



**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

## **Correspondence Memorandum**

**Date:** October 19, 2023

**To:** Group Insurance Board

**From:** Xiong Vang, HSA & ERA Accounts Program Manager  
 Office of Strategic Health Policy

**Subject:** Pre-tax Savings Account Program Audit Update

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

**Background**

Since February 2023, the Department of Employee Trust Funds (ETF) and Optum Financial (Optum) have met on a continuous basis to implement the recommendations and improve internal controls identified in the 2020-2021 Pre-Tax Savings Account Program Audit ([Ref. GIB | 02.22.23 | 12](#)). Several additional action items have been completed since the August Board meeting with the remaining item expected to be completed by the end of the 2023 plan year. See Attachment A for more details.

Contract amendments were signed on September 28, 2023, extending Optum’s contract through the 2025 plan year. Based on recommendations from the audit, the following deliverables were included in the contract amendments:

- Updates to the performance standards and penalties to align with how the standards are reported and measured
- Added requirements to document all procedures related to Unsubstantiated Claim Business Debt and Plan Finalization Reporting
- Increased the frequency of the enrollment eligibility evaluation of members in the High-Deductible Health Plan and Health Savings Account from annually to quarterly

ETF has been satisfied with the audit deliverables completed by Optum. The audit is expected to come to full closure at the end of the 2023 plan year.

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

Attachment A: [Follow-up Report on TPA Contract Compliance Audit of Optum Financial for the ERA, HSA, and CB Programs 10.30.2023](#)

Reviewed and approved by Eileen Mallow, Director, Office of Strategic Health Policy  
 Electronically Signed 10/26/2023

Board	Mtg Date	Item #
GIB	11.15.23	15H