From: To: Subject: Date: Attachments:

ETF SMB Board Feedback Fw: Health Insurance Friday, August 18, 2023 9:35:22 AM

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From: ETF SMB Member Call Center <ETFSMBMemberCallCenter@etf.wi.gov> Sent: Friday, August 18, 2023 9:27 AM

To: Subject: RE: Health Insurance

Thank you for contacting the Wisconsin Department of Employee Trust Funds (ETF).

I have passed your concerns on to our policy department. I would also encourage you to send your message to the following <u>etfsmbboardfeedback@etf.wi.gov</u> Feed back like this is vital and really does help us to make decisions. Thank you for sharing your concerns!

If you are interested in learning more about our programs, our <u>Member Education</u> has online presentations about many Wisconsin Retirement System benefits.

If you have further questions, please feel free to contact this Department toll free at 877-533-5020, or in Madison at 608-266-3285. You may also visit us on the web at <u>etf.wi.gov</u>. To subscribe to

automatic ETF E-mail Updates, just click on the red envelope \bowtie or click here: <u>Receive ETF E-Mail</u> <u>Updates</u>.



Dana (Day-na) Traas (TR-ahh-ss) | she/her/hers <u>(what's this?)</u> Benefits Specialist Member Communication Center Wisconsin Department of Employee Trust Funds | <u>etf.wi.gov</u> 1877 533-5020

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Know your <u>WRS Benefits</u> and how they work! <u>#WRSbenefits</u>

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----Original Message----From: ETF Secure Email System <noreply@etfmailer.state.wi.us> Sent: Friday, August 18, 2023 7:27 AM To: ETF SMB Member Call Center <ETFSMBMemberCallCenter@etf.wi.gov> Subject: Health Insurance

The following feedback was submitted to ETF on 08/18/2023 at 07:27:27 AM CDT



Message: I am less and less satisfied with the quality of the SSM Health HMO service plan...not sure if everyone in the HMO is experiencing the same problems. For the 6th or so time year in a row my primary physician has resigned their position. It is hard to feel like you are receiving adequate health care if the HMO does not have a doctor you can see more than once. And it seems as if SSM Health is over loading their physicians with patients making it impossible to get timely appointments forcing you to settle for a PA. This is not the quality care we have been promised and pay for ... are people at the top aware that the effectiveness of SSM is not meriting the amount of money I and the University of Wisconsin are paying in to the health care benefit system,,, What is going on over at SSM... I have been with SSMDean Care for many years and have never been so disappointed with them.



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 15, 2023

Patricia Swan

Dear Patricia Swan:

Thank you for your email to the Department of Employee Trust Funds (ETF) Call Center regarding the issues you are having with SSM Health System.

ETF doesn't hold provider contracts but will share your concerns with Dean Health Plan regarding the issues you have raised in your email.

If you have any additional questions, please feel free to reach out me using the contact information provided below.

Sincerely,

Korbey White, Health Program Manager Office of Strategic Health Policy Department of Employee Trust Funds Korbey.white@etf.wi.gov