

# Letter 1

**From:** [Templin, Bradley - DOA](#)  
**To:** [ETF SMB Board Feedback](#)  
**Subject:** Connect Care Displeasure  
**Date:** Thursday, April 23, 2020 10:49:56 AM  
**Attachments:** [image001.png](#)

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Hello,

My name is Brad Templin, I am an active employee, employed at the Department of Administration. We are 4 months into the relationship with Connect Care and wanted to share with the board my concerns with the service they provide.

From my view there appear to be several issues with this program. I know several people in my office have had issue related to credit cards and the City of Madison. The Customer Care card in from one company (VISA, MASTERCARD) while the city of Madison only accepts (one or the other) resulting in numerous issues for employees.

I hope those who have had issues with that have made those issues aware to you as well however the issues that I'd like to be known deal solely with the Customer Care service and their website.

The reimbursements time frames are terrible. It has taken me as long as 15 days for a commuter benefit reimbursement to take place whereas with TASC (the previous provider of commuter benefits) it took as little as 2-3 days.

From an ease of use perspective, there is none. For each month I've used the website I've had to change my password as it does not recognize my password however what is extremely alarming is how easy it is to get locked out of the website. Essentially to get a new password sent to you, you need to provide your user ID. So when you go to log back in with your user id and new password it indicates for infinite # of times that the two are NOT correct. I know the password is correct because you (Connect Care) just sent it to me so now your saying my user ID is wrong but it wasn't wrong when I requested the new password? It doesn't make any sense. So the website in my experience has been very NOT user friendly. I've called Connect Care several times however nothing ever seems to get situated or rectified.

Again the intent of this correspondence is to merely provide my displeasure with the services provided by Connect Care. If this service was contracted by way of an RFP or RFB, we are definitely getting the lowest bid service level.

Thanks for your time,



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