

Well Wisconsin Audit Findings

Item 11 – Group Insurance Board

Molly Dunks, Disease Management & Wellness

Program Manager

Office of Strategic Health Policy



Informational Item Only

- No Board action is required.

Key Audit Activities

Segal audited January 1, 2020 –
December 31, 2021

- Wellness incentive processing and payments.
- Performance metric calculations.
- Billing activity.

Wellness Incentive Findings

No findings in the random sample of 200 payments.

Targeted sample of 50 payments had 14 findings.

- 3 were WebMD errors.
- 11 were late terminations (5) or retirements (6).

Payment turnaround times were not calculated.

Performance Guarantee Calculations

- No substantial deviations were identified.

Billing Activity Findings

31 payments were not originally on the file provided to Segal.

A \$260 fee was missing from an invoice.

2021 flu vaccines were charged at \$33 per unit rather than \$32.

Health care provider forms are assessed a \$15 fee.

In Conclusion

Audit findings present a few areas for improvement.

WebMD was cooperative throughout the process.

The background is a dark blue gradient with numerous out-of-focus light spots in shades of blue and purple, creating a bokeh effect.

Questions?

Thank you



[wi_etf](#)



[etf.wi.gov](#)



ETF E-mail Updates



608-266-3285
1-877-533-5020