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## ***Correspondence Memorandum***

**Date:** May 28, 2025

**To:** IAS Program Management Team

**From:** Michelle Hoehne, Kurt Petrie, Yikchau Sze  
Office of Internal Audit (OIA)

**Subject:** Internal Audit Insurance Administration System (IAS) Program Review  
Monthly Report

### **Background**

This is our continuation of the monthly communication for our IAS Program Review, covering the period from April 19 to May 16, 2025. OIA's role for this consulting project is to provide feedback on IAS program management and verify that key program outcomes are achieved. OIA is using documentation review and evidence testing to verify the following:

- Management oversight is appropriate
- Status reporting is accurate
- Key risks are identified and properly treated
- Necessary testing is completed
- Other key project milestones are supported and achieved

### **OIA Activities Completed**

As part of the routine, ongoing monitoring OIA completes, we attended meetings:

- Program Management Team (PMT)
- Biweekly Meeting between OIA and IAS General Program Manager and Program Analyst
- Weekly IAS – Benefitfocus/ETF Defect and Enhancement Review

We reviewed the following items for reasonableness and asked follow-up questions as necessary:

- DAQ+ Log
- IAS Program weekly status reports
- Monthly Portfolio Committee Reports
- Eclipse time tracking and allocation of hours and provided our review to Program Management to assist in their monitoring
- Risks and issues documented in Eclipse
- Reporting of End-to-End testing progress

Attachment C

- Training recordings and materials as they become available

## OIA Items Noted

### Program Reset

As noted in our April 29, 2025, report, ETF leadership decided to take a phased approach to the My Insurance Benefits launch, with a focused implementation for the Universities of Wisconsin (UWs) on July 1, 2025, and a full launch for all other employers intended in 2026<sup>1</sup>. OEI staff are planning and assessing the impact of this decision on individual projects, and the Program, as a whole. Given how close we are to the July 1, 2025, go-live, Program Management have taken a prioritized approach to replanning. The priority is for what needs to be completed for UWs' go-live, the next priority is for UWs' open enrollment this fall for the 2026 plan year, followed by go-live for all other employers in 2026, and then open enrollment for the 2027 plan year. While replanning work got underway, the Weekly Status Report was temporarily not created for three weeks (April 14, 2025 – May 2, 2025) to allow Project and Program Managers to focus on planning and assessing the phased implementation.

This phased implementation assessment needs to include the timing and amount of development work, both already known internal and external development and additional development work stemming from this decision. Since a combination of the new My Insurance Benefits and ETF's legacy system, myETF Benefits System (MEBS) will be used, processes need to be finalized of how these systems will stay aligned and how vendors will be provided data to accurately administer benefits. Additionally, any outstanding development work needs to be added into the Program testing plan.

End-to-End Cycle 4 testing period concluded on May 16, 2025; however, the agreed upon exit criteria was not met due to the outstanding number of defects. The Program is working to create a new testing roadmap that will need to include items such as development work remaining, outstanding defect and enhancement tickets, new manual business processes and workarounds, and additional My Insurance Benefits production releases. As we have previously indicated concerns over the limited number of local employers selected to participate in testing, excluding their perspective of the system and changes to business processes, OIA encourages the Program to include additional local employers in this new testing plan, as allowable.

We also note that IAS Program Managers created a showstopper tracking document that identifies specific items for the UWs that must be available by go-live. Staff have been working diligently to ensure all these items are completed, along with escalating certain items to Benefitfocus for prioritization. Currently, there are three items at risk of not being completed by July 1, 2025. However, workarounds have been identified for two of these items. The status of the showstopper items can change because of

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<sup>1</sup> March 2026 was originally communicated as the launch for all other employers. Program staff are working to verify the timing of the 2026 launch.

Benefitfocus system enhancements and/or defects corrected and ETF's ability to retest the items, so frequent updating and monitoring must occur.

cc: Strategic Council