

From: [Robin Reif](#)
To: [ETF SMB Board Feedback](#)
Subject: comments about Delta Dental
Date: Monday, November 21, 2022 3:37:55 PM

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We would like to express dismay at the continued use of Delta Dental as the state-sponsored vendor for retirees. We never used to have problems, but for the last couple of years nearly every submission from our dentist results in delays and/or requires our dentist's office to resubmit one or more times before the bill is finally paid. Our dentist's office manager has worked for him for several decades and has a great deal of expertise so I know that the problem is not at their end. When I have spoken with her she has expressed how difficult it has become to work with them on bill-paying for all of their patients who use Delta Dental. She tells me that Delta used to be their favorite vendor and is now, quite frankly, the worst. It's also clear that it's not a universal problem (like so much else, it's hard to get enough employees, for example). But she tells me that, for example, Metlife used to be the worst and after complaints, they have now become their favorite to work with.

We would appreciate it if the Board could look into making changes for the future (I know it's too late for 2023).

Thanks for your attention to this issue.

Robin and Michael Reif



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

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November 29, 2022

Robin and Michael Reif
[REDACTED]

Dear Mr. and Mrs. Reif:

Thank you for your November 21, 2022, email to the Department of Employee Trust Funds (ETF). In your message, you expressed your disappointment at the continued use of Delta Dental as the dental vendor for the dental plans available to retirees. You stated that you would appreciate the Group Insurance Board (Board) exploring a change in the dental vendor in the future.

The Board solicits potential dental vendors to submit proposals for both the Uniform Dental Benefits (UDB) and Supplemental Dental offerings every few years through a request for proposal and invitation to bid process. The submitted proposals are evaluated on a variety of matters such as the number of in-state and nationwide providers; technical experience in administering a dental plan to a large employer with active, local, and retiree populations; claims processing capabilities; customer services capabilities; client referrals; and cost. Also taken into consideration is the feedback received from members such as yourself. All vendors, including Delta Dental, agree to meet performance guarantees, which include claim processing timeliness and accuracy thresholds. Delta Dental has met all performance guarantees within the past two years.

The concerns you expressed in your correspondence will be taken into consideration during the next cycle of evaluations for the invitation to bid and request for proposals for dental plans. A copy of your letter will also be shared with the Board during the next regularly scheduled Board meeting, February 23, 2022.

Furthermore, your feedback will be shared with Delta Dental, and the timeliness of claims paid will continue to be monitored on a quarterly basis by ETF staff to ensure compliance with the performance guarantees.

Again, thank you for your email and sharing your concerns with ETF and the Board. If you have any additional questions or concerns, please feel free to contact me using the information below.

Sincerely,

Robin and Michael Reif
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