



STATE OF WISCONSIN
Department of Employee Trust Funds
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CORRESPONDENCE MEMORANDUM

DATE: August 10, 2009
TO: Group Insurance Board
FROM: Christina Keeley, Ombudsperson
Liz Doss-Anderson, Ombudsperson
Vickie Baker, Ombudsperson
SUBJECT: Correspondence and Complaint Summary

This memo is for informational purposes only. No Board action is required.

In the past, the Ombudspersons for the Department of Employee Trust Funds (ETF) have prepared a correspondence and complaint summary that was distributed at each Group Insurance Board (GIB) meeting. The summary reported on issues raised by Wisconsin Retirement System (WRS) participants about insurance benefits under the authority of the GIB. The summary covered the months since the previous GIB meeting.

In addition to the routine correspondence and complaint summary, the Ombudspersons also prepared an annual complaint and inquiry summary that was typically disseminated annually with the June GIB meeting materials. The annual summary contained more comprehensive information and analysis about the complaints, issues or inquiries raised by participants, their families, and employers.

For various internal reasons, we did not use identical methods to track the data used in the annual summary and the summary provided at each meeting. To that end, we are in the process of streamlining our internal data collection and tracking methods and revising the routine summary for consistency purposes. We feel this will enhance the readability of our summary and help Board members, WRS participants and staff get a better sense of the inquiries and complaints about the benefits administered by ETF.

As a result, there will not be a routine summary for the August 25, 2009, meeting. We expect to have the revised summary ready for the GIB meeting in November and the summary will contain the complaints and correspondence received since the June meeting.

Please do not hesitate to contact us at (608) 266-0407 if you have any questions.

Reviewed and approved by Matt Stohr, Office of Legislative Affairs,
Communications and Quality Assurance.

Signature Date

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