

From: [Curtis J Blank](#)
To: [ETF SMB Board Feedback](#)
Subject: 2022 Health Benefits Decision Guide
Date: Tuesday, October 12, 2021 10:57:56 AM

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Hello,

On page 2 of the 2022 Health Benefits Decision Guide for Retirees and COBRA Continuants is says "UnitedHealthcare, with the IYC Medicare Advantage plan design, will transition to Renew Active effective January 1, 2022".

That is a bit confusing, I had to call to get clarification. The definition of the word "transition" is that of change. The phrase "transition to Renew Active" might be a well known phrase in the insurance world but not for the layman.

It would be much clearer if it said "UnitedHealthcare, with the IYC Medicare Advantage plan design, will automatically renew on January 1, 2022 if nothing is done to change it" and it would probably save you from getting phone calls to clarify it.

When I suggested that this wording could be changed to clarify it I was told I should mail the Governing Board. When I asked if I could email them I was told 'No' I have to send it via USPS. Then I found this email address...

Sincerely,

Curtis J Blank



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

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November 24, 2021

Mr. CURTIS BLANK
[REDACTED]

Dear Mr. Blank:

Thank you for your email message to the Group Insurance Board, offering suggestions for how to improve our member materials. We appreciate the time you took to share your concerns with us.

All member materials go through an extensive review process prior to release. ETF also has a Member Communications and Education committee that meets regularly solicits input on the readability of member materials and suggests changes. We will share your feedback here so that it's considered for future publications.

Also, I apologize that you weren't given the email address to share your feedback. While the USPS method would work, the email is also available and I'm happy that you found it and were able to utilize it. We will work internally to ensure that the email address is known to help others that may wish to use it.

Again, thank you for your message and bringing these two areas to our attention so that we can work towards improving our communications.

Sincerely,

Eileen Mallow
Director
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