



# network health 2024

Report to the Community



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## Mission

Our **mission** is to create **healthy** and **strong** Wisconsin communities.



## Vision

Your **local, reliable partner** delivering an **exceptional** health plan **experience**.

## Values



**INNOVATION**



**SERVICE  
EXCELLENCE**



**INTEGRITY**



**COLLABORATION**



**ACCOUNTABILITY**

For 2025, **for the fourth year in a row**, Network Health earned an overall **5 out of 5 Star Rating for its Medicare Advantage PPO plans** from the Centers for Medicare & Medicaid Services (CMS).

**Network Health is the only Medicare Advantage Prescription Drug PPO plan in Wisconsin to achieve an overall 5 Star Rating for 2025.\***



**Connect with Us**



\*Based on CMS Star Rating data available at cms.gov. Every year, Medicare evaluates plans based on a 5 Star Rating system.

“Generosity begins at home, where compassion takes root and grows outward. When we uplift our own communities through kindness and service, we create a ripple effect of hope and change. Giving back isn’t just about charity; it’s about showing up, supporting each other and building a future where no one is left behind.”

-Coreen Dicus-Johnson

## A Message from our President and CEO, Coreen Dicus-Johnson

In November of 1982, a small group of like-minded physicians came together around the idea of caring for the communities in which they lived. That’s how Network Health got started. They saw a need in the community and addressed it. Being community-focused was the driving force and foundation of Network Health from the very beginning.

Fast forward to 2025, and here we are, in the middle of our fourth decade, and our mission is the same – to create healthy and strong Wisconsin communities. We continue to expand access to quality, affordable health care, ensuring that our members get the care they need and deserve.

This focus on quality is reflected in our results. For the fourth year in a row, Network Health earned Medicare’s highest rating, a 5 out of 5 overall Star Rating for its 2025 Medicare Advantage Prescription Drug PPO plans. Every year, Medicare evaluates plans based on a 5 Star Rating system. We also achieved a 5 Star designation from the National Committee for Quality Assurance (NCQA) for our Medicare Advantage plans and a notable 4.5 rating for our commercial lines of business.

Our work extends beyond the walls of Network Health, because we believe that health goes beyond medical care to the connections we build, the support we provide and the relationships we cultivate in our communities.

Within these pages, you will see many examples of the ways that Network Health is taking extra steps to shape a healthier future for both our members and our neighbors – supporting the arts, volunteering at nonprofit organizations, partnering with other mission-driven organizations and providing health and wellness resources and education throughout our communities.

Although the world has changed a lot since 1982, Network Health’s passion about our mission, our members and our communities remains a constant. And it always will.

Sincerely,

Coreen Dicus-Johnson  
President and Chief Executive Officer



Proud partner of the  
Green Bay Packers

At Network Health, we do what is right, even when it isn't easy. From right here in Wisconsin, we take extra steps to make health insurance affordable and understandable, so our members can make the most of their coverage.

Network Health is locally owned and operated in Wisconsin. We offer commercial, self-insured and Medicare health insurance plans and services to employers, individuals and families throughout Wisconsin.

## Headquarters Right Here in Wisconsin

- 1570 Midway Place, Menasha, WI 54952
- 16960 West Greenfield Avenue, Brookfield, WI 53005



## Counties we serve

- |             |            |
|-------------|------------|
| Brown       | Oconto     |
| Calumet     | Outagamie  |
| Dodge       | Ozaukee    |
| Door        | Portage    |
| Fond du Lac | Racine     |
| Green Lake  | Shawano    |
| Kenosha     | Sheboygan  |
| Kewaunee    | Washington |
| Manitowoc   | Waukesha   |
| Marinette   | Waupaca    |
| Marquette   | Waushara   |
| Menominee   | Winnebago  |
| Milwaukee   |            |

## Commercial, Individual, Self-Insured and Medicare Advantage Products\*

### Commercial

**714 employer groups with 35,918 members**

- **2,016** Primary Care Physicians and Health Care Professionals
- **12,893** Specialist Physicians and Health Care Professionals
- **3,564** Behavioral Health Professionals



### Medicare Advantage

**5 out of 5 Star PPO plans\* in 2025 with 79,737 members**

- **2,110** Primary Care Physicians and Health Care Professionals
- **12,737** Specialist Physicians and Health Care Professionals
- **2,711** Behavioral Health Professionals



### Individual and Family

• **7,894** Members



### Self-Insured

• **30,530** Members



### Wellness

• **10,433** Participants



**Independent Agent Partners 1,174**



**Employees 506**

\*As of 12/31/2024





**Public Health**  
Prevent. Promote. Protect.  
Fond du Lac County Health Department

**Extension**  
UNIVERSITY OF WISCONSIN-MADISON

**FIVE TO THRIVE**  
\$1

network health

FOND DU LAC FARMERS MARKET

## ★ COLLABORATION

### Working as a Team Toward a Common Goal

We thrive as a company and a community when we take steps to value and uplift the experiences and viewpoints of the people around us through creative collaboration.

Through our **Five to Thrive** initiative with the UW-Madison Extension, Fond du Lac County Health Department and Fond du Lac Downtown Business Partnership, we provided community members with \$2,000 worth of vouchers for the Downtown Fond du Lac Farmers Market, making fresh, local fruits and vegetables more affordable.

In 2024, we also raised funds and awareness to support adults with special needs at **Welcoming Willows** and individuals with dementia and their caregivers at **Fox Valley Memory Project**.

### Highlights

- **1,750** drug overdose kits assembled and distributed in our communities for International Overdose Awareness Day with **Vivent Health**
- Providing **free weekly clinical services at Gee's MKE Wellness Clinic** in partnership with Gee's Clippers and the Froedtert & the Medical College of Wisconsin health network
- More than 20 Network Health employees working together to pack **23,300** diapers in two hours





# ★ SERVICE EXCELLENCE

## Providing Exceptional Service at the Right Time, Right Place and with the Right Attitude

At Network Health we focus on creating an exceptional experience for our members, and we bring that same focus on service to our involvement in the communities where we live and work.

From sponsoring the free, family-friendly **Tosa Tonight** summer concert series in partnership with the Froedtert & the Medical College of Wisconsin health network, to talking health care over cream puffs with **Wisconsin State Fair** goers, in 2024 we supported holistic wellness through a wide range of engaging activities.

We continued to sponsor the **Silver Foxes** games with the **Timber Rattlers**, **Operation Fan Mail** in partnership with the **Green Bay Packers** and **Golf with a Vet** through **Veterans of Foreign Wars (VFW) Post 3319**.

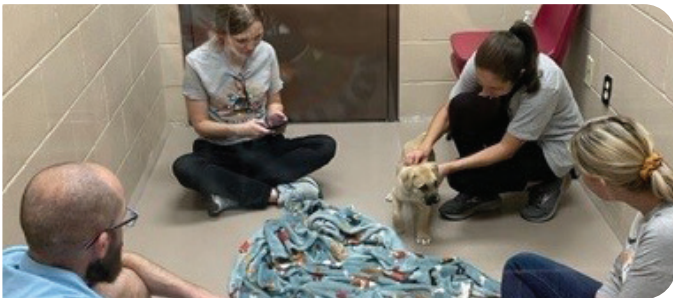
We also hosted an engagement table at the **Museum of Wisconsin Art (MOWA) Art & Chalk Fest** and sponsored the **For Kids from 1 to 92 holiday show** and matinees at the **Sharon Lynne Wilson Center for the Arts**.

### Highlights

- Offering discounted tickets for fans 55 or older and active or retired military personnel through our sponsorship of the **Timber Rattlers Silver Foxes games**
- **Co-sponsoring live community concerts** including **Tosa Tonight**, **Symphony Under the Stars** and **Oshkosh Senior Center Food Truck Friday**
- **Recognizing military families and veterans** at each Packers home game through the Operation Fan Mail program and providing tickets for selected military families and veterans







## ★ COMMUNITY CONNECTION

### Forming Lifelong Bonds

At Network Health we are interconnected, offering a helping hand to our neighbors where it's needed most.

Every month in 2024, Network Health staff enjoyed serving up community and camaraderie – along with breakfast – for veterans at **Vets & Friends of Wisconsin**.

To support the ever-present need for blood donations, we hosted blood drives with the **Community Blood Center** throughout the year at our Menasha office location as well as collaborating with **Versiti Blood Center of Wisconsin** in Milwaukee, **High Point Dentistry** and **JAX**.

Network Health employees also volunteered at the **Fox Valley Humane Society** and **BEAMING**, a local organization serving community members with physical, cognitive and emotional disabilities.

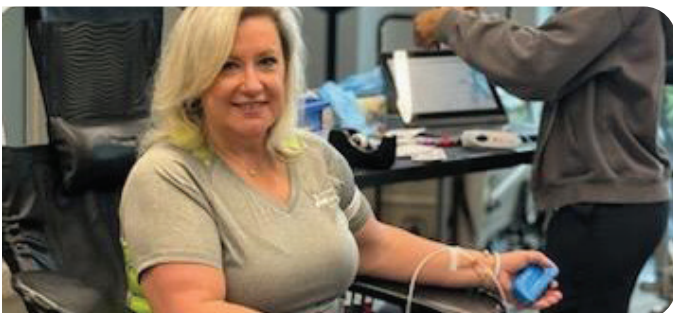
### Highlights

- Reading with students of all ages in Southeast Wisconsin through after school programming with the Boys & Girls Clubs of Greater Milwaukee
- Donating a lifesaving Automated External Defibrillator (AED) to St. Vincent's Food Pantry
- Hosting five blood drives onsite, saving more than 145 lives

In 2024, we returned over

# \$917,155.82

to the community by spending with our own clients.







# ★ ACCOUNTABILITY

## Honoring and Respecting the Trust People Place in Us

Every day, the team at Network Health is committed to honoring the trust people place in us by delivering education and resources that help build healthy and strong Wisconsin communities.

Throughout the year, we supported many events like the **Capri Communities Enjoy Life Active Aging Symposium**, **Kroc Center Senior Life Expo** and **Appleton Noon Lions Senior Expo**. Attendees at these events were able to enjoy healthy cooking demonstrations, live entertainment and special appearances from community favorites like John McGivern.

Providing year-long support through our **Medicare Diabetes Prevention Program** is another way we helped people in our community meet their health goals in 2024. This in-person and virtual program teaches participants how to make lasting changes to prevent type 2 diabetes and improve their overall health.

### Highlights

- **Educating and supporting 40 people in 128 diabetes prevention classes**, with a total of **606 pounds lost** through our Medicare Diabetes Prevention Program and Prevent T2 Lifestyle Change Program



In addition to giving time at several volunteer events, Network Health employees pledged **\$70,439** for **United Way** to help improve lives in our community.





# ★ INNOVATION

## Bringing Ideas to Life

In 2024, for the first time ever, the Network Health team flexed their muscles and pulled a 180,000 pound plane a total of 12 feet at the **Pulling for Honor** fundraiser.

Supporting brain health is key to staying sharp, and at the **Brain Health & Wellness Fair** in October, keynote speaker and Network Health Vice President of Pharmacy, Ted Regalia, spoke to members about the importance of preventive factors for optimal brain health and the effects of medication on cognition.

We also helped community members keep their minds active and engaged while **playing bingo** at the Manitowoc Senior Center.

### Highlights

- To make the season brighter, we teamed up with the Donald Driver Foundation for **Huddle up for the Holidays**, providing hand-decorated holiday cards and a holiday meal coupon to community members.

# Over 2,640 Volunteer Hours



At Network Health, we enjoy spending time in our communities. All employees are encouraged to get involved and are given **eight hours of paid volunteer time** per year.

**61.5%** of employees volunteered

**95** organizations supported value of hours **over \$92,227**



Network Health continues to be the largest health system owned Medicare Advantage plan in Wisconsin, reaching even more Wisconsinites in 2024. And while we've grown in numbers, one thing has stayed the same—Network Health delivers exceptional service and quality.



For **2025**, Network Health earned an overall **5 out of 5 Star Rating** for its Medicare Advantage Prescription Drug PPO plans from the Centers for Medicare & Medicaid Services (CMS), outperforming the national average of 4 Stars. This rating puts Network Health among the nation's elite Medicare health plans.

This is the fourth year in a row Network Health has achieved this prestigious 5 Star Rating. 5 Stars is Medicare's highest possible rating, reflecting the extra steps Network Health takes to do what's right for its members. **For 2025, Network Health is the only Medicare Advantage Prescription Drug PPO plan in Wisconsin to achieve an overall 5 Star Rating.\***

\*Based on CMS Star Rating data available at [cms.gov](https://www.cms.gov).





Network Health was named one of the **2024 Best Places to Work by the Milwaukee Business Journal**. In The Official Community's Choice Awards health plan provider category, **Network Health was a finalist for Best of the Valley, Best of Fond du Lac, Best of Winnebago County and Best of Sheboygan County.**



We partnered with Waukesha County Community Foundation (WCCF) and in 2024 we distributed **\$378,244** to **69** 501c3 charitable organizations from the Network Health Hometown Advantage Fund.

In 2024, Network Health once again received the **National Business Research Institute (NBRI) Circle of Excellence Award**, which recognizes organizations with outstanding employee experiences, ranking at or above the 75th percentile in their industry. Network Health's employee engagement is in the **86th percentile**, with an impressive **99.5%** of employees completing the survey. This award reflects Network Health's commitment to fostering a culture of trust by actively using employee feedback to drive continuous improvements.



Network Health partnered with **138** Wisconsin organizations to support **473** member and community events with more than **196,000** attendees. At these events, our community engagement team met more than **18,780** people and engaged with **6,299** members.

- The Network Health executive team actively serves on **35** boards.
- Congratulations to **Coreen Dicus-Johnson**, president and CEO, for being named a **2024 Wisconsin Titan 100 award winner**. This recognition showcases her as one of the area's most accomplished business leaders. In addition, Coreen was celebrated as one of **Milwaukee's Top 25 Power Brokers**, a top executive when it comes to getting things done.
- **Brian Ollech**, chief financial officer, was a **finalist for Insight 2024 CFO of the Year**, an award that honors financial leaders from throughout the New North who are making significant contributions to their organizations' success.
- **Scott Wille**, senior vice president of network development and contract management, was named **Treasurer of Family Services of Waukesha 2024**.

**Congratulations to our 2024 Trailblazer and Pathfinder winners. Each year leaders nominate employees who demonstrate Network Health values and go above and beyond for our members. Congratulations to our 2024 rising stars.**



**Laura Schneider**  
**2024 Pathfinder**

Laura uses her knowledge and expertise to find solutions that ensure both a great member experience and the team's success.



**Susan Wendt**  
**2024 Pathfinder**

As the backbone of the member experience department, Susan asks the right questions and challenges us to think about how we can create value and improve.



**Carol Hall**  
**2024 Trailblazer**

Carol leverages her technology expertise to streamline processes, improve decision-making and achieve overall better business outcomes.

“ Strong communities are built on the foundation of adaptability, the courage to embrace change and the shared commitment to grow together.”

*Coreen Dicus-Johnson, Network Health President and CEO*

**Want to join us in the community?**



Visit our community engagement page at [networkhealth.com/community](https://networkhealth.com/community) to find upcoming events.

