Leading the Healthy Conversation

2018 WPS Health Solutions Corporate Citizenship Report
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March 2019

Dear Friends and Stakeholders:

At WPS Health Solutions, we take it upon ourselves to help protect the things that are most important to our customers: their health, financial security, and peace of mind. Our neighbors and friends across the country and around the world depend on us to uphold this trust. We believe a company can only do these things effectively when it is wholly focused on integrity, loyalty, and compassion for its customers.

For these reasons, we are so honored to be part of an organization that is acknowledged and respected for its commitment to corporate responsibility and business ethics.

Since 1946, WPS Health Solutions has conducted business with honesty and integrity. We are dedicated to exceeding our customers’ expectations for excellence and service, and to inspiring the communities we serve. It is vital to our success in an increasingly competitive industry to keep these principles in focus as we look to the future.

Dedicated to Our Code of Conduct

The heart of our corporate responsibility efforts is the WPS Health Solutions Code of Conduct, a guiding document that helps us live up to our values in all of our business dealings. Our employees bring our corporate values to life through their integrity, hard work, and dedication. This ensures we achieve the highest standards for corporate citizenship, including ethical conduct, corporate responsibility, and environmental stewardship.

WPS Health Solutions is able to maintain its strong track record of excellence as a direct result of our employees’ ethical behavior and honest hard work. Our employees are the reason WPS Health Solutions has been recognized as one of the “World’s Most Ethical Companies” by the Ethisphere® Institute for 10 consecutive years.

I’m proud to be part of an organization that encourages such high standards for ethical business behavior. By adhering to our Code of Conduct, WPS Health Solutions will continue to lead the healthy conversation as a trusted insurer, benefits administrator, employer, and business partner.

Michael F. Hamerlik
President and Chief Executive Officer
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 healthcare 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 members 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 Insurance 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.

Business customers can choose from flexible, cost-effective group plans and competitive benefit plan administration for businesses, as well as life, disability, dental, vision, 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.

Corporate Governance

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.

External recognition of WPS Health Solutions’ reputation for integrity includes being named one of the World’s Most Ethical Companies® by the Ethisphere® Institute, a leading international think tank, for the 10th year in a row.

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 2018, 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 48 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 7 million Medicare beneficiaries, processing approximately 130 million claims with benefit payments of more than $48 billion.
WPS Military and Veterans Health

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 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.

The TOP contract serves 250,000 members, processing 500,000 claims and making payments of $225 million per year. TOP will process all stateside claims for beneficiaries enrolled in an Overseas region when they come to the United States for care.

The TRICARE For Life contract was established in 2001, when the U.S. Congress reestablished eligibility for retirees and their spouses age 65 and older, making the largest single improvement in benefits for men and women in uniform. At that time, the DoD entrusted WPS with the administration of TRICARE For Life. In 2013, we were honored when the DoD awarded WPS a contract extension through 2020. 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 had a start work date of Jan. 1, 2018 and runs through Dec. 31, 2022. 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. These regions encompass 28 states as well as American Samoa, Guam, and the Northern Mariana Islands. This contract services 750,000 veterans, processing 4 million claims and making $1 billion in payments per year.

Beginning in October 2018, TriWest accepted the Veterans Affairs’ offer to serve an additional three regions. With the inclusion of these additional regions, WPS will provide claims administration and support for the entire nation. This expansion work will last through the award and stand up of the next generation of veteran community care contracts.
Ethical Culture

Leading the Healthy Conversation with a Focus on Our Code of Conduct

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 Executive Compliance Committee. The current Corporate Compliance Officer is a Certified Compliance and Ethics Professional who reports directly to the chairperson of the WPS Audit and Compliance Committee and communicates regularly with this Committee.

Together, the Corporate Compliance Officer and Executive Compliance Committee 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, and a Military and Veterans Health Compliance Officer. In addition to these compliance officers, WPS Health Solutions has established a Corporate Compliance Committee composed of compliance and regulatory representatives from WPS Health Solutions and its wholly owned subsidiaries.

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, board members, and officers.
Our commitment to the Code allows WPS Health Solutions to provide a safe, ethical, and productive workplace.

—Jane Keller-Allen, Vice President
Internal Audit, Compliance, and Risk

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 division carries the International Organization for Standardization’s (ISO) 9001:2008 certification. The WPS Government Health Administrators division carries the 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 illegal 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.

WPS Health Solutions Employees Recognized for Living the WPS Corporate Values
The WPS Star Program, introduced in 2018, recognizes employees who make a special effort to live the WPS values: customer focused, individual responsibility, mutual respect, and driven and passionate.

Employees are invited to acknowledge a co-worker by selecting the value or values that person exhibits, along with a few words to explain why that employee made such a positive impression.

Those recognized receive an emailed copy of the submission and their supervisor also receives a copy to use for the employee’s annual review.
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 up to a 6% 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 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 is our standard and goal. To achieve this, we have created a safety committee made up of representatives from many areas of the company: Human Resources, Facility Operations, 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 our employees activities such as tobacco cessation, on-site weight management, on-site chair massage, group exercise classes, discounts for fitness centers, blood drives, and company-sponsored flu vaccines.

We offer an annual wellness reimbursement of $100 per employee. The Wellness News section on our WPS Connect intranet provides up-to-date information. 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.

To support this, WPS uses a system called Degreed, which is a learning platform that enables easy access for all employees to on-demand learning from multiple sources, and tracks learning, including conferences, education, and certificates. It also offers the ability to create pathways of related content, establish groups based on learning interests, and feed article recommendations from our executive leaders on topics such as leadership, strategy, and teamwork to all employees.

WPS Health Solutions also 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 awareness

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.

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 2018, WPS Health Solutions attended and supported events that promote small businesses:

- Volk Field Small Business Event, Camp Douglas, Wis.
- Wisconsin Business Fair, Milwaukee, Wis.
- NCMA Federal Contractor Update, Milwaukee, Wis.
- Dane County Small Business Awards, Madison, Wis.

Also, WPS Health Solutions works with organizations that promote small business concerns: Wisconsin Procurement Institute and the North Central Minority Supplier Development Council.

Supporting Small Business

Each year, WPS Health Solutions’ TRICARE and Medicare contracts undergo Contractor Performance Assessment Reporting System (CPARS) evaluations. These grade WPS Health Solutions’ performance 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 corporation 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, children, seniors, and veterans, as well as support of military personnel and their families.

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 2018, 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 2018 home game and recognized each military member on the field during pregame activities. It was the 10th year that the program was presented by WPS Health Solutions or its affiliates.

WPS VET group members, other employees, family members, and friends represented WPS Health Solutions in Wausau’s Memorial Day parade.

Through the Share Your Holidays campaign, WPS Health Solutions employees collected 390 pounds of food for Second Harvest, which equates to 325 meals!
WPS Health Solutions 2018 Partners

In 2018, WPS supported its community partners through collection drives, corporate contributions, employee fundraisers, and volunteerism.

- Employees collectively pledged more than $100,000 to United Way
- VA Team Fun Wagon raised $5,575 for Patriot K-9
- Volunteers delivered more than 600 meals over the year through the lunchtime Meals on Wheels program

Health/Wellness
- Agrace Foundation
- American Heart Association
- American Red Cross
- Aspirus Health Foundation
- Breast Cancer Recovery Foundation
- Centerpiece Autism Services
- Community Living Connections
- Foundation for Madison Public Schools—Frank Allis Elementary School
- House of Hope Green Bay
- Juvenile Diabetes Research Foundation
- National Multiple Sclerosis Society—Bike MS Event
- Susan G. Komen—Race for the Cure Event
- Wisconsin Medical Society Foundation
- Wisconsin Women’s Health Foundation—Office Space
- Women’s Fund of Greater Green Bay Community

Military/Veterans
- Badger Air Community Council
- Energy Services (Heat for Heroes)
- Fire Fighters Local 311 Charities
- The Henry M. Jackson Foundation for the Advancement of Military Medicine
- Monona Memorial Day Parade
- Old Glory Honor Flight
- Patriot K-9
- Wisconsin Association of Veteran Employers
- Wayne D. Horner Memorial Stand Down
- Wisconsin Veterans Museum

Senior Health
- Home Health United Visiting Nurse Service

Underserved Population
- Dream Bikes
- Girl Scouts
- Personal Essentials Pantry
- The Road Home
- Sally the Stone
- Salvation Army
- Society of St. Vincent De Paul
- Urban League of Greater Madison
- YWCA of Madison

Local Initiative
- Aldo Leopold Nature Center
- Capital City Theatre
- Children’s Theater of Madison
- Erdman Center
- Greater Madison Chamber of Commerce
- Madison Symphony Orchestra
- Mediation Center of Greater Green Bay
- Monona East Side Business Alliance
- Monona Public Library
- OutReach, Inc.
- Randolph Booster Club
- St. Norbert College
- Wisconsin Health News

United Way

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United Way
WPS Charitable Foundation

Our Commitment to College Opportunity

The WPS Charitable Foundation offers its gift 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 $972,000 to 343 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.

 Organizations supported by the WPS Charitable Foundation in 2018

Health/Wellness
• Aldo Leopold Nature Center
• Benevolent Specialist Project Free Clinic
• Breast Cancer Recovery Foundation
• Goodman Community Center
• Laps for Lexi
• Medical College of Wisconsin
• Northeast Wisconsin Technical Education Foundation
• Second Harvest Foodbank
• Selfless Ambition
• Transitions Family Violence Services
• UnityPoint Health-Meriter Foundation

Local Initiative
• Madison Area Music Association
• Wisconsin Policy Forum

Military/Veterans
• Badger Honor Flight
• Edgewood College
• Never Forgotten Honor Flight
• Old Glory Honor Flight
• Rolling Thunder
• Sierra Delta
• Songs for Soldiers
• Very Special Arts of Wisconsin
• Wayne D. Horner Memorial Stand Down

Senior Health
• Alzheimer’s & Dementia Alliance of Wisconsin
• Home Health United Visiting Nurse Service Foundation
• Independent Living
• Madison Children’s Museum—SPARK!
• Madison College Foundation

Underserved Population
• Foundation for Madison Public Schools—Read Up
• Latinos United for College Education Scholarships
• The Vogel Foundation
• Madison Urban Ministry School Supplies

United Way

WPS Charitable Foundation
2018 Partners
$245,000

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

—Charita Dailey, Ray Koenig Memorial Scholar, 2016–2018

Charita is majoring in neuroscience at The Ohio State University.

— excerpt from the 2018 Corporate Citizenship Report
Environmental Stewardship

Leading the Healthy Conversation with Compassion for Our Planet

WPS Health Solutions Implements Programs to Enhance Sustainability Initiatives

In 2018, WPS Health Solutions completed 12 major energy-efficiency initiatives across our Madison campus. These projects included seven different major LED lighting retrofits, scheduling and optimization of nine air handlers and their associated support equipment, optimizing data center climate controls, and completing a major overhaul of a steam heating system and baseboard control system to update it to a high-efficiency system.

With these updates, WPS’ Madison campus plans to save $119,000 on utility bills in 2019. More importantly, this energy use reduction is equivalent to 1,057 tons of carbon dioxide emissions, or the same carbon removed by 1,117 acres of U.S. forest.

In everything WPS Health Solutions achieved this year, we strove for the highest level of efficiency possible. This is evident in the choice to use the latest networked lighting controls technology throughout the Nordby and Corporate Center buildings. The updates make WPS Health Solutions a leader in LED technology, which, in addition to providing the best lighting systems for employees, will also provide energy and maintenance cost savings to pay back the cost of the lighting project in seven 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 Facilities team to strive toward a more efficient way to operate campus-wide. These efforts resulted in more than $60,000 in energy savings, and any costs have been paid back in less than a year.

These initial exercises were performed in preparation for further investments in a new Building Automation Control System to be completed in 2019, which means more improvements to the efficiency of the heating, ventilation, and air conditioning system are coming soon.

In the Nordby building, the steam boilers were removed and replaced by high-efficiency hot water boilers. The entire distribution system was overhauled to use the latest in flow-control technology at the central plant pump and the baseboard heating system. In addition to building comfort, this technology allows the boilers to remain off throughout most of the spring and fall, and resulted in a 46% reduction in natural gas use for heating. It also resulted in a 25% reduction in energy utilization (31% electrical reduction and 15% gas reduction), which resulted in utility bill savings of more than $40,000.

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 all are offered as voluntary products as well.

For more than 35 years, EPIC has offered non-medical 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 created in 2005 when WPS Health Solutions purchased the assets of Prevea Health Plan and formed a new wholly owned subsidiary. In 2006, we officially renamed it Arise Health Plan.

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.

Arise plans are underwritten by WPS Health Plan, Inc.
Awards and Recognition

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 2018:

ICMI Certification

In November 2018, the WPS Government Health Administrators contact center earned certification from the International Customer Management Institute. The division passed with significant scores during the assessment, thus obtaining immediate certification, which is valid for two years. Typically, an organization goes through a four-step process: a formal assessment; an improvement and implementation period; a subsequent audit; and then certification.

MAC Satisfaction Indicator

Results of the Centers for Medicare & Medicaid Services 2018 MAC Satisfaction Indicator survey in August show that Medicare providers continue to be very satisfied working with WPS Government Health Administrators. This is the fourth of five surveys where providers named WPS the top Medicare Administrative Contractor for both contracts. In the 2018 survey, out of 15 MACs, WPS’ Jurisdiction 8 contract received the highest score of 71 and Jurisdiction 5 came in second place with a score of 70. The next highest score was 68, and the MAC average was 66.

Telly Awards

WPS brought home honors in the 39th Annual Telly Award contest in Madison. The Marketing Department won four bronze awards for production of three promotional videos.

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 2018:

WPS Health Solutions won eight ADDY Awards, including one gold, at the American Advertising Federation’s annual awards gala for the Madison chapter. EPIC Specialty Benefits won two silver ADDY Awards in partnership with its advertising company, Suttle-Straus.
Ethisphere® Institute Award

For the past 10 years, WPS Health Solutions has been named one of the “World's Most Ethical Companies” by the Ethisphere® Institute, a leading international think tank dedicated to the creation, advancement, and sharing of best practices in business ethics, corporate social responsibility, anti-corruption, and sustainability. Each year, Ethisphere reviews nominations from companies worldwide. To find out more about the World’s Most Ethical Companies designation, take a look at worldsmostethicalcompanies.com/honorees.

IBML Award

The Image Central Department in Madison was recognized by Imaging Business Machines, LLC (IBML) for excellence in technological innovation. A related case study showcased the successful results of an intelligent data capture solution that WPS purchased from IBML in 2016. Image Central scans approximately 250,000 pieces of paper each day, including claims, correspondence, checks, and medical records. The documents are converted into digital files with metadata, and then stored in platforms like OnBase to be utilized in various business transactions such as claims processing, provider enrollment, or bank deposits.

Utility Showcases WPS

In June, WPS was featured in a Madison Gas and Electric business newsletter for its participation in the On Demand Savings and Strategic Energy Management programs on our Madison campus. The programs focus on using data to improve energy management for commercial customers, while also using energy-saving techniques.

WEDI Award

Laurie Burckhardt, EDI Regulatory and National Standards Administrator at WPS in Madison, was honored at the Workgroup for Electronic Data Interchange (WEDI) National Conference for Electronic Data Interchange (EDI) experts. Laurie was one of the recipients of the Distinguished Service Award, which recognizes individuals who have provided significant leadership to the fulfillment of the mission, objectives, programs, and overall volunteer activities of WEDI.
It is because of our WPS Health Solutions employees keeping 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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