

Letter 47

From: ETF Secure Email System
Sent: Monday, February 27, 2017 5:15 AM
To: ETF SMB Member Call Center Subject: Other

The following feedback was submitted to ETF on 02/27/2017 at 05:14:54 AM CST

Subject Line	Other
SSN Last 4	
Member ID	[REDACTED]
Month/Year of Birth	[REDACTED]
First Name	Thomas
Last Name	Lipsky
Street Address 1	[REDACTED]
Street Address 2	
City, State, Postal Code	Nashotah, WISCONSIN, 53058
Country	UNITED STATES
Day Time Phone	[REDACTED]
E-mail Address	[REDACTED]
Employer	[REDACTED]

Message: I believe you have made the decision to move to self-insurance next year. I have one request/suggestion as you are in the process of working out the details. PLEASE try to make the billing and payments less complicated. Would it be possible for ETF to handle all Co-Pays and payments to doctors, hospitals, etc. and then bill the employee directly? Then ETF could bill the employee the differences of what they owe. That way every bill comes from ETF, and the employee doesn't need to weed through many bills/statements to figure out what they should pay and what they should wait to pay, and what they don't need to pay. ETF could withdraw the differences directly out of the employees Health Savings Account and send the employee the statement of benefits. The employee would not even have to see the bills from the various providers.

Is that something that is even remotely possible?

If this is sent to the wrong department, please forward to the correct staff that may be able to comment/consider this suggestion.

Thank-you for your consideration!

Thomas Lipsky