

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Subject: Concerns about Group Health Cooperative of Greater Wisconsin
Date: Friday, August 18, 2023 7:46:29 AM

Hi,

Can someone from the Group Insurance Board please contact me about Group Health Cooperative of Greater Wisconsin?

I would like to discuss the level of service provided by this HMO for state and local employees residing in the northern portion of our state. I think it is important that the board hear from the employees who signed up for this new HMO for their health care insurance prior to dual enrollment in October as it was to fill a gap in health insurance left by the departure of HealthPartners and WEA Trust.

Thank you!

Annette Czerneski

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



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

Wisconsin Department
of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931
1-877-533-5020 (toll free)
Fax 608-267-4549
etf.wi.gov

September 26, 2023

Annette Czerneski
[REDACTED]

Dear Annette Czerneski:

Thank you for reaching out to the Group Insurance Board (Board) and the Department of Employee Trust Funds (ETF) regarding your 2023 experiences with Group Health Cooperative of Eau Claire-Greater Wisconsin (GHC-EC). We appreciate you bringing these issues to our attention so we can work with GHC-EC to improve services and also consider changes more broadly.

It was good speaking with you on September 12 and September 25, 2023. As we discussed on September 25, I spoke with GHC-EC about your concerns and provided you with their responses. If you have additional questions or concerns, please feel free to reach out using the contact information provided below. A copy of your letter and ETF's response will be included in the materials for the November 15, 2023, meeting of the Board.

Sincerely,

Arlene Larson, Manager of Federal Program and Policy
Office of Strategic Health Policy
Department of Employee Trust Funds
arlene.larson@etf.wi.gov
608-264-6624