

Department of Employee Trust Funds
State Agency Health Insurance Administration Manual

Preface

The *State Agency Health Insurance Administration Manual* (ET-1118) is a reference source intended to aid your administration of and participation in the Wisconsin State Employee Group Health Insurance Program. Its contents are based on state statute, administrative code, and group health contract language and contain instruction relevant to the administrative and reporting practices of the Group Health Insurance Program. Wisconsin statutes, administrative code, and group health contract language are reviewed on an ongoing basis and may be revised after the printing of this manual.

The Department of Employee Trust Funds will make every effort to communicate changes to employers via *Employer Bulletins* and manual updates. This manual contains examples relevant to the administration of the Group Health Insurance Program but may not cover every eventuality. Specific program questions and situations will be considered with regard to current statute, administrative code, Terms and Conditions for Comprehensive Medical Plan Participation in the *State of Wisconsin Group Health Benefit Program and Uniform Benefits* (ET-1136), and/or case law by ETF.

Consult this manual as a first-step resource when you encounter Group Health Insurance Program-related questions or concerns. If questions remain, contact the Insurance Administration Bureau (IAB). IAB provides a single point of contact to resolve issues regarding eligibility, enrollment, coverage and invoicing for ETF benefit programs. A central voice mail system handles calls when all IAB staff member lines are busy. The voice mail system is monitored on a regular basis and all calls are returned within 24 business hours. The IAB telephone numbers are toll-free 1-877-533-5020, 1-608-266-3285 or e-mail at ETFHealthandIns@etf.wi.gov.

Your efforts to accurately administer the provisions of the State Group Health Insurance Program are appreciated. If you have comments on this edition or suggestions for the next edition of this manual, please contact toll free at 1-877-533-5020 or 1-608-266-3285.