

**From:** [REDACTED]  
**To:** [ETF SMB Board Feedback](#)  
**Subject:** Change to Annual Eye Exam  
**Date:** Wednesday, March 6, 2024 12:35:59 PM

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**I would like to see this benefit changed from every year to once per calendar year similar to the annual physical. I missed an appointment several years ago and now can't get mine scheduled until August. I much prefer to get it earlier in the year. Thank you for considering this change.**

**Michael A Cass..... [REDACTED]**



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

Wisconsin Department  
of Employee Trust Funds  
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March 14, 2024

Michael A Cass  
[REDACTED]

Dear Michael A. Cass:

Thank you for your email to the Group Insurance Board (Board) and the Department of Employee Trust Funds (ETF) regarding your request for an eye exam in a calendar year rather than every 12 months in the State of Wisconsin Group Health Insurance Program (GHIP).

We reached out to your health plan, UnitedHealthcare, and learned that they had made an error in denying you a calendar year exam. They are making changes in their system to permit this and have reached out to you to inform you. They further stated that they will follow-up to let you know when you will be able to have your eye exam.

I hope you have found this information helpful. A copy of your letter and this response will be included in the materials for the May 23, 2024, Board meeting. If you have additional questions or concerns, please feel free to reach out using the contact information provided below.

Sincerely,

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