



**STATE OF WISCONSIN**  
**Department of Employee Trust Funds**  
A. John Voelker  
SECRETARY

Wisconsin Department  
of Employee Trust Funds  
PO Box 7931  
Madison WI 53707-7931  
1-877-533-5020 (toll free)  
Fax 608-267-4549  
etf.wi.gov

## ***Correspondence Memorandum***

**Date:** February 19, 2024

**To:** Office of Internal Audit (OIA)

**From:** Eileen Mallow, Director  
Office of Strategic Health Policy (OSHP)

**Subject:** Review of Health Plan Performance Standards

Thank you for completing the requested review of health plan performance standards against standard contract terms. This information will be useful as we work with vendors contracted with the Group Health Insurance Program (GHIP) on improving consistency and accuracy in reporting.

We agree with the findings in the report that oversight of the quarterly performance reports submitted by vendors could be strengthened. As you know, OSHP recently hired a new data analyst with the responsibility for assessing the completeness and accuracy of both administrative and claims data submitted to the data warehouse and the Department of Employee Trust Funds (ETF) directly. This person will work with contracted vendors to assure compliance with contract terms, validate submitted data, and develop data improvement plans.

We appreciate OIA's time and efforts to developing this review.