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Correspondence Memorandum

Date: October 21, 2022

To: Group Insurance Board

From: Kathy Wienkes, Bureau Director, Employer & Contact Services
 Michelle Baxter, Director, Office of Enterprise Initiatives
 Brian Stamm, Deputy Director, Office of Strategic Health Policy

Subject: Insurance Administration System Update

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

Background

As presented to the Group Insurance Board (Board) on August 17, 2022 ([Ref. GIB | 08.17.2022 | 3](#)), the Department of Employee Trust Funds (ETF) is undergoing a multi-year project to transform our insurance administration system (IAS). To provide transparency to the Board, ETF is providing quarterly updates on the progress of the IAS project. The information below describes advancement since the previous update through the writing of this memo.

Employer Implementations

ETF is fully engaged with the University of Wisconsin (UW) IAS implementation team and working through Enrollment Platform and Payroll discovery. All teams are meeting on a daily cadence to make informed decisions that will optimize the customer experience and reach agency modernization goals. The UW teams are committed to the partnership and have been excellent participants, averaging between 10–15 hours of meetings and deliverables per week through the first part of their phase.

The Benefitplace enrollment and eligibility platform now has a base configuration in place, which is the starting point for all employer implementations. The Benefitfocus and ETF teams are reviewing the current Benefitplace base configuration with the UW teams and are balancing the UW requirements while keeping our established standard approach in mind. ETF, UW, and Benefitfocus teams are expecting to complete Payroll discovery by mid-November and the Enrollment and Eligibility discovery by mid-December. This puts us slightly ahead of our schedule.

Employers Pending Discovery

Reviewed and approved by Eileen Mallow, Director, Office of Strategic Health Policy
 Electronically Signed 10/27/2022

Board	Mtg Date	Item #
GIB	11.16.22	14A

We are in contact with our other employers—Department of Administration (DOA), University of Wisconsin Hospitals and Clinics (UWHC), and Local Employers—who will begin their discovery sessions in 2023. ETF has established monthly check-ins with DOA and UWHC to keep their leadership aware of the progress we are making with UW, as well as discussing any concerns and upcoming priorities. Additionally, the ETF team provided DOA team members with preliminary file structures and payroll information to consider ahead of their official kickoff, targeting the third quarter of 2023. ETF will do the same pre-planning activities with UWHC in the coming quarter.

The Local Employer phase of the project will start discovery by the first quarter of 2023. The Local Employers have completed an intake form that will provide the ETF and Benefitfocus teams the necessary information to begin their phase of the project.

Technical Work

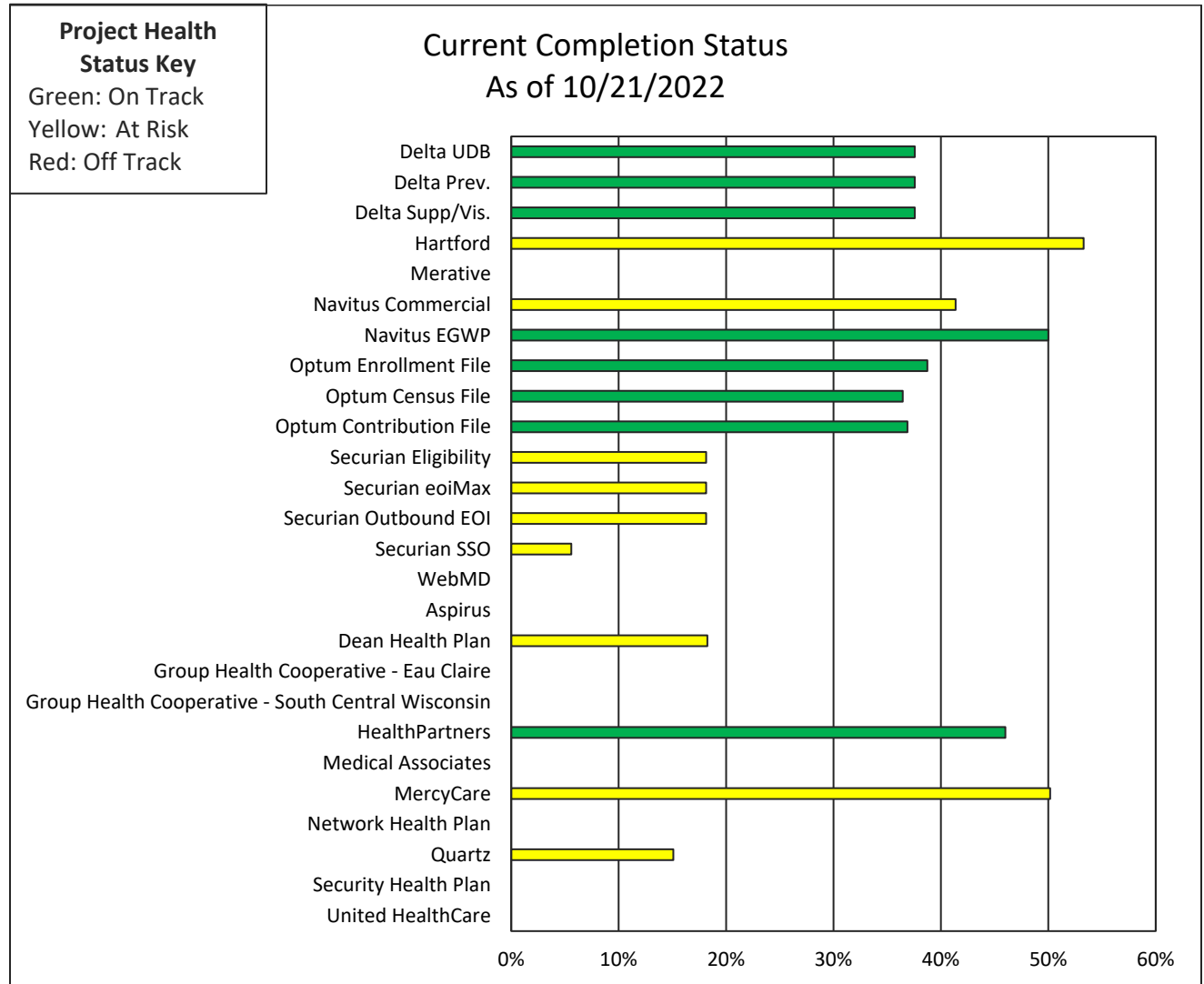
ETF's internal technical team is staging test data to populate the new benefit enrollment platform. This will set the stage for our testing activity for each of the employer implementations, including testing with our various program vendors. The team is also building the UW-to-ETF and ETF-to-Benefitplace connections to ensure both parties have accurate and up-to-date records of their employees. The technical team will finalize the scope of the Employer Transaction Application early in the first quarter of 2023. The Employer Transaction Application will be the conduit employers use to indicate changes that impact their employee's insurance benefits.

Vendor Integrations

At the time of writing this memo, ETF and Benefitfocus have begun implementation projects with nine of 18 identified vendors. Implementation projects create the connection needed between third-party vendors (e.g., Navitus) and Benefitfocus, which will allow for the new IAS to work properly when launched. By the November Board meeting, we will have begun implementation projects with two additional vendors: Network Health and Group Health Cooperative – South Central Wisconsin. Some vendors, depending on the type of interaction with ETF and Benefitfocus, require more than one implementation project.

In total, ETF and Benefitfocus have begun 17 of 26 identified implementation projects. Each of the projects are continuously tracked in terms of the overall health of the project. Eight of the 17 active projects are currently "On Target," nine are "At Risk," and none are "Off Track." The risk being measured is the likelihood of the project taking more time to complete than what has been allotted in the project timeline. If a project were to take significantly more time than is allotted, then the overall go-live for IAS as a whole could be in jeopardy. To mitigate that risk, we've built a healthy amount of time into the project plans to allow for a buffer, meet on a weekly basis with each vendor to make progress on the project plan, and continuously adjust the project plan based on efficiencies we've identified from other vendor interactions.

The graph on the next page shows a snapshot in time of the current project completion status and the overall project health. Each project is specific to the implementation requirements according to the business interaction being addressed; therefore, individual projects are not necessarily comparable. The completion rate and health status are subject to change based on updates to the project plans, resource availability, and tasks accomplished, among other factors such as scope and transition management activities.



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