



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: June 23, 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 May 17 to June 18, 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 the following meetings:

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

OIA Items Noted

UWs Go-Live Readiness

As noted in our prior two reports, 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 2026¹. Since a combination of the new My Insurance Benefits and ETF's legacy system, myETF Benefits System (MEBS), will be used, dual entry is required in both systems until the MEBS Bridging Automation is complete². The plan is for the UWs to complete the reconciliation between My Insurance Benefits and MEBS, and ETF will randomly sample five percent of member enrollments for verification. As suggested by OIA, ETF and the UWs are working on a Memorandum of Understanding (MOU) to clarify responsibilities before and after go-live.

The 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 of these items are completed, along with escalating certain items to BF for prioritization. Currently, all items are marked as complete because they have either been fixed or manual workarounds will be used.

The IAS Program Managers have also had readiness assessments with third-party vendors, project managers, ETF staff, UWs staff, and BF to ensure they were onboard with the go-live date of July 1, 2025. The first readiness assessment occurred at the end of May/beginning of June. At that time, all parties indicated they were comfortable proceeding with the July 1, 2025, go-live, pending some work that must be completed. Another readiness assessment will take place before June 30, 2025.

Most project managers have updated their project's work plans to reflect the UWs implementation on July 1, 2025, and a full launch for all other employers in 2026. However, despite the phased implementation approach being announced back on April 22, 2025, replanning work and confirmation of the 2026 full implementation date has not yet been completed. It is important that this activity be completed soon to ensure continued progress towards a successful full implementation and stakeholder buy-in.

cc: Strategic Council

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

² The purpose of the MEBS Bridging Automation is to eliminate the UWs' need to perform dual entry of enrollment transactions in My Insurance Benefits and MEBS.