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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
March 2017- May 2017

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, successes and milestones – achieved from March 2017 through May 2017. All accomplishments relate to the four focus areas of the 2015-2019 strategic plan.

FINANCIAL STEWARDSHIP (maintaining compliance; administering program benefits for members and employers)

- Clearinghouse rule CR 16-034 to modify the eligibility requirements in Administrative Rule ETF 50.10 for Income Continuation Insurance for local units of government to make the requirements consistent with changes made in Wisconsin Act 55 for state employees was approved and became effective on May 1, 2017. Local ICI plan language was amended and the changes were presented to and approved by the Group Insurance Board. Program materials were updated and employers were notified of the change and its impact.

- Scope statement on Chapter ETF 50 for Disability Benefit Program Redesign (LTDI rule) was approved by the Governor's office on March 6 and published in the Wisconsin Administrative Register on March 13. Secretary Conlin approved the statement March 23 and ETF submitted the proposed LTDI rule to the Wisconsin Legislative Council Clearinghouse on April 20.

- Completed a Value Stream Mapping of the non-annuitant forced distribution process in order to improve efficiency and timeliness, reduce waste, and to be in compliance with Act 302 and IRS regulations. Implementation stage of the process now underway.

- Created a new query to run the non-annuitant population against the Health and Family Services (HFS) death match list. Current results indicate a potential increase of 20-30 death workflows created per month.

- Improved the beneficiary designation process, from manually mailing the designation acknowledgement to an automated batch process. The estimated annual savings resulting from this improvement is $8,655.00 (351 hours).

Reviewed and approved by Pam Henning, Assistant Deputy Secretary

Pamela L Henning Electronically Signed 6/12/17

Board	Mtg Date	Item #
EXC	6.22.17	4A

- Reorganized budget and procurement staff into the newly created Bureau of Budget, Contract Administration and Procurement. Elevating this function to a bureau reflects ETF's commitment to maximizing operational business resources, streamlining internal processes, and improving business partnerships. The bureau's new Director, Bonnie Cyganek, started May 30, 2017.

- Announced an intent to award a contract to Navitus Health Solutions to provide third-party administrative services for the pharmacy benefit programs. In addition to providing superior customer service, under the new contract Navitus is expected to reduce pharmacy spending for the state and retirees in the first year of the contract.

- Successfully negotiated self-insured contracts with six third-party administrators (TPAs) for the 2018-2020 plan years. These contracts would transition the health insurance program to a self-insured, regional program structure. The contracts currently await approval by the Legislature's Joint Committee on Finance.

QUALITY AND VALUE (incorporating documentation, testing, risk management; expanding metric-based decision-making)

- Completed the myETF vendor acceptance testing period and entered into user acceptance testing. During vendor acceptance testing, the BAS Project vendor extensively tested myETF's Rollout 2 development. During user acceptance testing, ETF staff will test myETF. Prior to testing, ETF staff participated in comprehensive user acceptance training sessions.

- The monthly "late payment to vendors" report for April again showed zero unexplained exceptions. For the period January 2017 through April 2017, there were a total of 1,478 invoices payments processed with 18 explained exceptions.

- Created the new position of Chief Information Security Officer (CISO) and a new Bureau of Information Security Management. These efforts will heighten ETF's focus on securing our member, employer, and staff privacy and safeguarding ETF's benefits administration. Trae Matte started as the new CISO on May 15.

- Launched implementation of Truven Health Analytics data warehouse for the group health insurance program. This new tool will provide ETF and the Group Insurance Board with the data necessary to measure and evaluate health plan performance and preventive service compliance; identify benefit design effectiveness and network performance; evaluate and compare quality and efficiency among providers; measure and analyze cost drivers; identify trends; perform rate setting; and conduct other reporting.

INNOVATIVE SOLUTIONS (BAS; broader efforts to integrate systems, increasing security and flexibility)

- Completed the development of the myETF Employer Insurance, Data Setup and Income Continuation Insurance Setup Files and the resource documents designed to explain the files to participating employers. These items are currently being distributed to employers with related training, communications and testing opportunities.

- Initiated a BAS subproject focusing on multiple implementation details. The project will address all aspects needed to successfully launch myETF on January 1, 2018. The project scope includes communications, training, technical computer application items, data migration/conversion, and business process implications as well as employer, member and ETF staff impacts.

- Commenced the Enterprise Gap Analysis Project to discover and prioritize key gaps found between the current state of ETF functionality and myETF Rollout 2 design. These outcomes have led to several separate efforts to improve application functionality and documentation.

- Reduced the number of Social Security numbers that require manual intervention to verify and correct in ETF systems, resulting in smaller error reports. This simplifies researching true errors, (e.g., misspelled names). The end result is cleaner data prior to conversion to the new BAS system.

- Completed the migration of ETF’s Active Directory security system, an in-house system, to the enterprise system supported by the Division of Enterprise Technology. This is a very significant milestone in the strategy to host our commodity IT services at DET. Going forward, ETF’s IT staff can focus on helping the agency use technology to better meet operation and strategic goals. ETF, as the first state agency to accomplish this change, hosted a large group of IT staff from other agencies to debrief them on the processes involved.

CUSTOMER ENGAGEMENT (educating and communicating with customers to meet their needs; enhancing employee skills, collaboration, productivity)

- Completed development of the Employer Reporting Confirmation process, for employers to confirm their ability to report payroll information through file submission or direct entry into myETF. In addition, began offering employer training webinars to educate and support as they perform the confirmation process, which will help ensure their success for the January 1, 2018 go-live. Also held 10 training sessions for staff in Employer and Contact Services Bureau in preparation of supporting employers during the myETF Employer Reporting Confirmation process. Most employers will test the file confirmation process during this summer.

- Offered ETF staff 15 sessions of “See Yourself in myETF,” which reviewed some Rollout 2 myETF screens and provided an opportunity to review data that had been converted from ETF’s legacy systems.

- Created multiple communications for staff and employers to stay informed about the BAS Project, the workings of the Project Management Office and to address change management issues. These include revising myETF Employer web pages (http://etf.wi.gov/employers/myetf-employers.htm) with information related to confirmation and data setup, and a myETF Preview presentation for staff on important myETF Account screens displaying financial-related data. In addition, strengthened our BAS Project communication link with employers’ payroll vendors by offering monthly call-in sessions to field vendor questions and keep them up to date on myETF development.

- Implemented two assist phone lines: one for retirement-related questions and the other for insurance-related inquiries. The assist lines are an efficient way to offer additional resources and support to staff in employer services, the member call center and other areas. The lines are staffed by employees with strong knowledge of WRS benefit programs and administrative processes. The employer assist line was modeled after the assist line that has been in place in the member call center for several years.

- Increased the number of calls answered by 11% (4,370), compared to the same period in 2016. In addition, customer wait times were reduced by almost two minutes, down to 3:41 in 2017.

- Since launching the new Well Wisconsin portal in January, Staywell has registered 20,000 portal users; provided support to more than 1,300 participants at on-site health screening events; and provided on-site program demonstration and portal demonstrations to more than 500 participants. Staywell has also connected with over 65 wellness champions at state agencies, university campuses and local employers. These champions are charged with promoting the Well Wisconsin program at their agencies and promoting wellness activities in general.

- Completed 15 group DISC sessions held during this time period. DISC is utilized as a teambuilding tool enabling staff to learn about communication styles.

- Began the Leadership Academy Group 3, which consists of eight classroom sessions on interpersonal skills and conflict resolution. Group 1 concluded in November 2016 and Group 2 concludes in July.

- Offered six Respectful Workplace classroom training sessions, which center on the topic of harassment in the workplace.