

**From:** Tung, Glen E - DOA

**Sent:** Tuesday, March 5, 2019 2:23 PM

**To:** ETF SMB Member Call Center <[ETFSMBMemberCallCenter@etf.wi.gov](mailto:ETFSMBMemberCallCenter@etf.wi.gov)>

**Subject:** Two comments

I am a current State Employee and have a couple of comments.

I notice on your website that the Group Insurance Board has selected ConnectYourCare as the new administrator for Flex Spending Accounts, etc. beginning in 2020. Purely out of curiosity I googled them and found that there seem to be a lot of users who have had a lot of difficulty working with them and are very unsatisfied. Their BBB rating is A+ but that rating is based on their responding to complaints, not necessarily solving them. The general reviews seem to be about one star out of five. I hope your contract with them contains performance requirements designed to insure user satisfaction.

Second, on this same page I noticed a reference to "Medical Costs per visit are higher than the national average". It seems that health care costs in Wisconsin are quite high in general. I think this suggests that the higher Medical per visit need to be dealt with throughout the Wisconsin health care system rather than restricting state employee access to health care.



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## WISCONSIN LEGISLATURE

P.O. BOX 8952 • MADISON, WI 53708

April 9, 2019

Group Insurance Board  
c/o Board Liaison  
Department of Employee Trust Funds  
PO Box 7931  
4822 Madison Yards Way  
Madison, WI 53707

Re: Third Party Administration of Health Savings Accounts, Section 125 Cafeteria Plan, Employee Reimbursement Accounts, and Commuter Fringe Benefits

Dear Board Liaison,

After reviewing meeting materials from the February 20<sup>th</sup> meeting of the Group Insurance Board (GIB), and the intent to award the Third Party Administration of Health Savings Accounts, Section 125 Cafeteria Plan, Employee Reimbursement Accounts, and Commuter Fringe Benefits RFP, we wanted to voice several concerns.

When determining intent to award for these RFPs we wanted to ensure that the GIB considered factors consistently with the intent of the RFP, including the importance on the successful proposer having a local presence that is sufficiently staffed to coordinate the aspects of administering the benefits.

We believe that the intent of the RFP was to ensure that a company with a strong Wisconsin presence would have that taken into consideration throughout the RFP process. In addition, the total cost of the proposal, including the economic impact to the State of Wisconsin (i.e. potential for loss of jobs etc.) and the significant cost and administrative and employee burden in transitioning from an in-state incumbent to an out-of-state vendor should also be considered. An example that highlights our concerns is that the evaluation committee cited "organic growth" as strength of one proposer. Does this penalize another for saving over 100 jobs in Wisconsin by acquiring a local company? And if so, doesn't that directly go against the RFP's focus on considering a proposer with a strong and very positive Wisconsin presence?

It is also very concerning that so much emphasis appears to have been placed on subjective oral presentations. It is our understanding that the evaluation included these scores in

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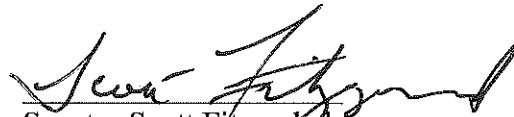
the scoring for each of the three RFPs. That means the point totals for the presentations were weighted by a factor of three in the total scoring. Yet, having a successful, proven track record as the incumbent is not weighted. If the GIB were to remove the weighting of the presentation scores and consider the results of the General, Technical, and Cost evaluations as required by Section 3.7 of the initial RPF would it still arrive at the same determination?

In order to best meet the goals of the State's benefits program the decision should have a emphasis on the successful proposer having a strong Wisconsin presence, consideration of the full cost of the proposal, including economic impact to the State, and prioritize the General, Technical, and Cost evaluations above the subjective presentation scores.

Thank you for your consideration of our concerns.

Sincerely,

  
\_\_\_\_\_  
Senator Mark Miller

  
\_\_\_\_\_  
Senator Scott Fitzgerald