

# SOLUTIONS

## **WPS Health Solutions**

Building a healthy future for our customers and our community





A HEALTHY CONVERSATION.

For more than

# 70 years

WPS Health Solutions has been building a healthy future for our customers and our country through our health insurance plans and our government contracts.



## Our business is finding solutions

Health benefits can be complicated. WPS offers solutions.

WPS is an innovator in health insurance and a worldwide leader in claims administration, serving millions of beneficiaries in the United States and abroad.

We offer health insurance plans for individuals, families, and seniors, and group plans for small and large businesses. We are a world-class claims processor and program administrator for the government's Medicare program. And we manage benefits for millions of active-duty and retired military personnel and their families, here and around the world.

WPS was founded in 1946, helping fill the need for affordable health care for the more than 300,000 soldiers returning to Wisconsin after World War II. Today, we are still driven to serve the needs of our communities—finding innovative health solutions, delivering value, and making our products easy to understand and use.

Find out more



**Online:**  
[wpshealthsolutions.com](http://wpshealthsolutions.com)



**Phone:**  
608-977-5000

A HEALTHY CONVERSATION.

WPS processes

**hundreds of millions**

of claims each year, which equates to

**billions**

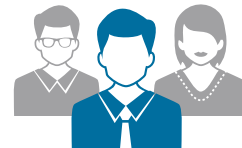
of dollars in benefit payments to customers and beneficiaries.



More than

**3,500**

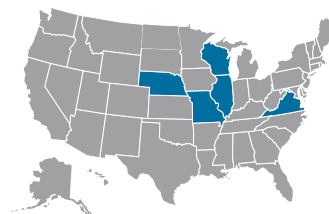
engaged employees



Offices in

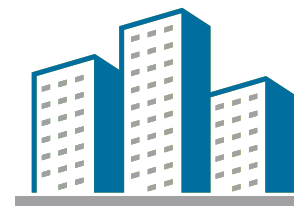
**5** states

and doing business around the globe



**5** lines of business

- » WPS Health Insurance
- » WPS Government Health Administrators
- » WPS Military and Veterans Health
- » EPIC Specialty Benefits
- » Arise Health Plan



**Committed to honest service**

For nine consecutive years, WPS has been chosen one of the World's Most Ethical Companies® by the independent international Ethisphere® Institute.

\*2010-2018 World's Most Ethical Companies® ranking, Ethisphere® Institute, [worldsmoethicalcompanies.ethisphere.com/honorees/](http://worldsmoethicalcompanies.ethisphere.com/honorees/)

A HEALTHY CONVERSATION.

WPS has more than

# 140,000

customers in our health insurance plans and nearly

# 44,000

covered by our Medicare supplement plans.

**WPS** HEALTH INSURANCE  
*Local. Honest. Independent.*

More than  
**5,000**  
hospitals

**163**  
hospitals in Wisconsin

More than a  
**million**  
health care service locations nationwide

**25,000**  
in Wisconsin

Find out more



**Online:**  
wpshealth.com



**Individual Sales:**  
800-332-1398  
**Small Group Sales:**  
800-332-0894  
**Large Group Sales:**  
866-297-4977



**Customer Service:**  
888-915-4001

## WPS Health Insurance

WPS Health Insurance offers high-quality health insurance plans for individuals and families, Medicare supplement plans for seniors, and group health plans for businesses of every size.

## WPS Medicare Supplement Plans

WPS Medicare supplement insurance plans are popular in Wisconsin and are now available in many other states across the country. Customers have freedom to choose any providers in the U.S. who accept Medicare.

Of WPS Medicare supplement customers:

- » **98%** say they would recommend WPS\*
- » **94%** stay with WPS year after year\*



**Medicare Supplement Sales:**  
800-236-1448



**Medicare Supplement Customer Support:**  
888-253-2694

\*WPS customer support survey, 2017.

LOCAL. HONEST. INDEPENDENT.

More than  
**\$47 billion**

in benefit payments for approximately 130 million claims annually.

**WPS** | GOVERNMENT  
HEALTH  
ADMINISTRATORS  
*A Nation's Promise, Kept.*

## WPS Government Health Administrators

WPS has top-tier satisfaction ratings

**1st**

Jurisdiction 8 Customer Satisfaction

**2nd**

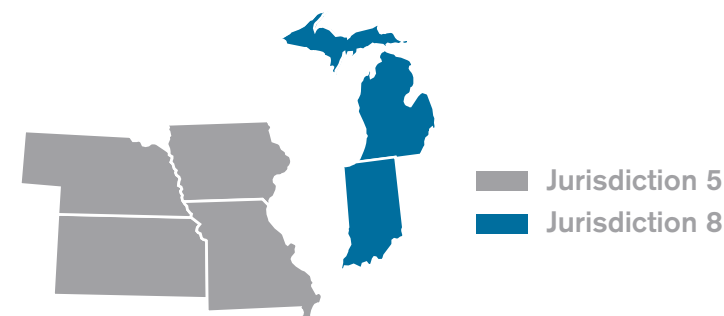
Jurisdiction 5 Customer Satisfaction

Source: CMS 2018 MAC Satisfaction Indicator (MSI) results report

WPS Government Health Administrators manages Medicare Part A and Part B benefits for more than 7 million beneficiaries.

As one of the largest contractors for the Centers for Medicare & Medicaid Services, we've served Medicare beneficiaries and their health care providers since 1966, with an emphasis on long-term performance excellence.

We consistently exceed standards for quality set by CMS and have achieved some of the highest customer satisfaction scores of any contractor.



Find out more



**Online:**  
wpsgha.com



**J5 Customer Service:**  
866-518-3285

**J8 Customer Service:**  
866-234-7331

A NATION'S PROMISE, KEPT.

More than  
**\$3.86 billion**

in benefits paid through TRICARE<sup>®</sup> For Life and TRICARE Overseas.

We support more than  
**8.3 million**

active-duty military, veterans, and their families in the U.S. and worldwide.

Paid  
**\$1.99 billion**  
in benefits through Veterans Affairs in 2017.

**WPS** | MILITARY AND VETERANS HEALTH  
*For your service.*

## WPS Military and Veterans Health

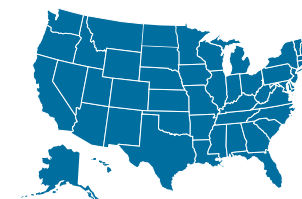
WPS Military and Veterans Health administers claims and provides customer service and related activities for the U.S. Department of Defense and the U.S. Department of Veterans Affairs (VA).

We're committed to ensuring those eligible for TRICARE<sup>®</sup> and VA benefits in the U.S. and overseas receive the highest level of customer service.

WPS Military and Veterans Health began partnering with Humana as a subcontractor on the Defense Health Agency's TRICARE East Region contract. We contribute information technology support, claims processing, and customer service functions for more than 6 million beneficiaries.

WPS Military and Veterans Health also has contracts administering the TRICARE Overseas and TRICARE For Life programs and for the VA Choice program.

TRICARE For Life



TRICARE Overseas



TRICARE East



West Region serves 2.6 million beneficiaries

East Region serves 6 million beneficiaries

Find out more



**Online:**  
[tricare4u.com](http://tricare4u.com)



**TRICARE For Life Customer Service:**  
866-773-0404

FOR YOUR SERVICE.

Over  
**\$2.5 billion**

of life insurance in force.

**EPIC** | SPECIALTY  
BENEFITS  
*Small Company, Big Service.*

## EPIC Specialty Benefits

EPIC Specialty Benefits provides businesses group insurance products that cover:

- » Life
- » Disability
- » Dental
- » Vision
- » Voluntary benefits

EPIC's top priority is customer service. With a history spanning more than 30 years, EPIC's products are designed to be flexible to meet our customers' specific needs. We offer multiple plans with high-quality benefits, competitive rates, and personal service.

Find out more



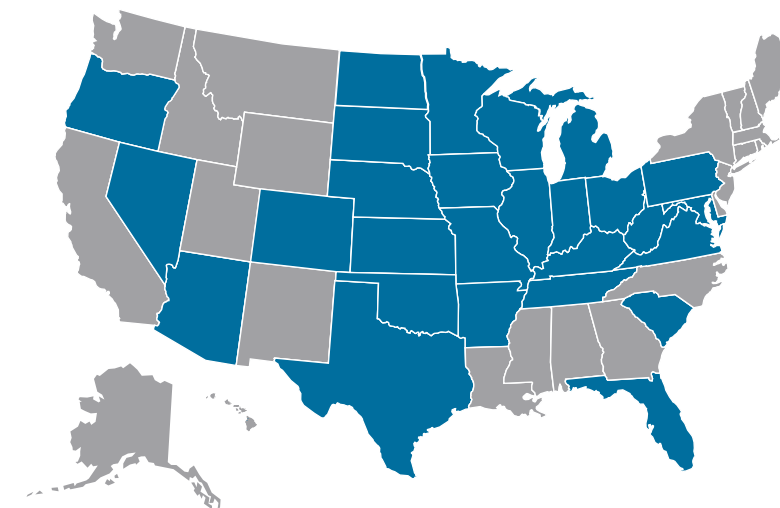
Online:  
[epicbenefits.com](http://epicbenefits.com)



Sales and Customer Service  
800-520-5750

EPIC is licensed to offer specialty benefits in

**27**  
states.



■ Sales States

SMALL COMPANY, BIG SERVICE.



Arise has nearly

# 18,000

customers in select eastern and northeastern Wisconsin counties.



## Arise Health Plan



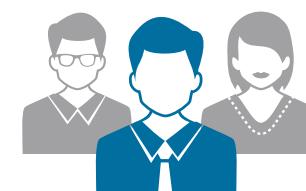
In eastern and northeastern  
**Wisconsin**

Arise Health Plan provides innovative and high-value health plans to groups and individuals in eastern and northeastern Wisconsin.

With our quality Wisconsin-based customer service, Arise offers local health care expertise with a personal touch.



Individual plans  
available in  
**19**  
counties



Small group plans  
available in  
**24**  
counties



Large group plans  
available in  
**35**  
counties

All connected to local health providers.

Find out more



**Online:**  
[arisehealthplan.com](http://arisehealthplan.com)



**Sales:**  
866-841-6575



**Customer Service:**  
888-711-1444

CHOOSE IT AND USE IT.

More than

**\$933,000**

has been awarded to employees' children for education scholarships through the WPS Charitable Foundation's Ray Koenig Memorial Scholarship Fund.



## Building healthy communities

WPS promotes the health and well-being of the communities our customers and employees call home.

We champion causes that are meaningful to our employees and communities, with a special focus on health care for the senior community, military, and veterans. We also support women's and children's health initiatives, and have raised more than \$400,000 for the United Way over the last four years.

Our employees care about and get involved in the community in many ways, including giving blood, donating to our annual United Way drive, delivering meals to seniors, mentoring students, organizing collections for disaster victims, coordinating food and clothing drives for homeless and hungry families, and gathering school supplies for disadvantaged students. Our employees also are involved in the company-sponsored Veterans Enhancement Team group, which supports active-duty military personnel, veterans, and their families.

WPS and our employees donated more than \$1million in the past five years to organizations that connect our corporate values to the social conscience of our customers and employees.



In 2017, WPS Health Solutions supported more than

**50**

organizations through corporate donations, casual day sticker sales, employee drives, in-kind donations, and employee volunteerism.

Find out more



**Online:**  
[wpshealthsolutions.com](http://wpshealthsolutions.com)



**Phone:**  
608-977-5000



1717 W. Broadway  
Madison, WI 53713

The future of health care  
starts with  
**A Healthy Conversation.**

---



Find out more about  
**WPS Health Solutions**

---



[wpshealthsolutions.com](http://wpshealthsolutions.com)



**608-977-5000**



**1717 W. Broadway  
Madison, WI 53713**