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EXECUTIVE COMMITTEE
ACCOMPLISHMENTS REPORT
September 2018 - November 2018

This quarterly report highlights significant Department of Employee Trust Funds **operational** accomplishments – daily business activities, process improvements, successes and milestones – achieved from September 2018 through November 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)

- Issued ETF’s Comprehensive Annual Financial Report (CAFR) as of and for the year ended December 31, 2017. The CAFR provides comprehensive information about ETF, the WRS and other benefit programs administered by ETF and includes an unqualified, or “clean”, audit opinion on the 12 financial statements and related notes.
- Issued Employer Schedules for the WRS and for the State and Local Life Insurance plans as of and for the year ended December 31, 2017. These schedules are provided by ETF to employers to assist them in meeting their financial reporting requirements in accordance with Governmental Accounting Standards Board (GASB) principles.
- Successfully launched the new Medicare Advantage plan available through UnitedHealthCare. Approximately 6,835 members have enrolled in the new product. These members will see, on average, a \$100 per month decrease in their premium (for a single enrollee) and will have a more seamless benefit experience because their benefits are integrated with Medicare.
- A business process improvement resulted in providing health insurance rates three weeks earlier than last year. Rates were finalized, loaded into ETF’s information systems and provided to employers in a faster timeframe, due to the new process.
- ETF realized \$112,000 training event cost savings from July 2017 to September 2018, the result of negotiated reductions, “early bird” discounts, hosting external vendors, and State and UW discounts.

Reviewed and approved by Pamela Henning, Assistant Deputy Secretary

Pamela L Henning

Electronically Signed 12/3/18

Board	Mtg Date	Item #
EXC	12.12.18	4A

- Completed a contract extension with The Hartford Life Insurance Company to administer the Income Continuation Insurance program. The extension is for the period of January 1, 2019 through December 31, 2019. Because The Hartford is no longer administering the Long-Term Disability Insurance program, we were able to decrease the annual administrative services fee by \$864,000 beginning in 2019.
- Presented updated versions of Board policies to the Group Insurance Board and the Retirement Boards. The policy updates that were approved include the Boards' Privacy Policy, Conduct of Board Meetings, Communications Policy, and Board Member Qualification Policy and Resignation Procedures.
- Implemented a HIPAA Privacy Breach Notification policy in compliance with a recommendation from ETF Internal Audit's HIPAA Privacy Compliance Audit. The policy outlines the technical elements that constitute a HIPAA privacy breach, and the threshold requirements for notifying the HIPAA Office of Civil Rights, the media, and individuals affected by the breach.
- Completed annuity adjustments on 216 member accounts as a result of updated information from an employer.

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

- Implemented new Medicare Advantage Plan in our health insurance administration system. This provides a better Medicare option for members.
- Improved the process for responding to member requests for confirmation of faxed documents, resulting in an 82% reduction in handoffs between business units and streamlining response time for member confirmation requests.
- Completed a continuity of operations tabletop exercise focusing on ETF's response capabilities during a power outage scenario.

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

- Improved the current appointment scheduling processes for optimal efficiency before bringing on a vendor. Initiated a request for bid for a vendor to implement modern enterprise appointment scheduling software to manage the large appointment volume.

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

- As part of the ETF website redesign project, scheduled for completion in June 2019, completed an audit of more than 650 web pages and identified top tasks or reasons why members and employers come to the site. In addition:
 - Collected website user feedback via an online survey sent to members and employers. More than 1,600 responses were received.
 - Finalized certain style elements for the new website (graphics, fonts, color).
- Processed 5,694 It's Your Choice (IYC) health applications through November 13, 2018, an increase of 15% over the 2017 total of 4,813. Factors affecting this increase include new UHC Medicare Advantage plan and the Local Annuitant Health Plan re-enrollment opportunity.
- Handled a 1.5% increase in call center volume during the annual IYC open enrollment period over the same period as last year (24,170 in 2018 vs. 23,799 in 2017).
- Handled a 29.63% increase in calls answered during the highest volume week of the annual IYC open enrollment period, compared with the same period last year (7,214 in 2018 vs. 5,565 in 2017).
- Conducted training on the agile project management methodology for 25 project managers, business analysts and technical developers.
- Surveyed Wisconsin Deferred Compensation (WDC) participants, asking about customer service (satisfaction levels), opinions, and knowledge of investment options. A total of 5,961 survey responses were received; results showed that respondents are generally satisfied with the WDC as administered by Empower Retirement. ETF and the Deferred Compensation Board will use the survey results to guide potential future service improvements and plan enhancements.
- Restructured the employee Travel and Procurement resources to provide a better user experience for staff. With a direct link to our user-friendly travel section, staff can more easily find the eLearning, user guides and Q&A guides.
- Launched a new web-based interactive and personalized decision-making tool, Alex, ahead of the IYC open enrollment period. By October 26 Alex had received 15,782 visits. 92% of users said they found the medical section of the tool at least somewhat helpful and 70% said they have a better understanding of how their medical benefits work.
- Increased user engagement with IYC resources over the same period last year, based on the following data:
 - ETF mailed 36,000 decision guides to retirees, a 29% decrease over 2017.
 - Logged 23,606 views of ETF's eLearning videos, a 7.7% increase over 2017.