

Letter 16

From: [Carol Klimek](#)
To: [ETF SMB GIB Feedback](#)
Subject: Board Opts for Self-Insured/Regional Program Structure - Question
Date: Thursday, February 9, 2017 8:40:50 PM

Good evening.

Earlier today I called 1-877-533-5020 to look for clarification in the information in the Map posted in the link on your website in the above article.

The Map says for the South that Anthem is the statewide vendor and Dean and Quartz are the regional vendors. It states that Quartz is affiliated with Unity Health Insurance and Gundersen Health Plan.

My question is: Will Mayo / Health Tradition Health Plan in La Crosse, Wisconsin still be an option for people in the South as noted on the map?

When I first called the call center around 4:30 p.m. to ask this question a lady who identified herself as Laura answered. She said something to the effect that they didn't know and I thought she was going to transfer me to someone I could ask, but instead she just threw me into the survey with no notice as to the call even being ended.

I then called back and I was fortunate enough to get Jenny (sp?) in the call center. She was very helpful in explaining that they did not have all the detail information in the call center but she could however offer this e-mail for me to e-mail my question to get an answer to my question. I'm sure it has been a busy day, but my compliments to her on her professionalism and assistance.

Would you be so kind to clarify / provide me a yes or no answer regarding whether Mayo / Health Tradition will still be part of the self-insurance options in 2018

Thank you for your time.

Regards,
CjK

http://etf.wi.gov/news/ht_20170208.htm