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## Correspondence Memorandum

**Date:** October 17, 2018

**To:** Group Insurance Board

**From:** Liz Doss-Anderson, Ombudsperson  
James Kates, Ombudsperson  
Mary Richardson, Ombudsperson  
Dan Hayes, Attorney/Supervisor  
Office of Legal Services

**Subject:** Ombudsperson Services 2018 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 its 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 2017 – October 2018:

- Participated in workgroups throughout the Department including the Office of Strategic Health Policy and the Office of Communications, that focused efforts on initiatives that were aimed at improving member communication and outreach. Topics included Medicare Advantage implementation, It's Your Choice (IYC) 2019 printed materials, eLearnings and web site information.

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

Electronically Signed 10/26/18

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- Provided the Group Insurance Board with the 2017 *Annual Grievance & Independent Review and Member Contact Report* and *Semi-Annual Contact Report* for the first six months of 2018
- Participated in the development of eLearning modules that included health insurance topics such as High Deductible Health Plans/Health Savings Accounts and Accumulated Sick Leave.
- Responded to member questions and concerns on a variety of insurance-related topics including Medicare, benefits of their plan and suggestions for improvement of the WRS benefits programs.
- Attended the 2019 IYC Employer Kickoff event for state employers and participating local government employers.

### **Examples of Ombudsperson Services Outreach Efforts**

#### **November 2017 – October 2018:**

- Attended Wisconsin Coalition of Annuitants Annual meeting in May and provided resources and information to members.
- Presented information on 2019 IYC open enrollment and program changes to staff at the Board on Aging and Long Term Care. Among other activities, the Board operates the Medigap Helpline and has frequent contact with WRS members on issues related to health insurance, Medicare and prescription drug coverage.
- Toured the UnitedHealthcare (UHC) call center in Green Bay and met with the Implementation Team and key employees whose primary task is servicing WRS members. In addition, attended weekly meetings with the UHC team and other ETF staff to ensure outreach and materials for this new Advantage Plan met the needs of our members.

### **Looking Ahead**

With new enrollment in both the Medicare Advantage Plan option and the High Deductible Health Plan, we anticipate members needing education on how their new plan works and differences from their prior plan. Providing education to members affected by the changes to the Level 3 drug cost sharing will also be a focus of Ombudsperson Services.

Ombudsperson staff plans to work with staff from the Centers for Medicare and Medicaid Services (CMS) to learn the grievance and complaint procedures to help our members know what to expect if they need to use that process.

We will continue to collaborate with other Divisions and Offices within the Department on projects such as the ETF web site re-design and the Customer Engagement and Education initiative.

Staff will be available at the board meeting to answer questions.