

Letter 3

Brockman, Sara - ETF

From: ETF SMB Member Call Center
Sent: Monday, October 2, 2017 10:59 AM
To: ETF SMB GIB Feedback
Cc: Rolli, Racheal - ETF; Hilt, Maryann - ETF; Maeder, Brad - ETF
Subject: FW: Other: CHARLENE HORSFALL [REDACTED]

Please see email below about health plan change concerns.

Jenny Sherry
Trust Funds Specialist
Contact Management Section
Department of Employee Trust Funds
1-877-533-5020 or 608-266-3285

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-----Original Message-----

From: ETF Secure Email System [mailto:noreply@etfmailer.state.wi.us]
Sent: Saturday, September 30, 2017 1:48 PM
To: ETF SMB Member Call Center <ETFsmbMemberCallCenter@etf.wi.gov>
Subject: Other

The following feedback was submitted to ETF on 09/30/2017 at 01:48:04 PM CDT

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

Message: Hello,

I want to express my concerns over the upcoming change of Physicians Plus to Quartz-UW Health health insurance, and with that, the general lack of providers in my town covered by the State Group Health program.

Neither my chiropractor nor my physical therapy clinic in Verona are covered with the move to Quartz. Dean and GHC do not cover these providers, either. I've used these providers for years and am disappointed that we no longer have an option that includes these providers.

I'm not sure who to pass these concerns along to, but I wanted to be heard. I just received my list of providers being dropped, and it's 40 pages long!

Thank you for reading this.

Char