

# Ombudsperson Services

## Group Insurance Board

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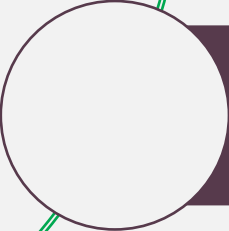
# Ombudsperson Services



**Established in 1992 and moved to the Office of Legal Services in 2011**



**ETF Ombudspersons serve as a resource and help members as they attempt to resolve issues that involve Wisconsin Retirement System benefit programs prior to using the administrative review process**



**Ombudspersons work to ensure the quality delivery of ETF services and benefits by representing participants' interests relating to the insurance and retirement programs**

# Principal Goals

- 1** Resolve issues at the health plan level, prior to grievance, when possible
- 2** Assist members in navigating resolution processes
- 3** Reduce the number of written complaints that are filed with ETF
- 4** Reduce the number of complaints that require a department determination and that go before the Group Insurance Board
- 5** Provide member education and outreach

# Role as Policy Advisors

Ombudspersons provide feedback from WRS members, health plans and others to ETF staff and managers and the Group Insurance Board to assist in the development and improvement of ETF policies



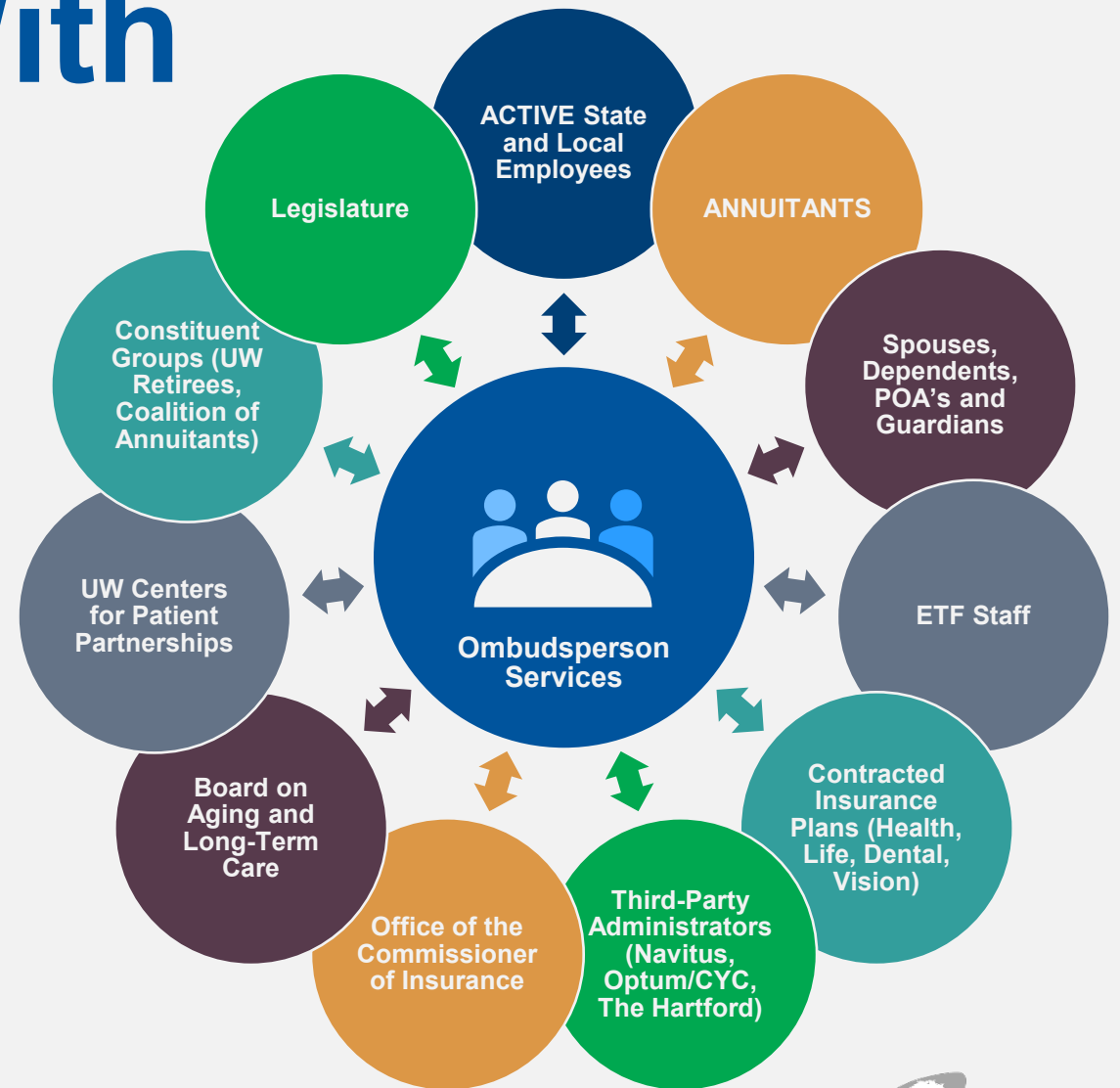
Participate in committees and workgroups



Provide written reports to the GIB

# Who We Work With

Ombudsperson Services works with all types of groups and individuals to resolve issues and advocate for improvements







**Questions?**

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# Thank you

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ETF E-mail Updates



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