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Correspondence Memorandum

Date: October 21, 2016
To: Group Insurance Board
From: Liz Doss-Anderson, Ombudsperson
James Kates, Ombudsperson
Dan Hayes, Attorney/Supervisor
Subject: Ombudsperson Services 2016 Outreach and Education Report

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

The goal of Ombudsperson Services is to provide Wisconsin Retirement System (WRS) members with the highest level of customer service related to benefits administered by the Department of Employee Trust Funds (ETF). In addition, Ombudsperson Services staff provides recommendations to various ETF Divisions and Offices based on day-to-day interactions with members, employers, health plans and third-party administrators. These recommendations are based on issues these stakeholders identify, as well as any benefit program area in need of clarification or continuing education.

Ombudsperson Services informs the Group Insurance Board (Board) about these various activities via two annual reports, the Quality Assurance Activity report, presented in February, and the Outreach and Education report, presented in November. These reports supplement the Semi-Annual and Annual Contact reports and Annual Health Plan Grievance & Independent Review report that Ombudsperson Services provides the Board.

Examples of Ombudsperson Services Education Efforts: November 2015 – October 2016:

- Participated in strategic planning with the Office of Strategic Health Policy (OSHP), in a group devoted to member education and outreach initiatives. Topics included Well Wisconsin education on changes to the It's Your Choice 2017 printed materials and web site information.
- Provided the Group Insurance Board with the 2015 Annual Grievance/Independent Review and Member Contact Report and Semi-Annual Contact Report.

Reviewed and approved by David Nispel, General Counsel, Legal Services

Electronically Signed 11/8/16

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- Provided direct member education on the concept of self-insurance, as needed.
- Reviewed new It's Your Choice (IYC) Checklists for content and usability.
- Participated in 2017 IYC employer kickoff meeting events by answering audience questions at two forums, one for State employers and one for Wisconsin Public Employers (local government employers).
- Participated in an ETF focus group charged with revising the *Health Insurance Application* (ET-2301).

Examples of Ombudsperson Services Outreach Efforts:

November 2015 – October 2016:

- Presented at the 2015 Annual Wisconsin Judicial Conference in Middleton in November. Judges in the audience heard about upcoming changes to the Group Health Insurance Program for 2016.
- Provided resources and informational materials at the Wisconsin Coalition of Annuitants Annual Meeting in May to approximately 100 WRS annuitants.
- Presented to staff at the Board on Aging and Long Term Care on the changes to the 2017 Group Health Insurance Program.
- Staffed two booths at ETF's busiest benefit fairs during the 2017 It's Your Choice open enrollment period.

Looking Ahead

Ombudsperson Services continues to look for opportunities to provide member education and outreach regarding IYC open enrollment materials and health plan changes. With several health plans no longer available, member education on available options will be important. We also believe that interest in the High Deductible Health Plan (HDHP) will continue to grow, and this will require ongoing education on the differences between the HDHP and the IYC plans.

Members concerned with the Uniform Dental Benefit and option to opt out of receiving it continue to require education, particularly for retirees, who are the most likely to opt out. We will also continue our participation at other outreach opportunities, including some that will be similar to those encountered in 2016. Our goal is to further ETF's emphasis on customer service through member education and outreach and also assist in educating ETF staff who help our members understand a critical but complex benefit.

In addition, Ombudsperson Services staff continue to participate in quality assurance activities related to the development and implementation of the Benefit Administration

System. This includes testing of the new myETF system and collaboration on communication strategies for Rollout 1.5 as well as Rollout 2, which includes parts of the member portal.

Staff will be at the Board meeting to answer any questions.