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Correspondence Memorandum

Date: May 7, 2025
To: Group Insurance Board
From: Michelle Baxter, Director
Office of Enterprise Initiatives
Subject: Insurance Administration System Update

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

Background

As first presented to the Group Insurance Board (GIB) on August 17, 2022 ([Ref. GIB | 08.17.22 | 3](#)), the Department of Employee Trust Funds (ETF) is undergoing a multi-year program to implement an insurance administration system (IAS). To provide transparency to the GIB, ETF provides quarterly updates on the progress of the IAS implementation.

The Employee Trust Funds Board (ETF Board) and its Budget and Operations Committee (Committee) oversee ETF's modernization efforts and individual program implementations, such as IAS. Quarterly reports are provided, highlighting the status of key IAS program milestones and risks. The most recent update was provided at the Committee's March 27, 2025, meeting ([Ref. BUD | 03.27.25 | 6](#)).

Overall Program

The overall program status remains "At Risk." While the program continues to make progress toward milestones, several critical challenges remain.

On April 18, ETF senior management reviewed in detail open issues that may not have been resolved and tested by the full implementation date of July 1, 2025. Because there remained significant risk that several critical functions could potentially not be working as necessary to be successful implementing with all employers on July 1, ETF began executing one of the contingency plans as detailed below.

New Implementation Approach

ETF will be proceeding with a limited implementation with the University of Wisconsin (UW) on July 1, 2025, followed by a full implementation with all other employers in spring of 2026.

Reviewed and approved by John Voelker, Secretary
Electronically Signed 04/30/2025

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A limited implementation with UW will include eligibility and enrollment for active employees within My Insurance Benefits (Benefitplace); billing, payments, and related reporting will continue to be managed as they are today. This approach will include several other key components to support end-to-end processes including ETF's new Employer Transaction Application (ETA) that allows for eligibility information to be received and submitted to My Insurance Benefits, and the member and employer portals that provides entry into My Insurance Benefits and the ETA.

Doing a focused implementation of My Insurance Benefits with the UW will allow us to:

- Continue to resolve issues in My Insurance Benefits,
- Learn from the UW's experience in the system and make improvements for the launch to all employers,
- Look for opportunities to optimize the customer experience within the system, and
- Facilitate UW's successful implementation of Workday, their new technology platform for human resources, finance, and other administrative processes, on July 1.

This decision was made in close consultation with program leadership and key stakeholders, all of whom have expressed their support for this revised approach. The decision reflects our commitment to ensuring a stable, successful transition that prioritizes system readiness, data integrity, and user adoption.

Communication

The new implementation approach has been communicated to external stakeholders including employers and vendors. ETF will continue to work with both to support a full implementation for employers other than the UW in spring of 2026.

Open Enrollment Impact

Open enrollment will now include two paths for participating groups. UW's open enrollment will be through My Insurance Benefits, while all other employers will follow current state processes. This will require additional planning and support.

Next Steps

Cycle 4 end-to-end testing is continuing as planned and is scheduled to end on May 16, 2025. Additional testing cycles will need to be added after UW's implementation to resolve several outstanding defects.

Replanning efforts are currently in full force. ETF's teams are actively working to define the steps required to support dual systems during the interim period, including internal process adjustments, data coordination, and user support measures.

Teams are also working on the onboarding activities for TASC for the 2026 plan year, which will require the current state onboarding, as well as onboarding within My Insurance Benefits. Similar efforts will be undertaken for MetLife if approved by the Board.

We will continue to provide regular updates as the revised timeline, milestones, and resource needs are further clarified.

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