

Letter 4 with Response

From: [mjfosterus](#)
To: [ETF SMB GIB Feedback](#)
Subject: Health Partners cancellation of wellness incentive
Date: Friday, February 21, 2020 11:37:53 AM

I am contacting you because of the Health Partners decision to cancel their Wellness Incentive reimbursements for retirees. I understand that their audit caused this change, but I object to them being allowed to cancel the incentive after the Open Enrollment period. I chose Health Partners partially because of the Wellness Incentive and probably would have chosen an Advantage plan with Silver Sneakers if I'd been aware of the change.

Individuals are not allowed to change the terms of a contract after agreeing to it, and I think that the ETF Insurance Board should require companies to honor the stated terms of agreements until the next Open Enrollment period. As a retiree, I am on a fixed income and counted on this Wellness Incentive to help me to stay active affordably.

I look forward to your response.

Mary Foster
W8456 830th Avenue
River Falls WI 54022
mjfosterus@yahoo.com
715-220-3337

Sent from my Samsung Galaxy smartphone.



STATE OF WISCONSIN
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Robert J. Conlin
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March 2, 2020

MARY FOSTER
W8456 830TH AVE
RIVER FALLS, WI 54022

Member # 1030-1633

Dear Ms. Foster,

Thank you for taking the time to communicate your concerns regarding the wellness incentive reimbursement for retirees, specifically related to Health Partners. We understand the frustration you are experiencing and apologize if this information was not clear or communicated well.

In case it is helpful, I have provided some additional information below regarding the decision to remove the Frequent Fitness program from Health Partners.

Prior to the start of open enrollment for the 2019 benefit year (effective date starting 1/1/2019), Health Partners and ETF had come to an agreement to not offer the Frequent Fitness program because Health Partners did not have a way to comply with the requirement to collect FICA taxes from the incentives provided to retirees. Health Partners, therefore, did not offer or advertise the Frequent Fitness program or related incentives to ETF retirees for either the 2019 or 2020 open enrollment periods.

Unfortunately, due to a programming error within the computer system at Health Partners, a small portion of ETF retirees erroneously received the incentive throughout 2019. An audit on incentive and tax payments was performed at ETF in early 2020 when we were processing W-2s for retirees, which identified that Health Partners had made this error. Health Partners has since corrected the error in their computer system and paid for the FICA tax on behalf of members that were affected in 2019. A letter notifying affected members was recently distributed by Health Partners on February 12, 2020.

Again, we apologize if this information was not clear during the It's Your Choice open enrollment period or if the change in the incentive program was not communicated well. We always encourage our members to either contact ETF or their health plan if there are questions related to their coverage.

Thank you for your commitment to your health and wellness by staying active, and while no longer having this incentive may be discouraging, we hope that

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you continue your wellness journey. We encourage you to utilize the resources via the Well Wisconsin (<https://wellwisconsin.staywell.com>) program administered by StayWell. There, you'll find fitness videos, recipes and more. And, if you choose, you may use the \$150 gift card to offset the cost of your fitness membership. ETF has been and will continue to develop new health and wellness options that we hope will supplement your and all our members' health.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Stamm", with a long horizontal line extending to the right.

Brian Stamm
Deputy Director
Office of Strategic Health Policy
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Brian.Stamm@etf.wi.gov