



STATE OF WISCONSIN
Department of Employee Trust Funds
Robert J. Conlin
SECRETARY

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

Correspondence Memorandum

Date: July 31, 2018
To: Group Insurance Board
From: Arlene Larson, Manager of Federal Health Programs & Policy
Office of Strategic Health Policy
Subject: Medicare Advantage Implementation Update

This memorandum is for informational purposes only. No Group Insurance Board (Board) action is required.

Background

At its March 21, 2018 meeting, the Board approved contracting with UnitedHealthcare (UHC) for a group Medicare Advantage product. The contract was signed May 18, 2018 following negotiations. This memo is to update the Board on implementation activities and outcomes as we prepare to offer the product to Medicare retirees during this year's It's Your Choice open enrollment period.

UHC is a knowledgeable, flexible business partner and has dedicated sufficient staff and resources to the implementation. UHC's relationship with the Department of Employee Trust Funds (ETF) has been collaborative and productive. We are confident that the implementation activities will provide members every opportunity to understand the new offering and feel comfortable making their plan design choices for 2019.

Implementation Activities to Date

Communication:

ETF and UHC have developed a member education campaign that comprises several direct mailings; group presentations are occurring statewide and in some out-of-state locations this summer. In addition, ETF has posted informational materials on its website and promoted the new plan and schedule of informational sessions on Twitter. Highlights include:

1. Mailings: On June 18, 2018, ETF and UHC mailed a promotional letter and Question and Answer document to retirees eligible for the Medicare Advantage program. In early July UHC mailed eligible retirees an invitation to attend one of approximately 90 educational sessions held statewide. UHC's Green Bay call

Reviewed and approved by Eileen K Mallow, Director, Office of Strategic Health Policy

Electronically Signed 8/6/18

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center was trained and operational on July 16, 2018. This date aligned with the first education meeting in the state.

2. Group presentations: To date, ETF staff has presented to the Wisconsin Coalition of Annuitants and City of Madison retirees. UHC began holding face-to-face group educational meetings in July. Those will continue into September. In addition, UHC has been hosting teleconferences for members who prefer this type of presentation.

UHC reports that the average attendance at the summer educational meetings in the first 3 weeks is approximately 37 retirees, with the highest attendance being 124 at the Crowne Plaza in Madison on July 31, 2018.

3. UHC also created an [eLearning presentation](#), available on [UHC's State of Wisconsin webpage](#).
4. ETF is adding information about the new Medicare Advantage program to this year's It's Your Choice materials, including the printed Decision Guides, webpages and an eLearning.

Benefit, Eligibility, Invoices, Provider and System Set Up:

ETF and UHC staff have been conducting multiple weekly meetings to analyze benefits, eligibility, invoices, provider education and outreach, and system requirements to ensure a smooth transition for members who enroll in the plan. ETF is reviewing additional member materials set for mailing this fall, and after members have enrolled.

Next Steps

ETF staff will continue working on these activities and at the same time start planning for UHC reports required under the contract. In addition, testing of the enrollment systems will begin in late summer.

Staff will be available at the Board meeting to address any questions.