

**Department of Employee Trust Funds**  
**STATE AGENCY HEALTH INSURANCE ADMINISTRATION MANUAL**

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**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 (ETF) 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* (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 Employer Communication Center. The Employer Communication Center provides a single point of contact to resolve issues regarding eligibility, enrollment, coverage, and reporting for ETF benefit programs. A central voicemail system handles calls when all Employer Communication Center staff lines are busy. The voicemail system is monitored on a regular basis and all calls are returned within 24 business hours. The Employer Communication Center telephone numbers are (608) 264-7900 and toll-free 1-888-681-3952.

Your efforts to accurately administer the provisions of the Group Health Insurance program are appreciated. If you have comments on this edition or suggestions for the next edition of this manual, please contact the **Employer Communication Center at (608) 264-7900 or toll-free at 1-888-681-3952.**