Insurance Administration System Implementation Update

Item 4 – Group Insurance Board

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Informational Item Only

No Board action is required.

Overall Program

Status "At Risk"

Significant progress made toward milestones, but issues and watch points remain

Contingency planning for some issue areas identified and in progress

Project Areas of Note (Slide 1)

User Access Management	• Member Portal User Acceptance Testing • Employer Portal and Employer Transaction Application Go Live
Retirees	• ETF internal application under development • Retirees to use paper enrollment for now • Wellness tax files delayed until post go live
Billing and Payment	• Concerns around rate accuracy, invoicing • Some scenarios may require manual work at go live

Project Areas of Note (Slide 2)

Employers
- DOA continues testing work
- UW and UWHC testing started
- Local employer data collection continues, no required disenrollments to date

End to End Testing
- Cycle 3 testing began February 24, 2025
- Issues identified in Cycles 1 and 2 will be retested in Cycle 3
- Risk of whether exit criteria will be met

Vendor Integrations
- Testing and implementation with vendors continues
- Concerns from ETF and vendors on manual processes
- Biweekly all vendor meetings started to raise and discuss issues

Project Areas of Note (Slide 3)

COBRA
- Development delay by Voya puts go live of COBRA at risk
- Contingency planning in progress

Training
- Live, virtual, and on-demand trainings created
- Scheduled to begin for ETF in March, April/May for employers

Annual Renewal
- New project within program to address open enrollment impacts
- Ensures new IAS processes are integrated and documented for future

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Questions?