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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
December 2017- February 2018

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, successes and milestones – achieved from December 2017 through February 2018. 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)

- Published the 2016 ETF Comprehensive Annual Financial Report (CAFR), which includes the financial statements, related notes and audit opinion for the WRS and other benefit programs administered by ETF, for the year ended December 31, 2016.
- Calculated the 2017 Wisconsin Retirement System (WRS) Core and Variable effective rates that are applied to active employees' retirement account balances.
- Completed mass migration or termination of approximately 21,250 members from the expiring health plans to the new plans or plan versions.
- Closed the Long-Term Disability Insurance Program (LTDI) to new claims effective January 1, 2018, and simultaneously re-opened the \$40.63 Disability Annuity program to all eligible WRS employees. Assumed the benefit payment function for the runout of the LTDI program from the third-party administrator.
- Placed an unusually high 1,135 retirement applicants on the payroll for January 2018.
- Continued evaluating proposals submitted in response to the Medicare Advantage Request for Proposal. The Department is seeking lower-cost choices for health plan participants enrolled in Medicare.
- Completed an audit of WPS Health Insurance, the third-party administrator for the It's Your Choice Access and Medicare Plus plans, and presented audit findings to the Group Insurance Board (GIB).

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

Pamela L Henning

Electronically Signed 3/13/18

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- Continued to monitor progress toward implementing recommendations from a recent audit of Total Administrative Services Corporation (TASC), administrator of the Health Savings Account (HSAs), Limited Purpose Flexible Spending Accounts (LPFSA), and Employee Reimbursement Account (ERA) benefits; reported on this progress to the GIB.
- Prevented 16,000 in billing errors from one vendor via diligent monitoring efforts in place at ETF.

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

- Re-evaluated many quality issues and concerns that led to postponement of the planned January 1, 2018, implementation of myETF. Actions implemented include: completed and updated all Roll-out 2 (R2) design documents; established a phased deliverable schedule through the spring and summer, with a final assessment period slated for July and August of 2018. Additionally, tighter tracking of open items, issues and testing results will provide the team with an “early warning mechanism” to identify significant issues sooner in the development and evaluation process.
- ETF has kicked-off an “IV&V effort” (Independent Verification and Validation) with a third-party vendor that will assist ETF in identifying areas of improvement, potential product issues, systemic or project specific challenges with the vendor, software, project, project structure, etc. Once the results are known in the spring of 2019, ETF will use those results as input for defining a path moving forward.
- Ongoing contract discussions are underway with ETF’s myETF vendor, Vitech. ETF is seeking to make several changes in the contract language while negotiating timeline changes that are favorable to ETF.

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

- Completed planning for updated myETF Roll-out 2 (R2) implementation targeting January 1, 2019, as the first go-live date. There will be three phases for R2: January 1, around April 1 (exact date TBD pending completion of annual processing and annual reconciliation in legacy systems) and July/August 2019 for Member Online Services (MOS).
- Implemented a narrower retail pharmacy network that is projected to save \$2.9 million, with minimal member disruption (less than 8% of members and less than 6% of claims impacted).

- Implemented a mandatory specialty pharmacy network for non-Medicare members that uses two Wisconsin specialty pharmacies (Lumicera and UW Specialty Pharmacy) as the exclusive, preferred specialty pharmacies. This change is projected to save \$1.2 million while maintaining a \$50-member copayment for high-cost, preferred, specialty drugs.

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

- Continued offering employees the option of working extra hours to address workload before the move to the new building. As a result, the backlog of pending retirement estimate requests is down more than 55% and turnaround time is less than 10 days, an improvement of 40%.
- Revised the WRS employee benefits seminar presentation by improving visuals, clarifying content, and in general tailoring information for members within five years of retirement.
- Added 36 local employers to growing number of those offering the free Financial Fitness Program to their employees in 2018.
- Digitized more than 300 Wisconsin Deferred Compensation plan-related documents in the ETF knowledge management system, as part of ETF's preparations for the move to the new building.
- Successfully tested and deployed wireless headsets for all contact management staff to use with their VoIP phones. These headsets have better audio quality, improved connectivity and allow mobility for specialists to move around their work areas.
- Increased the number of balanced annual reconciliation files from employers by 54%. This increase can be attributed to preparations for myETF Rollout 2 which included increased employer outreach training, an increase in the number of webinars, and greater communication between employers and their WRS case manager.
- Updated myETF training for Payroll, Employment File, and Confirmation webinars, reflecting the updated project timeline and FAQs.
- Planned and scheduled spring Confirmation training in preparation for BAS R2, including 32 classroom sessions in 14 different locations throughout the state of Wisconsin (858 seats are available in classroom sessions, and an unlimited number of seats are available in online sessions).
- Launched registration for spring Confirmation training on February 15. More than 250 people registered on the first day, and one session in Green Bay filled within

hours. To date, 63 people have signed up for online sessions, and 320 people for classroom sessions. Two sessions in Green Bay and Wausau are full and there is a waiting list for those sessions.

- Mailed communication to more than 2,400 LTDI recipients informing them that future payments would be coming from ETF instead of Aetna beginning with their February 1, 2018, benefit payment.
- Implemented a new mail order pharmacy vendor for all health plan participants with enhanced customer service standards.
- Worked with the University of Wisconsin Survey Center to survey health plan participants ages 62 and older, designed to glean health plan preferences for Medicare-related benefits.
- Continued Well Wisconsin Program education, outreach, and communication efforts, which included providing direct support to 454 members/participants and 268 employer champions.