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Correspondence Memorandum

Date: April 26, 2024

To: Group Insurance Board

From: Jim Guidry, Benefit Services Bureau Director
 Division of Benefits Administration

Subject: 2023 Annual Income Continuation Insurance (ICI) Program Report

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

Attached is The Hartford's *Group Insurance Board 2023 ICI Program Annual Report*.

In 2023, The Hartford received 1,236 new ICI claims (980 state, 256 local), which was an 8.7% decrease from the previous year. The volume of state ICI claims decreased by 10%, while local ICI claims volume decreased by 3.8% from the previous year. The total cost of claims for the ICI program decreased by 6.7%.

The Hartford did not meet the phone performance standards for the fourth quarter of 2023, and penalties were assessed per the contract. However, they met all other quarterly and annual performance standards in 2023. ETF will continue to closely monitor The Hartford's call center metrics to identify and address any negative trends.

The Hartford's customer satisfaction scores remained steady in 2023 with claim satisfaction scores averaging 8.3 (out of 10) for short-term disability claims and 9.1 for long-term disability claims.

The Hartford did incur seven penalties in 2023 for \$56,987 related to the timeliness of reports.

The Hartford has continued to be an active participant in the Insurance Administration System project, testing data exchanges between The Hartford, the State of Wisconsin Department of Employee Trust Funds (ETF), and Benefitfocus. ETF appreciates the time and effort that The Hartford has devoted to this project.

An executive summary can be found on page 2 of the report.

Reviewed and approved by Anne Boudreau, Deputy Administrator, Division of Retirement Services
 Electronically Signed 05/07/2024

Board	Mtg Date	Item #
GIB	05.23.24	10G

ICI Contract Administration

The current contract with The Hartford requires a review of administrative fees at the end of the third year. Currently, administrative fees with The Hartford are held at the same level through 2024. ETF staff has begun discussions with The Hartford to review and update the administrative fee schedule for 2025.

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

Attachment A: [Group Insurance Board 2023 ICI Program Annual Report](#)