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4/26/2019

pandian@uwalumni.com
lsouderpandian@gmail.com
Letter sent on behalf of Latha Souderpandian

Current Policy Information:

Wisconsin Department of Employee Trust Funds
Health Insurance Board
PO Box 7931
Madison, WI 53707-7931
1-877-533-5020
608-267-4549 (fax)

To Whom it may concern

On October 12th, 2018, I helped my mother, Latha Souderpandian, sign up for her new health insurance plan during the enrollment period for ETF. We were only able to pick one option: WEA Trust State Health Insurance Plan East with No Dental Coverage. We did not see an option for a combined Health Insurance and Dental Coverage plan on the website. We did see an option for a separate Supplemental Select Plus Plan through Delta Dental and signed up for that coverage.

In February 2019, my mother had some dental appointments and we received bills from her dental provider in March 2019 showing that Delta Dental had denied her claims. On April 12th, I called Delta Dental and their customer service team explained that this type of supplemental insurance does not cover basic dental work. Delta Dental records showed that my mother had been on the 50316 Dental Plan – State Uniform Dental in the past and the customer service team explained that we should have stayed on that plan if we wanted basic dental coverage. They directed me to call ETF to discuss our options moving forward.

On April 16th, I spoke with a customer service representative at ETF who explained that there should have been an option for a WEA Trust State Health Insurance Plan East with Dental Coverage during the enrollment period. I reiterated how we were only able to find the one option of Medical Insurance with no Dental Coverage on the website. She suggested writing to the Health Insurance board to ask if we could re-enroll into a plan that includes basic dental. Could the Board let us know if they will accept our application for re-enrollment into the WEA Trust State Health Insurance Plan East that includes dental coverage for 2019?

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Thank you for your assistance and consideration.

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Shanta SkadahI

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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

April 30, 2019

Shanta Skadah
1801 Rutledge Street
Madison, WI 53704

Dear Ms. Skadah,

Thank you for your email to the Wisconsin Group Insurance Board regarding your mother's dental insurance.

Due to state and federal laws Employee Trust Funds (ETF) is unable to share any information about your mother's dental or health insurance with you without having an Authorization to Disclose Medical Information form or a Medical Power of Attorney form on file.

I have enclosed an Authorization to Disclose Medical Information form for your mother to fill out and send to ETF. This form can also be found on ETF's website at etf.wi.gov

Once ETF receives this form from your mother, we will be able to discuss her health and dental insurance with you and answer any questions you have.

Sincerely,

Tricia Sieg
Program Manager
Office of Strategic Health Policy
Wisconsin Department of Employee Trust Funds

Enclosure