

Insurance Administration System Update

Item 12 – Group Insurance Board

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Office of Enterprise Initiatives



Informational Item Only

No Board action is required.

Agenda

- New Approach
- Benefits
- Timeline
- Summary

New Approach

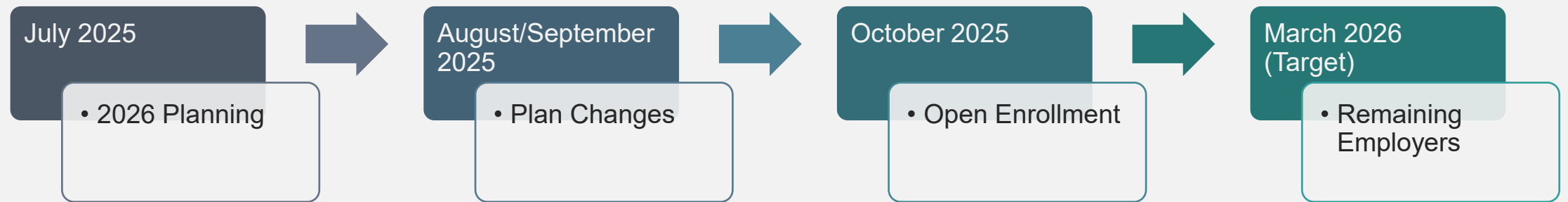
Limited Implementation – Single Employer Launch **Universities of Wisconsin**

- Eligibility and Enrollment for active employees
- Other key components to support end-to-end processes include:
 - Employer Transaction Application (ETA)
 - Member and Employer Portals

Benefits of New Approach

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

Insurance Administration System



Summary

- Limited implementation with UWs
- Replanning underway
- Current processes will continue for all other employers
- Additional communication will follow

A photograph of a family of four outdoors. A man with a mustache and a woman with short grey hair are smiling and hugging two children. The man is wearing a dark sweater over a blue and white checkered shirt. The woman is wearing a red jacket over a grey patterned top. The children are also smiling. The background is a blurred green landscape. The entire image has a blue overlay, and the word "Questions?" is written in large white text across the bottom.

Questions?

Thank you



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