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Correspondence Memorandum

Date: April 22, 2022
To: Group Insurance Board
From: Jim Guidry, Director
Benefit Services Bureau, Division of Retirement Services
Subject: 2021 Annual Income Continuation Insurance (ICI) Program Report

This memo is for informational purposes only. No Board action is required.

Attached is The Hartford's Annual ICI Program report for 2021.

The Hartford did not meet the phone performance standards for the months of April, September, and October of 2021, and penalties were assessed per the 2020-2021 contract. However, they met all other quarterly and annual performance standards in 2021.

The new administrative services contract with The Hartford, which began on January 1, 2022, updated and revised the performance standards including call center metrics that are more in line with industry standards and give ETF more insight into The Hartford's administration of the ICI program. ETF will continue to closely monitor The Hartford's call center metrics to identify and address any emerging issues.

An executive summary can be found on page three of the report.

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

[Attachment A: ICI Program Annual Report](#)

Reviewed and approved by Matt Stohr, Administrator, Division of Retirement Services
Electronically Signed 04/26/2022

Board	Mtg Date	Item #
GIB	5.18.22	10F