



2022

Corporate Social Responsibility Report

People, Progress, and Partnerships

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Message from Our CEO

A Message from Mike Hamerlik, WPS Health Solutions President and CEO

People, Progress, and Partnerships

The pandemic fundamentally altered the way we do business. But WPS Health Solutions has courageously navigated uncharted territory because our focus is always on the future. We keep evolving as a company by adhering to three key principles:

- Caring for people
- Focusing on strategic progress
- Developing new partnerships

A history of caring for people

Since the very beginning in 1946, WPS has been built on a foundation of compassion. Why? Because people have always been the beating heart of WPS. We are committed to all the people our business touches—employees, leaders, partners, customers, beneficiaries, and our communities.

It starts with building a better workplace, and people are noticing. Folks outside the company keep giving us accolades! In March, WPS was named a Top Workplace by the Wisconsin State Journal and named as a Top Workplace USA. In May, WPS made the list of Top Workplaces for Southeastern Wisconsin. In July, WPS won a Top Workplaces award for Financial Services.

WPS is thriving because we care about culture. Because nearly all our employees work remotely, we prioritize communication and team-building. We recognize the importance of work-life balance. And we continually monitor employee engagement to ensure WPS remains a great place to work.

Progress toward our goals

The WPS Diversity, Equity, and Inclusion (DEI) team has taken the lead as we work to ensure ours is a workplace where all feel welcome. From our Diversity in Insurance scholarship program to launching new employee resource and networking groups, we are strengthening our team by increasing inclusivity. The ability to work remotely has expanded our talent pool, helping us increase diversity.

In addition, the WPS Compliance Program was selected for a Best Practice Award from the Health Ethics Trust—the fourth award the Compliance Program achieved since 2020.

We are working toward a greener future with energy-saving improvements to our grounds, equipment, and processes. That includes the installation of solar arrays, upgrading our HVAC units and cutting down on usage, and other sustainability initiatives.

Communication is vital. Whether it's our customers, our employees, our agents, or our communities, we always make sure they understand how to get the coverage and care they need. Consistent and timely communication ensures they have the facts they need to make informed choices. This has never been more important than the last three years during the pandemic.

Caring through partnerships

Choosing the right partners can help a business flourish, but our choices also reflect our values.

Caring for veterans is in the WPS DNA. We have always provided career opportunities for veterans. In 2022, the Disabled American Veterans recognized that commitment by selecting WPS as its Patriot Employer and Large Employer of the Year.

Our work with veterans extends into one of our key areas of community support—strengthening community mental health and well-being.

WPS has worked hard to increase the diversity of the suppliers we work with. We have partnerships with chambers of commerce and small/disadvantaged business-related advocacy groups that help us diversify our supply chain.

The next report will be delivered by my successor, as I am retiring this year. However, our mission remains the same—together, making health care easier for the people we serve. I'm confident this focus will keep WPS moving in the right direction.



Mike Hamerlik
President and Chief Executive Officer



Employee Experience

As part of our commitment to the employee experience, we seek input from our employees throughout the year via our employee experience survey. We sent the survey to each employee during their birth month so that the employee experience can be measured continuously.

The 42-question survey measures 12 experience drivers:

- Agility
- Alignment
- Career/Performance
- Communication/Resources
- Culture/Values
- Engagement
- Inclusion
- Job-Search Behavior
- Manager/Supervisor Relationship
- Organizational Capital
- Rewards
- Work Environment



In addition, we measure Total Motivation, or TOMO. TOMO includes three direct motives: play, purpose, and potential, and three indirect motives: emotional pressure, economic pressure, and inertia. More than ever, the fast pace of change requires organizations to be adaptive in problem solving and impact. Measuring motivation helps us understand how best to do this, while keeping the pulse of the emotional well-being of our teammates.

Measuring our impact

In 2022, we continued to build upon our Diversity, Equity, and Inclusion (DEI) dashboard to increase understanding about representation across our teams and the level of inclusion. In 2022, we surveyed our employees to measure how inclusive they felt the WPS environment was.

We asked them about their:

- Sense of feeling valued as a part of a team
- Degree of comfort to be themselves at work
- Sense of feeling included in decision-making
- Engagement in healthy debate and sharing diverse perspectives



Our employees rated our level of inclusivity as 5.7 on a 7-point scale, an increase from 2021. While metrics are not the only thing that matters in determining DEI progress, they help us evaluate how we are doing.

We launched a self-identification campaign in the fall of 2022. We added categories to expand gender identity—in addition to ethnic, disability, and veteran status.

Employee resource groups

In 2022, WPS reimagined our employee resource groups, creating new groups, revamping others, and planning more changes for 2023:

- **ABLE** (Abilities Beyond Limited Expectations)—Dedicated to promoting disability and mental health inclusion in the workplace by increasing awareness for those with visible or nonapparent disabilities, their caregivers, and their allies.
- **WISE** (Women In Search of Excellence)—Aims to build a network that empowers, supports, and connects all women of WPS.
- **Generation-ALL** (formerly Young Professionals)—Now open to all WPS employees, Generation-ALL facilitates networking within WPS, offers professional development sessions, and promotes community involvement.
- **Veterans Enhancement Team (VET)**—Serves as a meeting ground for veterans and their supporters inside WPS. It also advises leadership on business direction related to military topics and represents WPS at public events.



A Great Place to Work

WPS is committed to being a place where people want to work. We strive for a culture that is inclusive, empowers employees to develop personally and professionally, and values their work as important.

In 2022, WPS Health Solutions won multiple awards for employee experience. These awards are an affirmation of the effort and attention we've placed on creating a positive atmosphere. We were honored by:

- The Wisconsin State Journal as a Top Workplace in Madison
- The Milwaukee Journal Sentinel as a Top Workplace in Southeastern Wisconsin
- Top Workplaces USA
- Top Workplaces USA for Work-Life Flexibility
- Top Workplaces USA for Financial Services
- Disabled American Veterans (DAV) Patriot Employer and Large Employer of the Year

**TOP
WORK
PLACES
2023**

WISCONSIN STATE JOURNAL
★ **MADISON.COM**

OUR VALUES ARE NOT JUST WORDS...
THEY ARE PROMISES

that we make about our **character**:

- to each other, to our customers,
- and to our

health industry peers



These values are *shared*
across our company, *but*
but are **MOST POWERFUL**
when we are accountable for them
INDIVIDUALLY.

Performance-Based Culture

We have created a performance-based culture that empowers employees to contribute to the best of their abilities, which results in a meaningful impact on our business.

We begin this process immediately, during onboarding, describing our performance-based culture and the part employees play. We connect the dots for our employees between:

- Purpose
- Values
- Strategic direction through repetition in training content
- CEO messages
- Peer-to-peer recognition
- Engaging internal communications

We use multiple tools to reinforce the culture. We display prominent, brightly-colored graphics on our walls. We have chalkboards where employees can share comments and stories. We've implemented strategic practices, such as Objectives and Key Results and Agile Methodologies to further advance our culture.

Leadership

At WPS, leadership doesn't depend on a job title. Simply put, we can all be leaders, and WPS Health Solutions is full of extraordinary people who lead both at work and at home. The WPS Leadership Characteristics are a set of six characteristics that define what it means to be a leader at WPS and how we lead in impactful ways by demonstrating the characteristics.

1. Model and coach a growth/open mindset
2. Create a psychologically safe, inclusive space
3. Foster growth and development
4. See and fuel performance
5. Appreciate and celebrate
6. Communicate and influence

We want our leaders to inspire and motivate others by putting people first and valuing growth, openness, and self-awareness. People should be at the center of every action our leaders take.

Learning and Career Development

WPS encourages the personal and professional growth and development of its employees. We strive to promote from within, and invest in our employees so they gain the skills and experience needed to advance within our company.

WPS wants employees to own their personal and professional development. We acknowledge the learning they do, whether it's taking a class, participating in experiential learning, reading articles, books, or blogs, listening to podcasts, or watching videos.

WPS provides training programs on a variety of topics, such as:

- Leadership development
- Diversity, equity, and inclusion
- Time management
- Change management
- Emotional intelligence
- Communication
- Team building
- Agile process
- System security, privacy, and ethics



All employees can access classes and self-paced courses. WPS also uses distance-learning tools to provide classroom-based training experiences to remote employees. Additionally, employees may attend seminars, workshops, and conferences (reimbursed by WPS) or use tuition reimbursement to expand their professional skills and foster their career-path development at WPS.

The WPS Aspiring Leaders Program enables participants to explore what it really means to be a people leader and decide whether that is something they aspire to. The program helps them learn skills and mindsets that prepare them for that role or, if they are already in a leadership position, perform more effectively.

WPS also offers the Life Ecology Organization (LEO) program. LEO provides employees with the knowledge and tools to develop a mindset focused on personal growth, fearlessness, and possibilities. LEO is designed to have a positive impact in the workplace and beyond, and to continue our journey to a performance-based culture. LEO is based on brain science and concepts of transformational leadership. LEO helps employees realize their potential, resilience, and fulfillment, improving both performance and engagement.



Continuous Performance Management

At WPS, we believe our continuous performance management process helps fulfill our goal of building a performance-based culture. Our leaders and their employees engage in ongoing conversations about their contributions. The two-way feedback helps employees gauge how their performance impacts our business. It also allows employees and leaders to work together to identify opportunities, prioritize goals, and establish a roadmap for future success. WPS bases annual pay decisions on an employee's current and future impact on the business.

Instead of relying on annual reviews, continuous performance management is a holistic way of seeing, fueling, and rewarding performance. The continuous performance management process allows for:

- Purposeful conversations between leaders and employees
- Dynamic, transparent feedback about an employee's contribution and impact
- Career development
- Ongoing goal-setting
- Meaningful pay differentiation based on an employee's contribution and impact



Internship Program

WPS encourages career development, and our internship program is a key component of our culture. At WPS, interns are given the chance to make real contributions while learning new skills they can apply in their future careers.

Jihan Bekiri, WPS Vice President of Diversity, Equity, and Inclusion, and Sara Siekierski, Director of Talent Development, served as executive sponsors of the “Pay It Forward” project of our most recent group of 32 summer interns.

Bekiri and Siekierski provided recommendations on ideas for continuing to embed DEI into our work. This year’s project was titled “Free to Be Me—Moments That Matter.” The project focused on making diversity, equity, and inclusion a continuing and evolving part of our systems, behaviors, and how we work every day.

The interns really wanted to bring more initiatives and ideas that foster an inclusive environment that empowers ALL employees, removes barriers, and spurs innovation that will result in an agile, performance-based culture.

Our interns developed, researched, and presented the types of supports needed for different types of employees at different steps in their professional journeys. They brought focus to three different steps in the employee lifecycle: attract and recruit; onboard and engage; and develop and reward.

The final project was the culmination of a program designed to help our interns gain:

- Skills in their functional area of study.
- Exposure to a corporate culture through professional development training sessions hosted by the Talent Development team, Executive Speaker Series, and day-to-day meetings.
- Project-management and team-building skills by working on the Moments that Matter project.
- Public-speaking and leadership skills by presenting their projects to their managers and the executive team.

“By the end of the project, we built a sense of a small community that was able to put a lot of collective effort into making this project. We had many dedicated and inspiring people working closely together, with some fantastic advisors helping us along the way. I, for one, am very happy to have had the chance to participate.”

Ryan McGrath | WPS intern



ACHIEVERS

Employee Recognition

Positive feedback on a job well done helps keep employees engaged. Our employee recognition program, Boost, allows employees and leaders to boost their co-workers by recognizing their contributions.

All employees can send social recognition to their co-workers to recognize them for their behaviors, efforts, and results. Boost’s Newsfeed allows employees to view, like, and comment on recognitions. Leaders are given monthly points they can use to recognize employees. Employees can redeem the points they earn in the Boost catalog for gifts or gift cards.





A Culture of Ethics and Compliance

WPS remains committed to the highest ethical standards. Our purpose and values guide our actions, and our Code of Conduct provides the framework in which we work.

In 2022, the WPS Compliance Program was recognized with a Best Practice Award from the Health Ethics Trust, a division of the Council of Ethical Organizations. The best practice, Compliance Awareness in a Remote Environment, awarded our approach to highlighting compliance awareness and ensuring every employee has access to ethics and compliance resources, even while working remotely.



We foster a culture of ethics and compliance through:

- Awareness activities, including required annual ethics and compliance training for all employees, contractors, and board members
- Direct access to Compliance Officers and EthicsPoint Helpline, a third-party service that allows for anonymous reporting
- A nonretaliation policy
- Easy access to resources including newsletters, intranet articles, targeted communications, and online resources

WPS Values



Customer Focused



Driven and Passionate



Mutual Respect



Individual Responsibility

Business Continuity in the Face of Adverse Events

As a trusted partner of the United States government, health care providers, and beneficiaries, WPS has an obligation to be prepared for adverse events. We develop, test, and regularly update our business continuity plans and ensure resilience in the face of such events. This includes unforeseen risks such as technology malfunctions, cyberattacks, extreme weather, regional power outages, and pandemics.

Indeed, the adoption of remote and hybrid work options in the wake of COVID-19 has forced many organizations to update their business continuity plans to reflect significant changes in their physical and virtual work environments. Fortunately, some of these changes have also afforded businesses greater flexibility and more options in responding to disruptions.

WPS prioritizes business continuity because it's the right thing to do and because we couldn't operate without the confidence that priority instills. Our program is grounded in best practices for mission-critical industries. Our preparedness is regularly exercised and routinely validated by rigorous testing and an array of internal and external audits. Together, these activities help us to ensure we respond quickly and effectively should adverse events or other disruptions to our operations occur.



Promoting Diversity, Equity, and Inclusion

DEI objectives and results

WPS had an ambitious list of DEI objectives for 2022 and was able to make progress on all of them.

We began the year by embedding DEI goals into our Enterprise Strategy. This ensured a high level of commitment and accountability across our company for DEI-related results.

Here are our objectives and some of the ways we addressed them.

Foster an inclusive, engaging employee experience

- Hosted an intern from the Diversity in Internship Scholarship Program
- Completed four consultations across the enterprise covering a variety of topics
- Earned recognition from the Disabled American Veterans as Large Employer of the Year
- Launched two new employee resource groups: WISE and ABLE
- Held Days of Understanding sessions focused on Building Connection through Inclusion, the second annual series in recognition of our commitment to the CEO Action Pledge for DEI
- Launched an employee self-identification campaign

Develop and mature the DEI functional area and governance councils at WPS

- Three team members completed UW-Green Bay DEI certification and the entire team earned SHRM Foundation Veterans at Work certification
- Increased membership of the DEI Employee Council
- Completed DiversityInc Top 50 and DEI (Disability Equality Index) benchmarking assessments



Strengthen inclusive and equitable recruitment, hiring, and advancement strategies

- Provided educational resources to Talent Acquisition for panel review selection and preparation
- Provided recommendations on diversifying candidate pools at WPS

Integrate DEI practices into services that make health care easier for our customers in the ways they need most

- Updated online library with inclusive language for our WPS Military and Veterans Health division

Establish and invest in partnerships that address drivers of social and health equity

- Established partnership with procurement department for diversifying the supplier chain
- Launched website to provide [guidelines and requirements](#) for WPS community support and define the application process



▶ Angeline Mboutngam interned with the IT Security team at WPS.

“My gratitude for this scholarship and internship opportunity keeps me smiling every day because I didn’t think this was a possibility. My hope is to find a permanent job in cybersecurity and/or risk management.”

Angeline Mboutngam

—WPS Diversity in Insurance Scholarship Winner and WPS intern



Working Toward a Greener Future

We only have one planet, so it's our responsibility to be good stewards of the environment. WPS has made being greener a top priority. In ways big and small, we're increasing energy efficiency of our facilities and operations and taking on sustainability initiatives, including:

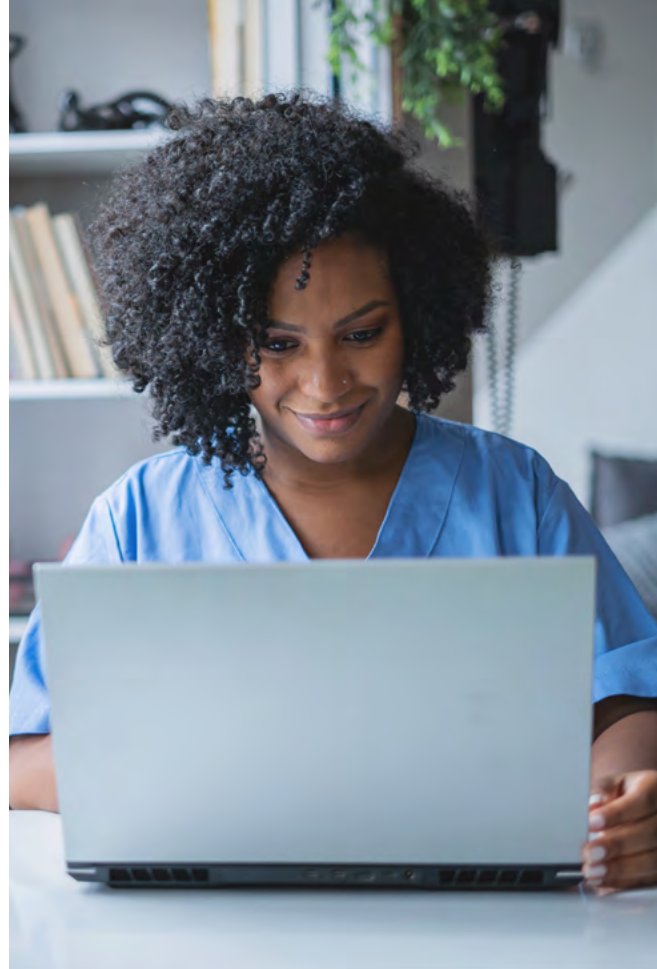
- Continuing to reduce our footprint to adjust to more of our employees working remotely
- Landscape planting of shrubs and perennials including 11 new deciduous trees
- Partnering with Madison Gas and Electric on the purchase of electric vehicle chargers in 2022 scheduled to be installed at Corporate Center in 2023
- Opening of the Tradewinds facility reduced square footage from 52,000 to 32,000
- Installing a kernic recycling system/compactor, allowing for efficient recycling in our print operations

Agile Work Processes

WPS is constantly working to find ways to deliver more value to our customers. One way we're doing that is by incorporating Agile work processes company-wide. Breaking down barriers between our business and information technology departments has been a point of emphasis.

This Agile transformation has led to improved teamwork and increased our ability to quickly respond to changing needs or opportunities. The result is being able to deliver business value to our customers more quickly. Agile principles have helped WPS:

- Improve customer satisfaction by accepting continuous feedback
- Prioritize by focusing on work of the highest value to the business
- Enhance employee engagement by fostering a sustainable pace of work
- Support growth and innovation by driving value for members, beneficiaries, and providers



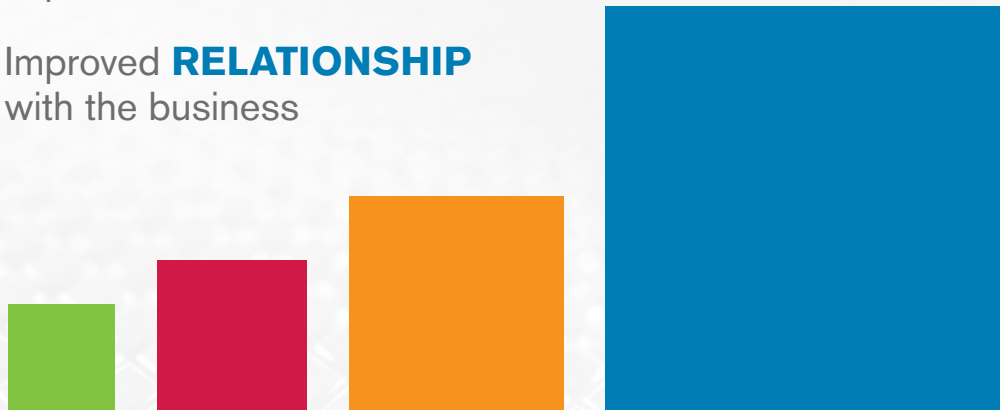
Benefits of Incremental Delivery

Delivery of business value **SOONER**

Focus on the **CUSTOMER**

Improved **PRIORITIZATION**

Improved **RELATIONSHIP**
with the business



Corporate Philanthropy

The inspiration for WPS came from filling a need in our community—a commitment to affordable health care for Wisconsin veterans. From day one, helping others has been the driving force at WPS.

WPS partners with and contributes to many philanthropic organizations. We focus on strengthening community mental health and well-being, cultivating diversity and inclusion, and diversifying the supply chain system.

WPS does this work in several ways: through corporate donations, through our WPS Charitable Foundation, and through the generosity of our employees.



WPS Health Solutions 2022 Community Grants

Primary focus of charitable donations

- Organizations supported: 38
- Amount donated: \$211,263

Groups supported by WPS Health Solutions in 2022

- Access Community Health Centers
- American Cancer Society
- American Heart Association
- Attic Angel Foundation
- Autism Society of the Fox Valley
- Big Brothers Big Sisters of Dane County
- Breast Cancer Recovery Foundation
- Cholangiocarcinoma Foundation
- Disability:IN Wisconsin
- Energy Services (Heat for Heroes)
- Fire Fighters Local 311
- Fisher House Wisconsin
- Foundation for Black Women's Wellness
- Henry Jackson Foundation
- House of Hope
- Juvenile Diabetes Research Foundation
- Madison Region Economic Partnership
- Make-a-Wish Foundation Wisconsin
- Monona Community Festival
- Monona Grove Education Foundation
- Monona Police Department
- Monona Memorial Day Parade
- Old Glory Honor Flight
- Patriots for Warriors
- RSVP of Dane County
- Society of St. Vincent de Paul
- TEMPO Madison Foundation
- The Road Home
- The Vogel Foundation
- UNCF
- USO Wisconsin
- UW Madison DECA
- Wisconsin Latino Chamber of Commerce
- Wisconsin Leadership Summit
- Wisconsin LGBT Chamber of Commerce
- Wisconsin Veterans Museum Foundation
- YWCA Madison
- Wisconsin Veterans Chamber
- World War II Foundation

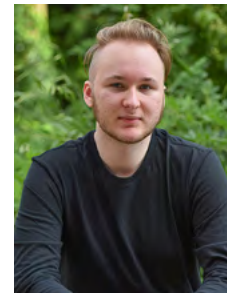
WPS Charitable Foundation

The WPS Charitable Foundation is a nonprofit charitable organization separate from WPS Health Solutions and its subsidiaries.

The Foundation supports qualified charitable organizations that align with its purpose: the health and well-being of veterans, underserved populations, and women, children and seniors, with a focus on mental health and education.

The Charitable Foundation established the WPS Diversity in Insurance Scholarship at Madison College and Urban League of Greater Madison. The program enrolls students from underrepresented communities in a 35-credit diploma program that teaches the basics of the insurance industry. It also includes an internship, plus networking and mentorship opportunities. In 2022, the program granted five full scholarships of more than \$5,600 each.

The WPS Charitable Foundation also funds the Ray Koenig Memorial Scholarship program. Each year, the Foundation awards \$1,250 scholarships to children of employees of WPS and its subsidiaries. In 2022, the Foundation awarded scholarships to 16 college-bound students. Since its inception in 1988, the Ray Koenig Memorial Scholarship has given more than \$1 million in scholarships to more than 400 students.



WPS Charitable Foundation 2022 Community Grants

Primary focus of charitable donations

- Organizations supported: 28
- Amount donated: \$250,000

■ Underserved

■ Military and Veterans

■ Education

■ Mental Health

■ Seniors

Groups supported by WPS Charitable Foundation in 2022

- ARTS for All Wisconsin
- Badger Honor Flight
- Black Women's Health Imperative
- Catholic Charities
- Edgewood College
- Foundation for Madison Public Schools
- Goodman Community Center
- Laps 4 Lexi
- Madison Area Music Association
- Madison College Foundation
- NAMI National
- NAMI Wisconsin
- Old Glory Honor Flight
- Second Harvest Foodbank of Southern Wisconsin
- Sierra Delta
- The Vogel Foundation
- United Way of Brown County (Green Bay)
- United Way of Dane County (Madison)
- United Way of Marathon County (Wausau)
- United Way of Southern Illinois
- United Way of the Midlands (Omaha)
- United Way of the Virginia Peninsula (Hampton)
- Urban League of Hampton Roads, Va.
- Urban League of Omaha
- Veterans Honor Flight of Southern Illinois
- Wayne D. Horner Memorial Stand Down
- Wisconsin Policy Forum
- YWCA of South Hampton Roads, Va.



Operation Fan Mail

Sponsoring Operation Fan Mail is one of many ways WPS has remained true to its principal of serving veterans.

WPS teamed up with the Green Bay Packers to salute families with a member who is on active duty or a veteran. At each home game, the Packers and WPS hosted the family of the honoree. Each family received four free tickets to the Packers game, was recognized on the Lambeau Field video boards before the game, and was given a \$150 gift card to the Packers gift shop.

Over more than a decade, WPS honored more than 150 families and groups through Operation Fan Mail.

Congressional Baseball Game

WPS Military and Veterans Health was proud to be an All-Star sponsor of the Congressional Baseball Game at Nationals Park in Washington, D.C., on July 28, 2022.

The Congressional Baseball Game is a bipartisan event that has taken place annually since 1909.

The event helped raise funds for the Washington Literacy Center, the Boys and Girls Clubs of Greater Washington, the Washington Nationals Philanthropies, and the United States Capitol Police Memorial Fund.



Stand Down Madison

The WPS Charitable Foundation donated \$5,000 to Wayne D. Horner Memorial Stand Down Madison, a local organization that provides relief to veterans experiencing homelessness.



Honor Flights

An Honor Flight gives veterans the chance to go to Washington, D.C., for a day of sightseeing. The trips can be emotional, especially as veterans visit memorials that pay respect to those who have served. For many of the veterans who take an Honor Flight, it's the trip of a lifetime.

WPS Health Solutions has supported various Honor Flights over the years, and currently sponsors three Honor Flight groups:

- Badger Honor Flight (Madison, Wis.)
- Old Glory Honor Flight (Fox Cities, Wis.)
- Veterans Honor Flight of Southern Illinois

Many WPS employees have served as guardians, pairing up with a veteran to serve as the guide on an Honor Flight or greeting them at a welcome home celebration.



PARTNERSHIPS



Natalie Isensee

— WPS Manager, Diversity, Equity, and Inclusion

Isensee was selected as the Woman Veteran of the Year by the Wisconsin Department of Veterans Affairs.

She was also chosen to serve on the Blue Ribbon Commission on Veteran Opportunity by Wisconsin Governor Tony Evers.



Tim La Sage

— WPS Senior Military and Veterans Inclusion Lead and Advisor

La Sage was named to the VFW Legislative Committee. La Sage also serves on the Board of the Directors of the Wisconsin Veterans Museum Foundation and Fisher House, and the Board of Advisors for the UW-Madison MIA Recovery ID Project.



Expanding Veteran Partnerships and Support

WPS was recognized by the Disabled American Veterans as its Patriot Employer and Large Employer of the Year for 2022, for WPS' ongoing support of veterans.



“We are honored to support and mentor these employees and grateful for this recognition of WPS Health Solutions’ longstanding mission to serve those who served.”

Tim La Sage

WPS Senior Military and Veterans Inclusion Lead and Advisor

WPS continues to honor its foundational principle of serving veterans. In 2022, WPS contributed to the following groups that help military and veterans:

- ARTS for All Wisconsin
- Badger Honor Flights
- Edgewood College
- Energy Services (Heat for Heroes)
- Fire Fighters Local 311
- Fisher House Wisconsin
- Monona Memorial Day Parade
- Old Glory Honor Flight
- Patriots for Warriors
- Sierra Delta
- USO Wisconsin
- Veterans Honor Flight of Southern Illinois
- Wayne D. Horner Memorial Stand Down
- Wisconsin Veterans Museum Foundation

Supplier Diversity

WPS Health Solutions recognizes the value of supplier diversity—including local, small, and disadvantaged businesses. That's why we promote and encourage strategic partnerships that help us achieve our mission and goals while supporting the communities in which we reside.

During 2022, WPS participated in online and in-person events that promote small and diverse businesses including Marketplace, the State of Wisconsin's annual supplier diversity conference. We also worked with other organizations that promote small business concerns, including, but not limited to, the Wisconsin Procurement Institute.

In addition, WPS has a dedicated position focused on engaging with external veterans' groups and programs. The goal is to expand our visibility to veterans and veteran-owned businesses that could fill a role within our organization.

In all, small and diverse businesses represent more than 11% of WPS spending on third-party suppliers. WPS has been able to increase supplier diversity by focusing on small businesses. In the past 12 months, small businesses accounted for more than 58% of WPS' new suppliers, doubling the 2021 total.



“Strong partnerships with small and diverse businesses not only align with WPS’ values and purpose, but allow us to be agile and innovative. Some of the most cutting-edge solutions come from small and diverse businesses, and sharing those with WPS only makes us stronger.”

Sara Redford | Vice President, Procurement



Who We Are

WPS Health Solutions was founded in 1946, and today, entering our 77th year, we remain focused on the future. Our company was built on the idea that health coverage should be affordable and easy to use, especially for those in our armed forces and senior citizens. We continue to find new ways to make that idea a reality.

WPS has always been ahead of the curve. We were founded as a not-for-profit organization to help returning World War II veterans get the affordable health coverage they needed. We've never stopped breaking new ground. That includes creating a senior health plan five years before Medicare even began and introducing the first Health Maintenance Organization plan for group health coverage.

Throughout many years in business, WPS has continued to grow. We still provide top-quality health insurance plans, but we're also a world-class government contractor.





WPS remains as committed to veterans right now as the day we were founded. Our WPS Military and Veterans Health division has multiple contracts with the government, serving millions of military personnel, veterans, and their families around the globe.

As a pioneer in senior health coverage, when Medicare began in 1966, the Centers for Medicare & Medicaid Services (CMS) chose WPS to be an administrative contractor. Our WPS Government Health Administrators division is currently the Medicare Administrative Contractor for six states.

With a fierce commitment to quality, efficiency, and ethics, WPS continues to live up to our mission:

Together, making health care easier for the people we serve.

What We Do

|  | | Service Provided |
|---|---|--|
| Enterprise | <ul style="list-style-type: none"> \$771 million in revenue 16.1 million beneficiaries \$62.1 billion + claims paid | <ul style="list-style-type: none"> Health benefits services |
|  | <ul style="list-style-type: none"> Health benefits provider for more than 8 million active-duty service members, veterans, and their families | <ul style="list-style-type: none"> Claims administration Provider services Customer service |
|  | <ul style="list-style-type: none"> Medicare Administrative Contractor for 7 million beneficiaries | <ul style="list-style-type: none"> Claims administration Provider services |
|  | <ul style="list-style-type: none"> Individual and group health plans Medicare supplement insurance Administrative Service Only (ASO) plans | <ul style="list-style-type: none"> Full-service provider |



1946

State Medical Society develops the Wisconsin Plan and establishes Wisconsin Physicians Service to market and administer it.



1956

WPS named Wisconsin contractor for the Department of Defense's military health plan.



1960

WPS develops and markets the Century Plan to customers age 65 and older.



1966

WPS creates the Medicare-PLUS supplement plan and begins serving Medicare beneficiaries and their health care providers.



1970

WPS pioneers a new Health Maintenance Organization that is the first of its kind.



2007

WPS awarded Medicare Jurisdiction 5 contract for Iowa, Kansas, Missouri, and Nebraska.



2011

WPS awarded Medicare Jurisdiction 8 contract for Indiana and Michigan.



2021

WPS earns renewal of the TRICARE For Life contract we have held since 2004.



2021

WPS marks 75 years of caring for customers and beneficiaries!



People, Progress, and Partnerships

Share Your Thoughts

WPS Health Solutions is committed to being a socially responsible corporate citizen. If you have any feedback about our efforts, please email your comments to CommunityRelations@wpsic.com or write to us at:



WPS Health Solutions Corporate Citizenship
Attn: Corporate Communications
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