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Correspondence Memorandum

Date: May 12, 2025
To: Group Insurance Board
From: Korbey White, Health Program Manager
Shraddha Shrivastava, Reporting Analyst
Office of Strategic Health Policy
Subject: 2024 Health Plan Performance Standards Report

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

Attached is the *2024 Health Plan Performance Report*. The report provides performance outcomes for the one Medicare Advantage vendor and ten health plans contracted by the Group Insurance Board (Board) to provide Group Health Insurance Program (GHIP) coverage for plan year 2024.

Overall, health plans met or exceeded most measurement targets on a regular basis. One health plan failed to meet the metric target for the year 2024 for Call Answer Timeliness. Health plans also consistently submitted quarterly performance reports in a timely fashion and provided sufficient details in the event of a performance exception.

Average health plan performance exceeded the annual target for all six key performance measures:

- Processing Accuracy
- Claims Processing Time
- Call Answer Timeliness
- Call Abandonment Rate
- Open Call Resolution Turn-Around Time
- Electronic Written Inquiry Response

Table 1 provides a comparison of average annual performance between plan years 2023 and 2024. The difference in average annual performance is noted for each measurement in the column titled "Plan Year Variance." This table shows the increase in overall annual performance between plan years 2023 and 2024. Measures that improved upon 2023 average performance are noted in green. A red arrow implies that there was a decrease in that category from 2023 to 2024.

Reviewed and approved by Renee Walk, Director, Office of Strategic Health Policy
Electronically Signed 05/12/2025

Board	Mtg Date	Item #
GIB	05.21.25	13D

Table 1 – 2023 vs. 2024 Average Health Plan Performance Summary by Measure

Performance Measure	Performance Target	2023 Average Performance	2024 Average Performance	Plan Year Variance
A. Claims Processing				
1) Processing Accuracy	97%	99.4%	99.4%	0.0%
2) Claims Processing Time	95% processed within 30 days	99.2%	99.0%	-0.2% ▼
B. Customer Service				
1) Call Answer Timeliness	80% ≤ 30 seconds	88.8%	90.6%	1.8% ▲
2) Call Abandonment Rate	< 3% of calls abandoned	1.1%	0.8%	0.3% ▼
3) Open Call Resolution Turn-Around Time	90% resolved within 2 days	97.4%	97.2%	-0.2% ▼
4) Electronic Written Inquiry Response	98% response within 2 days	99.7%	99.7%	0.0%

Additional performance and penalty assessment details are outlined in the report.

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

Attachment A: [2024 Health Plan Performance Report](#)