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## **Wausau Benefits Web Site Nabs Three Awards**

WAUSAU, Wis.--Feb. 15, 2005--Wausau Benefits, a third-party health plan administrator and a business unit of Fiserv Health, garnered three separate awards for its newly redesigned Web site from COR Health's online resource, "Medicine on the Net." The online health resource's Web Excellence Awards recognize outstanding Web sites based on overall quality, user interface, design and content. Wausau Benefits won in the "Insurer" category for Best Overall, Best Design and Best User Interface.

Criteria for Best Overall consisted of interface, design and content and the overall integration of these elements to create a superior user experience. Wausau Benefits new site achieves this by effectively providing benefit information to users through portals customized for members, employers, providers and producers. Each portal has pertinent data specific to each user group, making them more convenient and expedient to use. Wausau Benefits has found the Internet to be an essential tool in providing accurate and timely information to customers as well as preparing health plan members to take a more active role in managing their health care benefits.

Best User Interface criteria consisted of clear overall organization, easy-to-understand logic, ease of navigation and usefulness of search tools. The new Wausau Benefits site gives health plan members one-click access to claims, benefit coverage and health information, all in a secure environment. It also features online tools to help members evaluate medications, providers and health information. In addition, employers and producers can monitor plan performance, download reports and access individual enrollment and benefit information for employees.

"The site is intuitive so anyone can find it understandable and navigable," said Oren Hermel, Wausau Benefits vice president of corporate operations. "With the move toward more consumer-driven health care plans, our customers and their employees need interactive, sensible and relevant tools to help them take control of their health care costs. Our new site takes us to this next level and puts us ahead of the technology curve."

Criteria for Best Design included overall appearance, appropriateness of design, use of graphics, readability, originality and creativity.

"Our new site is an extension of our services and a reflection of our company," said Hermel. "While we wanted it to be user-friendly and informative, we also wanted it to be representative of our business style. The new design does just that. It's unique, inviting and easy to comprehend."

### **About Wausau Benefits**

Headquartered in Wausau, Wis., Wausau Benefits provides cost effective employee benefit plan administration for health and dental, managed care, pharmacy benefits, stop loss and consumer driven health plans. The company spun off from former parent Liberty Mutual/Wausau Insurance Companies on Oct. 1, 2000 after a management-led buyout and was acquired in 2003 by Fiserv, Inc. as a member of Fiserv Health. Fiserv Health provides a full array of independent health plan management, claims processing and administration services for self-funded medical, dental, vision and disability plans. Wausau Benefits is accredited by URAC for Utilization Management, Case Management, Disease Management, HIPAA Privacy and Claim Processing. For more information about Wausau Benefits Online Services, visit [www.wausaubenefits.com](http://www.wausaubenefits.com).

### **About Fiserv**

Fiserv, Inc. (Nasdaq:FISV) provides information management systems and services to the financial industry, including transaction processing, outsourcing, business process outsourcing and software and systems solutions. The company serves more than 15,000 clients worldwide, including banks, broker-dealers, credit unions, financial planners/investment advisers, insurance companies and agents, self-insured employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported 2004 processing and services revenue of \$3.4 billion. Fiserv can be found on the Internet at [www.Fiserv.com](http://www.Fiserv.com).