10 straight years.*

*2010-2019 World’s Most Ethical Companies®, Ethisphere® Institute, worldsmostethicalcompanies.ethisphere.com/honorees/.

Federal Government Contracts

WPS Health Solutions proudly serves as administrator for several contracts for the federal government.

WPS Government Health Administrators

WPS Government Health Administrators has been a contractor for the U.S. Department of Health and Human Services’ Centers for Medicare & Medicaid Services (CMS) since the federal Medicare program began in 1966. As a Medicare Administrative Contractor (MAC) in 2019, WPS Government Health Administrators administered two contracts: the MAC Jurisdiction 5 contract, which provides Medicare Part A and Part B benefits for Iowa, Kansas, Missouri, and Nebraska, as well as the Jurisdiction 5 National workload, providing Medicare Part A benefits in more than 40 states; and the MAC Jurisdiction 8 contract, providing Medicare Part A and Part B benefits in Indiana and Michigan.

Annually, WPS Government Health Administrators serves more than 7 million Medicare beneficiaries, processing approximately 126 million claims with benefit payments of more than $49 billion.

WPS Government Health Administrators has been a contractor for the U.S. Department of Health and Human Services’ Centers for Medicare & Medicaid Services (CMS) since the federal Medicare program began in 1966. As a Medicare Administrative Contractor (MAC) in 2019, WPS Government Health Administrators administered two contracts: the MAC Jurisdiction 5 contract, which provides Medicare Part A and Part B benefits for Iowa, Kansas, Missouri, and Nebraska, as well as the Jurisdiction 5 National workload, providing Medicare Part A benefits in more than 40 states; and the MAC Jurisdiction 8 contract, providing Medicare Part A and Part B benefits in Indiana and Michigan.

Annually, WPS Government Health Administrators serves more than 7 million Medicare beneficiaries, processing approximately 126 million claims with benefit payments of more than $49 billion.
WPS Military and Veterans Health brings more than 60 years of continuous service and experience to the U.S. Department of Defense (DoD) TRICARE health care program, which serves active-duty service members, National Guard and Reserve members, retirees, their families, survivors, and former spouses worldwide.

WPS Military and Veterans Health provides claims administration, customer service, and other related activities for TRICARE beneficiaries and their families, at home and overseas, through three separate contracts. WPS, as a subcontractor for International SOS for the TRICARE Overseas Program (TOP) contract, serves all TRICARE-eligible active-duty and retired service members and their families who live overseas; as a subcontractor for Humana Government Business (HGB) for the TRICARE East Region, serves all TRICARE-eligible active-duty personnel and their family members who live in the East Region; and, as the prime contractor for Humana Government Business (HGB) for the TRICARE East Region, serves all TRICARE-eligible active-duty personnel and their family members who live overseas; as a subcontractor for Humana Government Business (HGB) for the TRICARE East Region, serves all TRICARE-eligible active-duty personnel and their family members who live in the East Region; and, as the prime contractor for the TRICARE For Life contract, serves all retired service members and their families eligible for Medicare throughout the United States and U.S. Territories. The scale of our TRICARE business makes WPS the DoD’s largest fiscal intermediary for medical claims processing.

TOP serves 300,000 members, processing 600,000 claims and making payments of $250 million per year. TOP processes all claims for care rendered overseas, as well as stateside claims for beneficiaries enrolled in an overseas region when they come to the United States for care.

Under the TRICARE For Life contract, we currently serve more than 2.6 million beneficiaries, processing 54 million claims and making benefit payments in excess of $3.5 billion each year.

The TRICARE East Region contract serves 6 million beneficiaries with an estimated claim volume of 40 million claims per year and makes benefit payments in excess of $3.6 billion each year.

WPS Military and Veterans Health is also a subcontractor to TriWest Healthcare Alliance and provides claims administration, customer service, and system support for veterans accessing care outside of Veterans Hospitals under the Patient-Centered Community Care/Choice Program for three Veterans Affairs contract regions.

Beginning in October 2018, TriWest accepted the Department of Veterans Affairs’ offer to serve an additional three regions. With the inclusion of these regions, WPS provides claims administration and support in all states, as well as American Samoa, Guam, and the Northern Mariana Islands. In 2019, this contract served 1.5 million veterans, processed 12.8 million claims, and made $4.1 billion in payments. This expansion work will last through the award and stand up of the next generation of veteran community care contracts.

WPS Military and Veterans Health, as a subcontractor to TriWest Healthcare Alliance, will start work on the VA Community Care Network (CCN) Region 4 contract in April 2020, which consists of seven one-year option periods. This region encompasses 13 states with an estimated 4.3 million claims processed annually.
First published in 2007, the WPS Health Solutions Code of Conduct guides all employees to live up to the company’s values in all our business dealings. The Code explains our corporate values and goals, and includes comprehensive guidelines governing our behavior and practices.

Oversight of the corporate compliance and ethics program is performed by our Corporate Compliance Officer with the help of our compliance committees.

Together, the Corporate Compliance Officer and compliance committees monitor any complaints of employee misconduct and work with other stakeholders throughout the company to ensure that all complaints are promptly investigated and properly resolved.

In addition to the Corporate Compliance Officer, WPS Health Solutions has a Medicare Compliance Officer, a Medicare Part D and Anti-Money Laundering/ Bank Secrecy Act/Office of Foreign Assets Control Compliance Officer, a Qualified Health Plan Compliance Officer, and a Military and Veterans Health Compliance Officer.

After more than 70 years, honesty and integrity remain at the forefront of WPS Health Solutions’ core values. We work hard to uphold the standards of our Code of Conduct—the guiding principles that apply to all full- and part-time employees, contracted and temporary employees, and board members.
Code of Conduct Training

The WPS Health Solutions Code of Conduct is reinforced by a training program that every employee must complete upon joining the company and every year thereafter. We expect all employees to act ethically and honestly and to comply with all requirements of the Code. Employees who violate any of the provisions of the Code are subject to disciplinary action up to, and including, termination of employment.

Reporting Violations

Each employee has a duty and obligation to report his or her ethics concerns or any suspected or potential violation of the Code, violation of law or regulation, or violation of any other corporate policies. We actively encourage employees to report ethics concerns and suspected or potential violations to their supervisor or department head, to the Human Resources Department (if the issue is HR-related), to a compliance officer, or to the EthicsPoint Helpline.

The EthicsPoint Helpline is a third-party service that enables employees to report suspected or potential violations anonymously by phone or online. The service is available 24 hours a day, 365 days a year, and offers employees:

- Direct and confidential reporting
- Complete anonymity
- Specific reporting tracks for concerns about illegal discrimination, harassment or retaliation, conflicts of interest, fraud, violations of corporate policy, and more

Meeting and Exceeding ISO Quality Standards

To deliver the highest levels of quality and service to health care providers and Medicare, TRICARE, and Veterans Affairs beneficiaries, the WPS Military and Veterans Health and the WPS Government Health Administrators divisions carry the International Organization for Standardization’s (ISO) 9001:2015 certification.

The ISO 9001 standard specifies quality management system criteria that focus on an organization’s ability to meet and improve upon customer satisfaction and quality requirements. WPS Government Health Administrators and WPS Military and Veterans Health strive for continuous improvement through effective process review, strategic planning, document management, resource maximization, and the sharing of best practices.
Dedicated to Our Code

Non-Retaliation Policy
WPS Health Solutions will not tolerate any form of discrimination, retaliation, or harassment against an employee for reporting, or inquiring in good faith about, suspected violations of any law or regulation, the Code, or any corporate policy or procedure.

Supplier Obligations
WPS Health Solutions recognizes that our suppliers are independent entities. Nevertheless, we expect all of our contractors, suppliers, vendors, subcontractors, agents, consultants, joint venture partners, and their respective representatives to adhere to our standards of ethical business conduct and to comply with all applicable federal, state, and local laws and regulations while they conduct business with, or on behalf of, WPS Health Solutions.

All suppliers are required to abide by the WPS Health Solutions Supplier Code of Conduct, which defines supplier performance obligations related to ethical business behavior, labor and human rights, health and safety, environmental responsibility, the reporting of questionable behavior, and more. To view the Code in full, visit wpshealth.com/resources/files/supplier_code_of_conduct.pdf.

Recognized by the Defense Industry Initiative
WPS Health Solutions is a signatory member to the Defense Industry Initiative on Business Ethics and Conduct, a voluntary, nonprofit organization that seeks to ensure its members conduct business with the highest degree of integrity and honesty while meeting special compliance risks established in contracting with the U.S. Department of Defense.

Employee Recognition Program
Boost, launched in November 2019, is a web-based tool that provides a way for employees to give a “boost” to co-workers by recognizing their contributions. Users can recognize co-workers for setting a good example, lending a helping hand, or delivering a job well done.

Boost is a powerful way to express appreciation for co-workers. Boost includes a Newsfeed—or live stream of recognition activity.

Building a culture of recognition is essential to business success, and everyone has a role to play. A "like" or comment can make all the difference in someone feeling valued and appreciated.
Compensation and Benefits

WPS Health Solutions offers a total rewards program designed to foster a performance-based culture and build talented, engaged, diverse, and adaptable teams. Compensation includes competitive base pay with merit and performance-based increase opportunities, annual variable incentive pay programs, and a 401(k) match. Benefits include medical insurance and employer contributions to health savings accounts; dental, vision, and life insurance; disability benefits; flexible spending accounts; multiple wellness offerings; and generous paid time off, including military leave, holiday pay, jury duty pay, and bereavement leave.

Occupational Health and Safety

WPS Health Solutions is committed to fostering a safe and healthy workplace for all employees. We work hard to prevent occupational injuries and illnesses, and to continually improve our processes and facilities at every location. This effort is evident in a significant overall reduction in workers’ compensation claims.

All injury reports are reviewed by the Security Team to determine the root cause of the accident and notify Facility Operations personnel to implement additional safety measures as needed. The Workers’ Compensation Committee meets semi-annually to review outstanding claims and patterns to reduce employee absenteeism.

Safety Committee

Health and safety at every WPS Health Solutions facility are our standard and goal. To achieve this, we have created a safety committee made up of representatives from all WPS offices and key individuals with relevant experience. The committee meets to address safety issues and actions to take to provide WPS employees with a safe work environment.

First Responders

In an emergency, every second counts. That’s why first responders at WPS Health Solutions are trained and certified in first aid, cardiopulmonary resuscitation (CPR), and use of an automated external defibrillator (AED). First responders provide medical aid to employees suffering from medical emergencies in the workplace until Emergency Medical Services (EMS) arrive to take over care.
Health and Wellness

Good health and wellness are at the core of our business culture. It’s important to encourage a healthy, happy, and productive workforce, and to provide our employees the resources they need to make healthier lifestyle choices. In this way, we not only help improve the lives of our employees, but also strengthen the backbone of our business.

In addition to healthy eating options, we continue to offer on-site chair massage, discounts for fitness centers, blood drives, and company-sponsored flu vaccines.

We offer an annual wellness reimbursement of $100 per employee. In addition, WPS Health Solutions provides an Employee Assistance Program that offers employees creative solutions for the demands of life and work.

Learning and Career Development

WPS Health Solutions is committed to the professional growth and development of its employees. We strive to promote from within, and we invest in the development of our employees so they may gain the skills and experience needed to advance within our company.

WPS Health Solutions wants employees to own their professional development and acknowledges all the learning they do, whether it’s reading articles, books, or blogs, listening to podcasts, or watching videos. Employees can use the bookmark feature in the Learning Management System to easily keep track of their informal learning.

WPS Health Solutions provides classroom and online training programs on a variety of topics, such as:

- Leadership skills
- Emotional intelligence
- Communication
- Team building
- System security and privacy
- Diversity and inclusion

These classes and online e-learning courses can be accessed by employees at any site. WPS also uses distance-learning tools to provide classroom-based training experiences to remote or off-site employees.

WPS Health Solutions also offers the LEO program to provide leaders and employees with knowledge and tools to develop a mindset focused on personal growth, fearlessness, and possibilities. LEO is designed to have a positive impact for our employees, in the workplace and in life, and continue our journey to a performance-based culture. LEO is based on brain science and concepts of transformational leadership that will lead to higher employee engagement and better business performance as employees realize their potential, resilience, and fulfillment.

Additionally, employees may attend seminars, workshops, and conferences (reimbursed by WPS Health Solutions) to expand their professional skills and foster their career-path development at WPS Health Solutions.
Hiring and Diversity

WPS Health Solutions is an equal opportunity employer committed to treating all employees with equality, dignity, and respect. We value diversity and inclusion as important parts of our company’s culture, because we understand that a diverse workforce creates greater opportunities to tap into a varied pool of ideas, approaches, and experiences. We continue to promote diversity throughout our company by cultivating a culture of inclusion and opportunity where everyone is encouraged to excel and give their best.

All newly hired employees participate in a New Employee Onboarding program that familiarizes them with the WPS Health Solutions Affirmative Action Program; the company’s non-discrimination, harassment, and retaliation policies; and our status as an equal employment opportunity employer.

Supplier Diversity

Recognizing the value of supplier diversity—including local businesses, small businesses, and businesses owned by disadvantaged and minority vendors—WPS Health Solutions continues to promote and encourage strategic partnerships that help us achieve our mission and goals, while supporting the communities in which we reside.

During 2019, WPS Health Solutions attended and supported events that promote small businesses, including the following:

- In June 2019, WPS Health Solutions was on the Supplier Panel supporting the Wisconsin Veterans Chamber of Commerce
- In July 2019, Volk Field Small Business Event, Camp Douglas, Wis.
- In November 2019, WPS Health Solutions hosted a Contractor and Consultant Seminar

In addition, WPS Health Solutions has a dedicated position focused on engaging with external veterans’ groups and programs. The goal is to expand WPS Health Solutions’ visibility to veterans and veteran-owned businesses that could fill a role within the organization. WPS Health Solutions has also achieved first-time certification through the Virginia Values Veterans (V3) Program.

WPS Health Solutions continued to work with organizations that promote small business concerns in 2019, including, but not limited to, the Wisconsin Procurement Institute and the North Central Minority Supplier Development Council.

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<tbody>
<tr>
<td>Male</td>
<td>30%</td>
<td>30%</td>
<td>26%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Female</td>
<td>70%</td>
<td>70%</td>
<td>74%</td>
<td>73%</td>
<td>73%</td>
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<tr>
<td>Ethnic Minority Population</td>
<td>9%</td>
<td>10%</td>
<td>28%</td>
<td>23%</td>
<td>15%</td>
</tr>
<tr>
<td>Veterans</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
<td>4%</td>
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<tr>
<td>Individuals with Disabilities</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
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<thead>
<tr>
<th>WPS Health Solutions Suppliers, January–December 2019</th>
<th>No. of Vendors</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Small Business</td>
<td>191</td>
<td>14.9%</td>
</tr>
<tr>
<td>Large Business</td>
<td>1,087</td>
<td>85.1%</td>
</tr>
<tr>
<td>Total</td>
<td>1,278</td>
<td>100%</td>
</tr>
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<table>
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<tr>
<th>WPS Health Solutions Suppliers (Small Business), January–December 2019</th>
<th>No. of Vendors</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Disabled Veteran-Owned</td>
<td>3</td>
<td>1.6%</td>
</tr>
<tr>
<td>HUBZone (Historically Under-Utilized Business Zone)</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Minority Business Enterprise (MBE)</td>
<td>14</td>
<td>7.3%</td>
</tr>
<tr>
<td>Veteran-Owned Business</td>
<td>13</td>
<td>6.8%</td>
</tr>
<tr>
<td>Woman Business Enterprise (WBE)</td>
<td>26</td>
<td>13.6%</td>
</tr>
</tbody>
</table>

WPS Health Solutions continues to mentor a small disadvantaged business and has ongoing relationships with two veteran-owned small businesses: one focused on modernization of claims processing platforms and one focused on data analytics in our WPS Health Insurance line of business.

Supporting Small Business

Each year, WPS Health Solutions’ TRICARE and Medicare contracts undergo Contractor Performance Assessment Reporting System (CPARS) evaluations. WPS Health Solutions’ performance is graded as a TRICARE and Medicare contractor based on six key contract areas, including utilization of small business. The federal agencies that manage the TRICARE and Medicare programs, the Defense Health Agency (DHA), and CMS, respectively, administer the CPARS evaluations.

In recent published reports, DHA and CMS awarded WPS Health Solutions’ TRICARE and Medicare contracts a “satisfactory” rating for small-business utilization. Both agencies recognized WPS Health Solutions’ good faith efforts to continue to meet its small business goals.
Community Support

The WPS Charitable Foundation is a nonprofit charitable organization separate from WPS Health Solutions and its subsidiaries. Since its establishment, the Foundation has helped young people achieve excellence by increasing their education opportunities through scholarships.

WPS Health Solutions and the WPS Charitable Foundation focus on enhancing the health of the communities we serve by supporting philanthropic efforts related to health issues for women and children, seniors, military and veterans, and underserved populations.

We champion causes that are meaningful to our employees. Our employees volunteer with nonprofit and educational organizations to help improve the quality of life in their communities. Each year, they collectively spend thousands of personal hours volunteering for causes they are passionate about.

Throughout 2019, employees volunteered in classrooms, raised awareness and money for heart health and research, honored and assisted military veterans, delivered Meals on Wheels, and conducted food, school supply, and holiday gift drives benefiting community members.

Operation Fan Mail

Operation Fan Mail honors families with a military member who is on active duty or a member who is a veteran. The Green Bay Packers and WPS Health Solutions hosted a family at each 2019 home game and recognized each military member on the field during pregame activities. It was the 11th year that the program was presented by WPS Health Solutions or its affiliates.

Employees and their families volunteered at the Champions for Change program with the United Way of Dane County. Volunteers helped package health and hygiene kits for families in need around Dane County.

WPS interns helped out at Second Harvest Food Bank in Madison.

Marion and West Frankfort employees participated in the Southern Illinois Heart Walk in support of the American Heart Association.
WPS Health Solutions 2019 Partners

In 2019, WPS Health Solutions supported its community partners through collection drives, corporate contributions, employee fundraisers, and volunteerism.

- Employees collectively pledged more than $100,000 to United Way
- Volunteers delivered more than 600 meals over the year through the lunchtime Meals on Wheels program

**Health/Wellness**
- Alzheimer’s Association
- American Heart Association
- Beat the Blues Cruise
- Breast Cancer Recovery Foundation
- Foundation for Madison's Public Schools
  - Glendale Elementary School
- House of Hope Green Bay
- Juvenile Diabetes Research Foundation
- March of Dimes
- National Multiple Sclerosis Society
- Tellurian, Inc.
- Wisconsin Health News
- Wisconsin Medical Society Foundation
- Wisconsin Women’s Health Foundation
- Women’s Fund of Greater Green Bay Community

**Local Initiative**
- The Business Forum
- Capital City Theatre
- Children’s Theater of Madison
- City of Monona–K9 Fund
- Fire Fighters Local 311 Charities
- Greater Madison Chamber of Commerce
- Greater Omaha Chamber of Commerce
- Latino Chamber of Commerce
- Monona Community Festival
- Monona East Side Business Alliance
- Monona Public Library
- OutReach, Inc.
- Oshkosh Chamber of Commerce
- Rockford Chamber of Commerce
- St. Norbert College
- United Way

**Military/Veterans**
- Congressional Sports for Charities
- Energy Services (Heat for Heroes)
- The Henry M. Jackson Foundation for the Advancement of Military Medicine
- Monona Memorial Day Parade
- Never Forgotten Honor Flight
- Old Glory Honor Flight
- This Able Veteran
- USO Wisconsin
- Wisconsin Veterans Chamber of Commerce
- Wisconsin Veterans Museum Foundation
- Wisconsin American Legion

**Senior Health**
- Independent Living
- Madison Symphony Orchestra

**Underserved Population**
- Big Brothers Big Sisters
- The Road Home Dane County
- The Salvation Army
- Society of St. Vincent de Paul

**United Way**
WPS Charitable Foundation

Our Commitment to College Opportunity

The WPS Charitable Foundation gives back to the community by helping make post-secondary success possible for children of employees of WPS Health Solutions and its subsidiaries, as well as other local college students. Since 1988, the Foundation has awarded more than $1 million to more than 350 children of employees. The Foundation and its donors have made a special commitment to financially support students during their college careers. In turn, students commit to do the work and take responsibility for their own success. Scholarship recipients are grateful for the program.

Charita is majoring in neuroscience at Ohio State University.

The WPS Charitable Foundation Scholarship has both directly and indirectly optimized my opportunities for success.

—Charita Dailey, Ray Koenig Memorial Scholar, 2016–2019

Organizations supported by the WPS Charitable Foundation in 2019

Health/Wellness

- Agrace Hospice Care
- Children’s Hospital of Wisconsin
- Laps 4 Lexi
- Madison College Foundation
- Medical College of Wisconsin
- Second Harvest Foodbank

Local Initiative

- Madison Area Music Association
- Wisconsin Policy Forum

Military/Veterans

- ARTS for ALL
- Badger Honor Flight
- Edgewood College
- Hogs for Heroes
- Never Forgotten Honor Flight
- Old Glory Honor Flight
- Veterans Honor Flight of Southern Illinois
- Wayne D. Horner Memorial Stand Down

Senior Health

- Aldo Leopold Nature Center
- Goodman Community Center
- Independent Living

Underserved Population

- Foundation for Madison Public Schools
- Junior Achievement
- The Vogel Foundation

United Way

- Brown County
- Dane County
- Marathon County
- Midlands
- Southern Illinois
- Virginia Peninsula
Environmental Stewardship

Leading the Healthy Conversation with Compassion for Our Planet

WPS Health Solutions Implements Programs to Enhance Sustainability Initiatives

In 2019, WPS Health Solutions completed 10 major energy-efficiency initiatives across our locations. These projects included relocating two offices and providing new LED lighting retrofits, scheduling and optimization of those sites from an air-handling perspective, and their associated support equipment. We also optimized data center climate controls, replaced heating valves, updated economizer programming, and converted three major systems to new digital controls.

WPS' Madison campus saved more than $119,000 on utility bills in 2019. More importantly, this energy use reduction is equivalent to 1,527 tons of carbon dioxide emissions, or the same carbon removed by 1,117 acres of U.S. forest.

In every project WPS Health Solutions undertook in 2019, the goal was to achieve the highest level of efficiency possible. This is evident in the choice to use the latest networked lighting controls technology throughout the Green Bay, Wis., Marion, Ill., and Rothschild, Wis., facilities. The updates make WPS Health Solutions a leader in LED technology. In addition to providing the best lighting systems for employees, this will also provide energy and maintenance cost savings to pay back the cost of the lighting project in less than five years.

Meanwhile, WPS Health Solutions leveraged our continuous improvement approach with the Focus on Energy, System Energy Management, and On Demand Savings programs. These programs encourage our Facility Operations team to strive toward a more efficient way to operate campus-wide. These efforts resulted in more than $45,000 in energy rebates in 2019.

These initial exercises were performed in preparation for further investments to continuously improve our energy management system.

The WPS Green Team promotes awareness among employees and brings sustainability issues to the forefront. Below are some key accomplishments:

- Enhancement of WPS Health Solutions’ recycling program;
- Introduction of the Paper cut product which helps reduce waste associated with printing;
- Use of a liquid de-icer system to significantly reduce rock salt use during winter weather; and
- Organization of recycling events for employees.

WPS Health Solutions cares for the health of our planet, too. We work toward increasing the energy efficiency of our facilities and operations with a variety of projects and equipment upgrades.
EPIC Specialty Benefits

EPIC Specialty Benefits opened its doors as The EPIC Life Insurance Company in 1984 and continues to provide insurance designed to be flexible, with multiple plans, coverage, and benefit options. Our group insurance includes short-term disability, long-term disability, dental, vision, term life, and medical gap, and all are offered as voluntary products as well.

For more than 35 years, EPIC has offered nonmedical insurance with a strong Midwest work ethic you can trust. We’re licensed to do business in 27 states and are a wholly owned subsidiary of WPS Health Solutions.

We pride ourselves on offering exceptional service to our customers and their families, group leaders, and agent partners. Being small allows us to be nimble and go the extra mile with every customer. Our tagline says it all—Small Company, Big Service.

Visit epicbenefits.com to learn more.

Arise Health Plan

Arise Health Plan was established in 2005 when WPS Health Solutions purchased the assets of Prevea Health Plan and formed a new wholly owned subsidiary.

Arise is a fresh choice in a crowd of big, impersonal, national health insurance giants. We offer health maintenance organization and point-of-service health plans for individuals and employers located in eastern and northeastern Wisconsin.

Value and security. Health and wellness. Uncompromising service. These ideals are the foundation of Arise Health Plan.

With our tradition of Wisconsin-based service, Arise is committed to making our health insurance plans as easy to use and transparent as possible.

WPS Health Plan, Inc. does business as Arise Health Plan in Wisconsin.
Awards and Recognition

Leading the Healthy Conversation with Honest Business Practices

At WPS Health Solutions, we believe doing what's right is its own greatest reward. Here are a few of the ways our company and employees were recognized in 2019:

Mike Hamerlik honored for leading United Way of Dane County

WPS Health Solutions President and CEO Mike Hamerlik was honored upon concluding his term as chair of the board of directors for the United Way of Dane County.

Hamerlik was recognized at a Community Leadership Launch event, which included United Way's annual meeting and leadership giving awards.

Renee Moe, President and CEO of United Way of Dane County, praised Hamerlik for being a strong advocate for the Affordable Housing Fund and motivating other businesses to support that cause.

Ethisphere® Institute Award

WPS Health Solutions was recognized as one of 2019's World's Most Ethical Companies® by the Ethisphere® Institute. It was the 10th consecutive year that WPS earned the honor.*

The awards are based on five key categories: ethics and compliance program, culture of ethics, corporate citizenship and responsibility, governance, and leadership and reputation.

*2010-2019 World's Most Ethical Companies®, Ethisphere® Institute, worldsmostethicalcompanies.com/past-honorees/.

Corporate Center earns Energy Star® award

The WPS Corporate Center building in Madison has earned the United States Environmental Protection Agency's Energy Star® certification for 2019.

Energy Star-certified buildings and plants are verified to perform in the top 25% of buildings nationwide, based on weather-normalized source energy use that factors in occupancy, hours of operation, and other key metrics, according to the EPA.

On average, Energy Star-certified buildings and plants use 35% less energy, generate 35% fewer greenhouse gas emissions, and are less expensive to operate than similar buildings across the nation.

Recent energy-saving improvements at Corporate Center include LED lighting retrofits, and scheduling and optimization of air handlers and associated support equipment.

WPS Government Health Administrators wins two awards

WPS Government Health Administrators received honors for contact center excellence from the International Customer Management Institute (ICMI) on May 14.

The WPS division received the Best Small Contact Center award, and the Best Contact Center Manager award was presented to Jerri Pigg-Shoemake, Customer Service Director. WPS also was recognized for its commitment to being site-certified with ICMI.
WPS named Business of the Year in West Frankfort, Ill.

The West Frankfort, Ill., Chamber of Commerce recognized WPS Health Solutions with its Business of the Year award for 2019.

WPS opened the office in September 2018 with approximately 50 employees from the Marion office who work on Medicare government contracts. In 2019, the office added staff who process health claims for the U.S. Department of Veterans Affairs. Also in 2019, WPS moved its Medicare Customer Service team from Marion to West Frankfort to make room for other operations staff in Marion.

The West Frankfort office currently has about 130 employees.

TRICARE East Customer Service team earns ICMI certification

On Oct. 30, Antonio Bailey and Stacey Coonce, TRICARE East Customer Service Managers, accepted the official certification from the International Customer Management Institute (ICMI) on behalf of WPS Military and Veterans Health. The award was presented at the annual ICMI Conference in Chicago.

This certification shows how the TRICARE East Customer Service operations in Hampton and Marion have achieved a standard of excellence internationally recognized across the call center industry.

ICMI’s program supports a comprehensive customer service management framework, beyond the fundamentals, into detailed operations planning and execution of the plan.

Through ICMI site certification, participating organizations, like WPS, can focus on meeting core business objectives, including:

- Improving the financial performance of the contact center
- Building and maintaining customer loyalty and lifetime customer value
- Standardizing processes and best practice collaboration
- Increasing employee engagement and satisfaction
- Improving business intelligence and analytics

TRICARE East joins WPS Government Health Administrators in earning this coveted certification.

WPS Military Affairs Manager Tim La Sage led the application effort with the Virginia Department of Veterans Services. Jake Borde, Senior Technical Recruiter for WPS, completed the V3 training component in Virginia in November and the certification was approved in December.

“The V3 certification process has strengthened our efforts to recruit veterans for positions in our Hampton office,” Jake said. “My core curriculum training covered best practices in veteran recruiting, hiring, and retention. Now that we’re certified, I am responsible for filing quarterly reports to track our veteran and military-spouse hiring activity.”

The mission of the V3 Program is to educate and train employers on the value of veterans and military spouses in their workforce. The Department of Veterans Services assists in connecting V3-certified companies with places where they can find potential veteran candidates.

More than 50,000 veterans have been hired in Virginia through the V3 Program, which now has more than 1,200 participating companies.

The program also assists with veteran employment events exclusively for V3-certified companies.

WPS joins Virginia Values Veterans Program

WPS Health Solutions has achieved first-time certification through the Virginia Values Veterans (V3) Program.

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The West Frankfort office currently has about 130 employees.
It is because WPS Health Solutions employees keep our principles in focus that we continue to be a company of excellence.

—Mike Hamerlik, President and CEO

Share Your Thoughts!

WPS Health Solutions welcomes your feedback on this report and on our company’s efforts to be an honorable corporate citizen. Please email your comments to Jane.Keller-Allen@wpsic.com or write to us at:

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