

Insurance Administration System

December 2022 Board Update

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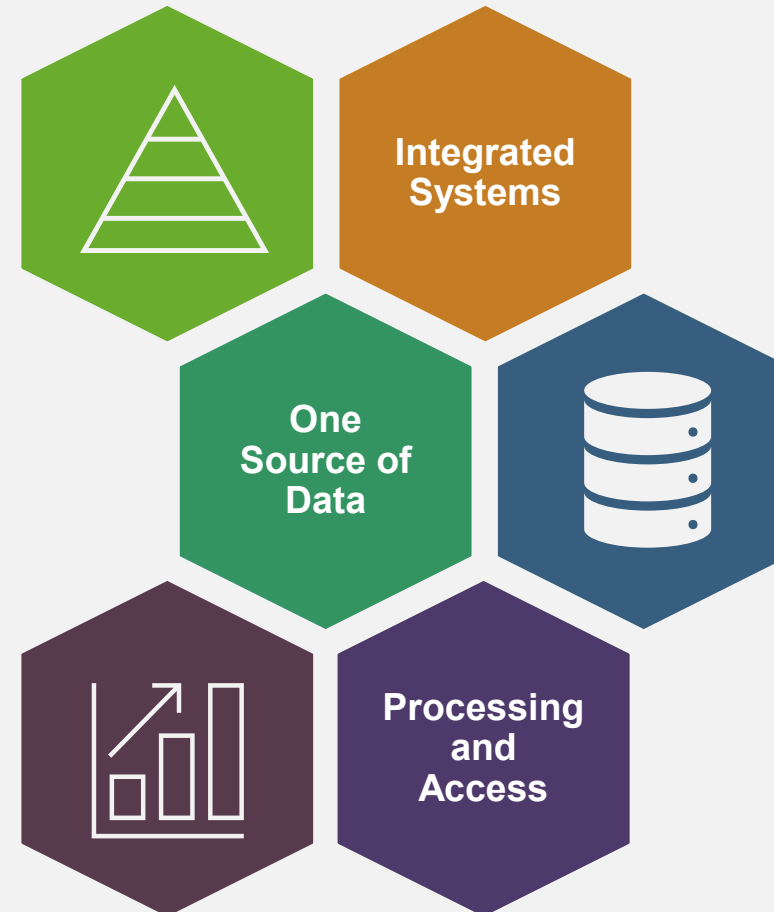


Agenda

- Insurance Administration System Project Overview
- Timeline
- Accomplishments
- Risks

Modernization Strategy

- Modernize the way we do business, improving current processes to better support employer and member experiences.
- Reduce risks.



Modernization Benefits

- Opportunity to reach our goal of offering an effortless customer experience and optimizing our processes.



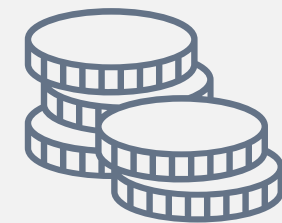
Customer Service



Communication



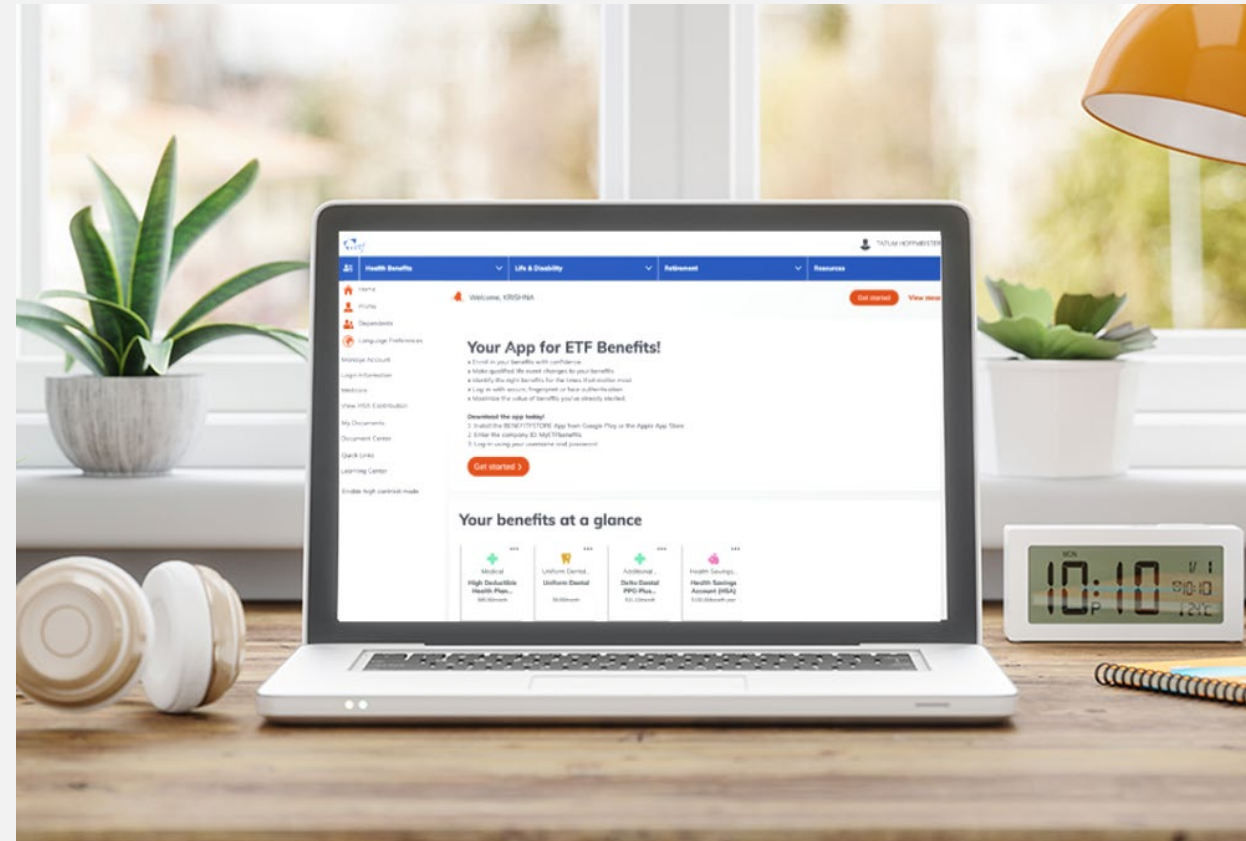
Operational Efficiency



Reduced Cost

Project Overview

- Eligibility and Enrollment
- Data Management
- Reporting and Analytics
- COBRA Administration
- Billing and Payments
- Communication and Engagement
- Web-based, Self-Service Functionality



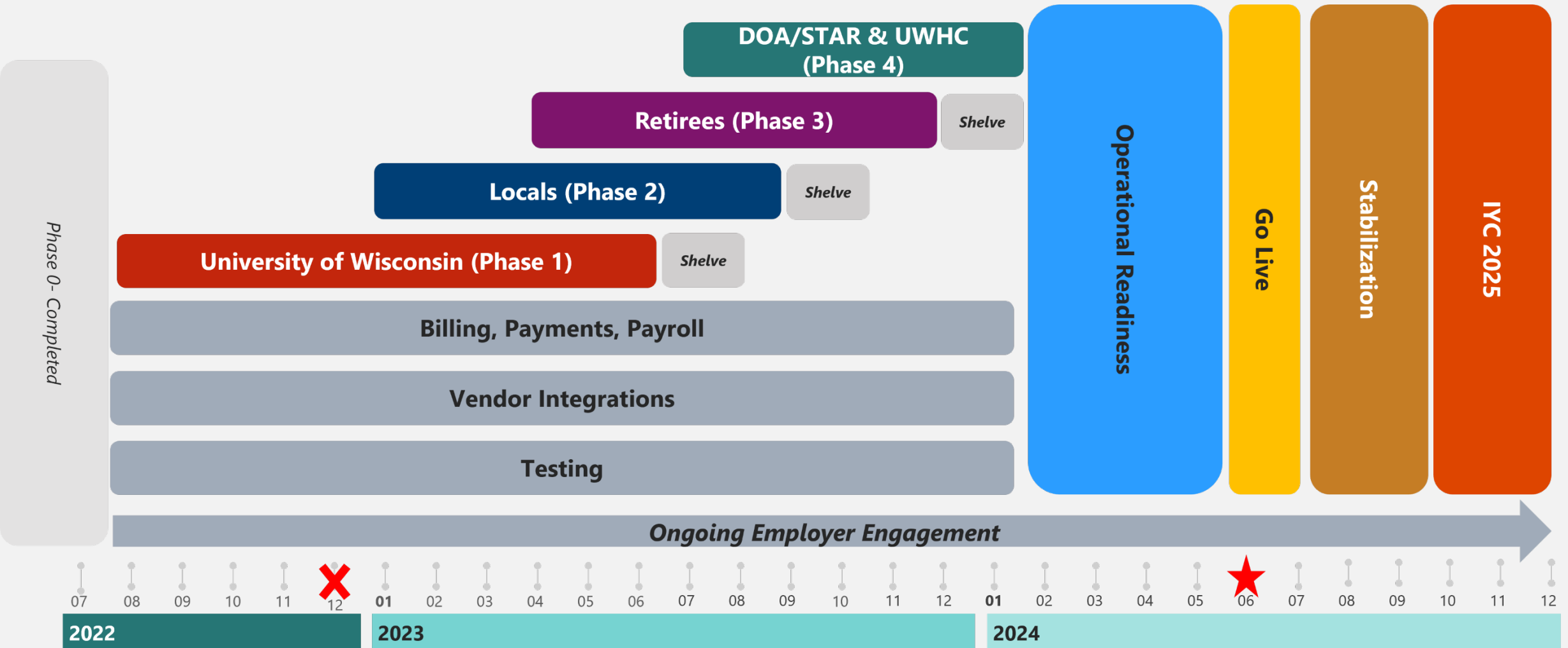
Project Guiding Principles

- Modernize Insurance Administration System and processes
- Improve the quality of delivery
- Improve the customer experience for all users: ETF staff, members, employers, vendors
- Simplify complexity and create consistency across products and services
- Deploy an integrated IAS with one source of master data

Commercial Off The Shelf (COTS)

- Configure, not customize
- Apply business rules and workflows to proven Benefitfocus solution
- Adopt best practices, process changes, look for opportunities to improve the current state

Project Timeline and Approach



Project Accomplishments

Phase 0

- Established standard base configuration
- Completed testing activity with no critical errors outstanding

UW

- Kicked off with first employer **phase-** University of Wisconsin
- Completed Payroll discovery and initial Eligibility rules

Locals

- Local employer outreach including intake information for discovery
- Planning for initial Employer Engagement forum

DOA & UWHC

- Established recurring sessions providing project updates, pre-planning, demonstrations, and technical specifications

Project Risks

- Timeline
 - Third-Party Administrators and Employers ability to meet defined timelines.
- Resources
 - Maintenance of current system, operational capacity, and competing initiatives.
- Budget
 - Renegotiating the terms of the contract including the cost of extending the project timeline.
- Other
 - High level of process changes for ETF, Employers and Third-Party Administrators.
 - Purchase of Benefitfocus by Voya.

Upcoming Milestones



University of Wisconsin testing



Vendor integration testing



Local employer kickoff



Local employer discovery



Engagement forums



Questions?

Thank you



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