

Welcome to the Employee Trust Funds Board

December 8, 2022

Meeting will begin at: 12:30 p.m.



WIFI

WI-GUEST

No Password is needed



Please Sign In

- Who? All meeting attendees
- Sheet available at the door



Meeting Materials

- Available at etf.wi.gov



**Please Silence your
Cell Phone**

Announcements

Item 1 – Employee Trust Funds Board



Consideration of Minutes of

September 22, 2022 Open Session



Item 2 – Employee Trust Funds Board



Committee Reports

Item 3 – Employee Trust Funds Board

Executive Committee – Bill Ford

Audit Committee – Leilani Paul

Budget and Operations Committee – Roberta Rasmus



Board Policies & Procedures

Item 4A – Joint Meeting of the Retirement Boards

Laura Patterson

Office of Policy, Privacy & Compliance





Action Needed

A motion is needed to approve replacing the current Board Policies with a unified Board Policies & Procedures Document that includes updated policies and procedures.

Insurance Administration System

December 2022 Board Update

Michelle Baxter, Director Office of Enterprise Initiatives

Katherine Fitzgerald, Transition Manager

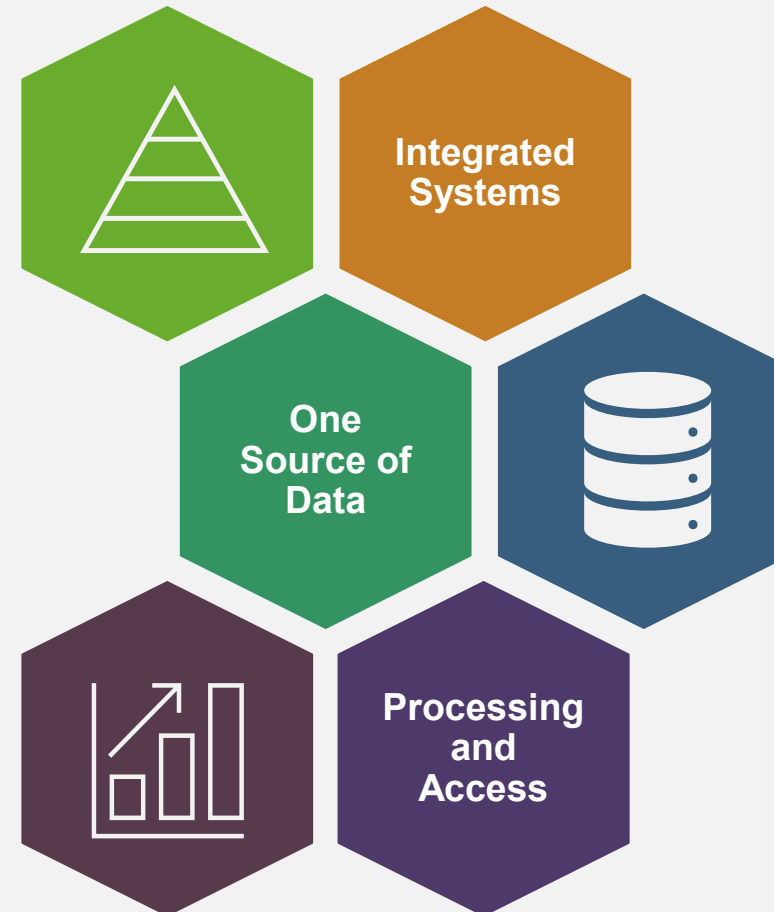


Agenda

- 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.



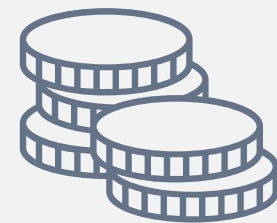
Customer Service



Communication



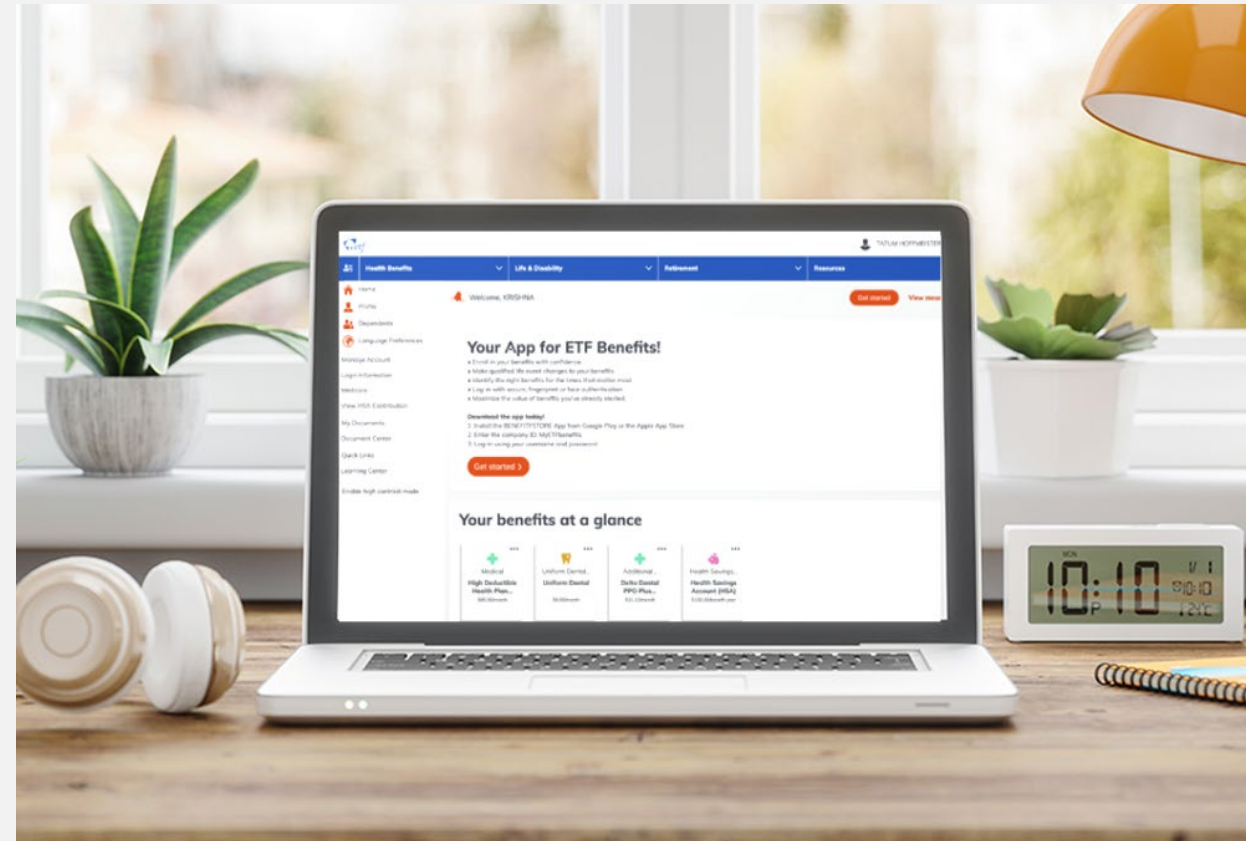
Operational Efficiency



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



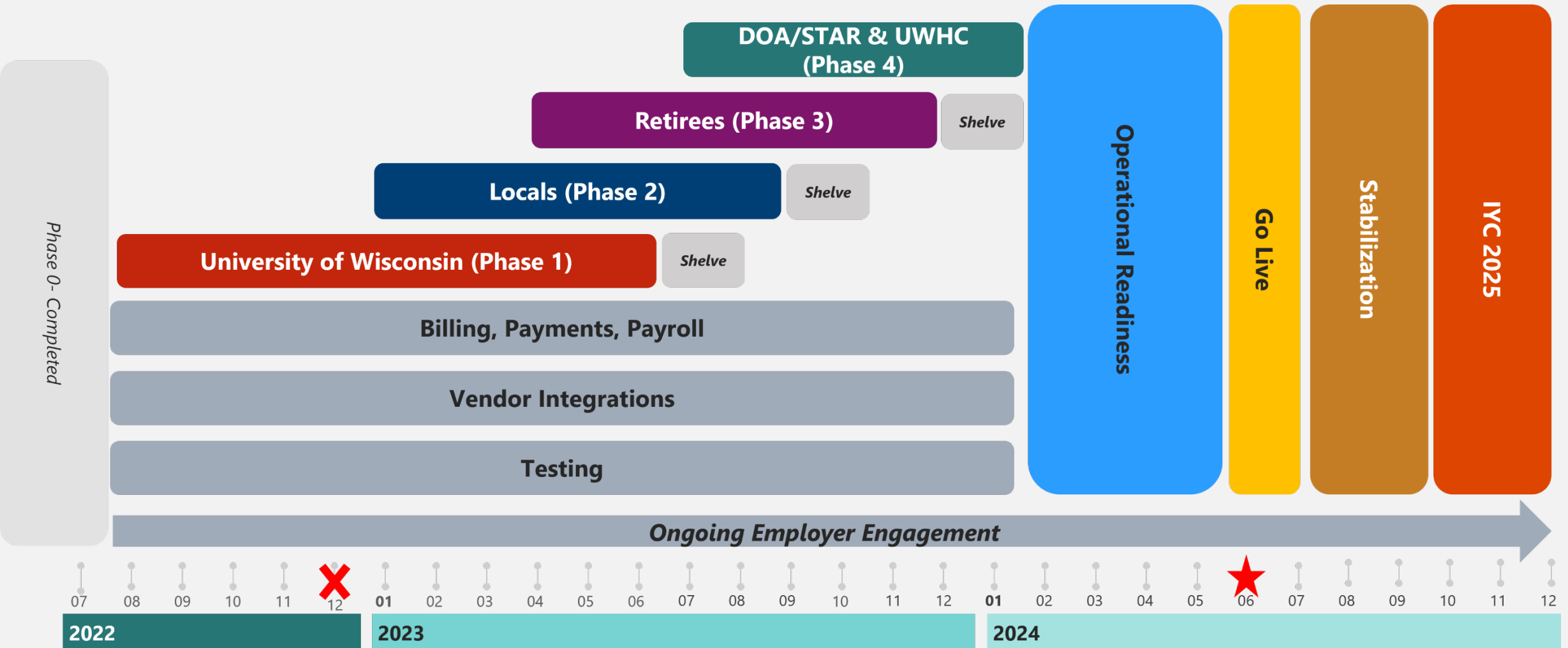
Project Guiding Principles

- 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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ETF E-mail Updates




608-266-3285
1-877-533-5020



Secretary's Report

Item 5B - Employee Trust Funds Board



John Voelker, Secretary



ETF Organizational North Star Metrics

Item 5C – Employee Trust Funds Board

Pam Henning, Assistant Deputy Secretary



Written Reports Only

Items 5D – 5E – Employee Trust Funds Board



Future Items for Discussion

Item 6A – Employee Trust Funds Board



Closed Session



Item 7 – ETF Information Security Management



Closed Session

The Employee Trust Funds Board is currently in closed session.



Announcement of Action Taken on Business Deliberated During Closed Session

Item 8 – Employee Trust Funds Board



Adjournment



Item 9 – No Memo

