



**STATE OF WISCONSIN**  
**Department of Employee Trust Funds**  
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 SECRETARY

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***CORRESPONDENCE MEMORANDUM***

**DATE:** May 27, 2008

**TO:** Group Insurance Board

**FROM:** Liz Doss-Anderson, Ombudsperson, Quality Assurance Services Bureau  
 Christina Keeley, Ombudsperson, Quality Assurance Services Bureau  
 Linda Esser, Executive Staff Assistant, Quality Assurance Services Bureau

**SUBJECT:** Correspondence and Complaint Summary

This summary is provided for informational purposes and contains a listing of issues raised by participants relating to insurance benefits under the authority of the Group Insurance Board (GIB). The tables below include a summary of the following for the period of March 1, 2008, through April 30, 2008:

- (1) correspondence received by the Department addressed to the Secretary or the GIB;
- (2) the number of requests for information and assistance made to the ombudspersons in the Quality Assurance Services Bureau (QASB).

QASB staff will be available at the Board meeting to address any questions you have regarding this report. Thank you.

**Correspondence:**

	Number
<b>Health Insurance</b>	
• Complaint regarding 2007 Dual-Choice and lack of access to providers through Humana Western	1
• Complaint regarding WPS retaliatory behavior	1
• Complaint regarding Unity Health Plan and misinformation distributed regarding coverage of root canals	1
• Request for Employee + 1 coverage plan	1
<b>Pharmacy Benefits</b>	
• Complaint that a specific drug (Boniva) is not covered by Navitus	1
<b>Disability Programs</b>	
• None	0
<b>TOTAL</b>	<b>5</b>

Reviewed and approved by Pam Henning, Administrator, Division of Management Services.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

Board	Mtg Date	Item #
GIB	06/10/2008	6

**Contacts to Ombudspersons:**

From March 1, 2008, through April 30, 2008, 213 members contacted the ombudspersons for assistance with benefit issues. The majority of these contacts involved health insurance and pharmacy benefits, including inquiries and requests for assistance regarding Medicare Part D. Some reoccurring issues identified by staff included:

- Humana Medicare Advantage Private Fee for Service (PFFS) plan issues including
  - passive enrollment
  - disenrollment problems
  - claims payment problems
  - coupling the PFFS benefit with Uniform Benefits
- Non-coverage of the zoster (shingles) vaccine under Medicare Plus \$1,000,000 when the vaccine is covered under Medicare D
- Non-coverage of gastric bypass under Uniform Benefits
- Anthem blue card system problems
- Dental enrollment data problems at Dean (Ameritas) and UnitedHealthcare
- Enrollment data integrity issues between Navitus and Laker (software/data management)

The following tables summarize the method of contact and program areas involved (compared with 2007).

<b>Total Contacts (by month)</b>	<b>2008</b>	<b>2007</b>
March	116	98
April	97	90
Total	213	188

<b>Method of Contact (year to date)</b>	<b>2008</b>	<b>2007</b>
Telephone	415	N/A
E-mail/Contact Us Internet Page	104	N/A
US Mail	21	N/A
Walk-In	10	N/A

<b>Number of Contacts by Program (year to date)</b>	<b>2008</b>	<b>2007</b>
Health Insurance-HMO's	256	180
Health Insurance-Self Funded	125	97
Pharmacy Benefits	104	38
Non WRS Programs (DentalBlue)	23	8
Disability/Income Continuation Insurance	13	6
All Other Program Types* (Life Insurance, ERA, EPIC, Spectera, WRS/ASLCC and WDC)	29	16

\*It is not common to receive a large number of complaints regarding these programs. The availability of ombudsperson assistance in this area is not widely known and most of these programs are not under contract with ETF; rather, they are benefits that the Board simply approves to be offered through payroll deduction.

**Key:**

- *ASLCC: Accumulated Sick Leave Conversion Credit*
- *ERA: Employee Reimbursement Accounts. Optional pre-tax savings account for medical expenses and dependent care.*
- *EPIC: Optional supplemental benefit plan that provides coverage for dental, excess medical and accidental death and dismemberment.*
- *Spectera: Optional vision benefit*
- *WDC: Wisconsin Deferred Compensation*
- *WRS: Wisconsin Retirement System*