

# Income Continuation Insurance Contract Extension



## Item 2 – Group Insurance Board

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Division of Benefits Administration





# Action Item

ETF requests the Board approve the extension of the contract for third party administration of the ICI program with The Hartford for two years, effective January 1, 2027, through December 31, 2028.

# Background

In August 2021, the Board approved a five-year contract to provide administrative services for the ICI program, which is scheduled to end December 31, 2026. The contract included one two-year extension, for 2027 and 2028.

In December 2024, the Board approved contract amendment number 1 that increased the annual retainer fee paid to The Hartford for 2025 and 2026.

The Hartford has consistently met or exceeded the performance standards set forth in the contract.

# Advantages

## Staff Focus

- Multiple modernization efforts underway
- Limited resources & timeline for an RFP
- Limited vendors

## Experienced Customer Service

- Over 60% of The Hartford's key staff have at least 7 years of experience working with the ICI program.
- Ombudsperson has over 20 years of experience working with ETF on this program.

# Disadvantages

## Possible Cost Increase

- The Hartford has indicated in preliminary discussions that fee increases are likely. However, considering the ICI third party administrator landscape, fee increases are also likely if ETF issues an RFP and a different vendor is awarded the contract.



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A photograph of a family of four outdoors. A man with grey hair and a mustache, wearing a dark sweater over a blue and white checkered shirt, is smiling and looking towards the right. A young girl with dark hair is hugging him from behind. To the right, a woman with short grey hair, wearing a red jacket over a patterned top, is smiling and looking towards the left. A young boy is hugging her from behind. The background is a blurred green landscape. The entire image has a semi-transparent blue overlay. The word "Questions?" is written in large, white, sans-serif font across the bottom center.

Questions?

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# Thank you

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