

From: [Becker, Amber D - DATCP](#)
To: [ETF SMB Board Feedback](#)
Subject: Optum Financial Feedback
Date: Monday, February 6, 2023 1:16:53 PM

Good morning,

I wanted to share my personal feedback regarding Optum Financial as the administrator for the state's pre-tax savings accounts because since they took over Connect Your Care I have been really disappointed by the service. For a number of years now I have utilized both the Dependent Day Care Account and Health care FSA and since Optum took over the claims approval processes have been extremely slow and the claims substantiation process is very inconsistent from day to day. I used to be able to enter a claim and be paid out for it within a few days but with Optum I can enter a claim in the same manner and it takes sometimes up to 2 weeks to have my claim information and documentation approved in their system and the payment direct deposited to my account. Additionally, I have had many issues with their documentation approval processes and frequently must upload the documentation multiple times before it is accepted (the same scans of the same documents). I have had to call their customer service line multiple times a year since they took over just because of this issue alone and although their representatives have been friendly, none of them have addressed the issue or offer any specific insight into why this keeps occurring. They offer work arounds such as mailing in paper copies of the documentation, or simply trying to resubmit the information to see if the next reviewer will approve it (if they're all working for the same company there shouldn't be that much inconsistency in their approval of documents!).

I am super disappointed in the quality of service that I have gotten from Optum and I definitely wouldn't mind seeing other options explored to give the plan subscribers a more customer friendly experience. I do like their app and how easy it is to use though.

Thank you,

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