



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

Correspondence Memorandum

Date: October 23, 2020

To: Group Insurance Board

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

Subject: Ombudsperson Services 2020 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 provide 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 Case reports and Annual Health Plan Grievance & Independent Review report that Ombudsperson Services provides the Board.

Due to the COVID-19 pandemic, in 2020 Ombudsperson Services focused their efforts on ways that outreach and education could be improved for our members via external communications and internal improvements.

**Examples of Ombudsperson Services Outreach and Education Efforts
 November 2019 – October 2020:**

- 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.

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

David H. Nispel Electronically Signed 11/10/20

Board	Mtg Date	Item #
GIB	11.18.20	12I

Efforts included the 2021 It's Your Choice (IYC) Decision Guides, eLearnings, and web site information. In addition, staff worked to improve web site access for Certificates of Coverage (Uniform Benefits) and requested inclusion of a direct link to Navitus and Navitus MedRX formularies to ensure the most current versions were easily available to members from the ETF web site.

- Provided the Group Insurance Board with the 2019 Annual Grievance & Independent Review and Member Case Report and Semi-Annual Case Report for the first six months of 2020.
- Updated ETF Ombudsperson Services 2020 Fact Sheet.
- Responded to member questions and concerns on a variety of insurance-related topics, such as what benefits are covered by their plan, dental benefits, how to appeal denied claims, and member suggestions for benefit improvements related to the insurance programs.
- Provided suggestions for improvement of member materials for the Supplemental Dental Programs.
- Provided review and input for a variety of ETF publications and forms through the Office of Communications' Customer Interaction Council. This included work on development of the new ETF Glossary on the web site.

Looking Ahead

The 2021 plan year will see only minor changes to Uniform Benefits. However, we will continue to collaborate with other Divisions and Offices within the Department on projects such as developing eLearning programs and other print and online educational materials for members.

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