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## Correspondence Memorandum

**Date:** May 7, 2025  
**To:** Group Insurance Board  
**From:** Xiong Vang, HSA and ERA Accounts Program Manager  
Office of Strategic Health Policy  
**Subject:** Pre-tax Savings Account Program Audit Update (Plan 2022-2023)

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

### Background

Since February 2025, the Department of Employee Trust Funds (ETF) and Optum Financial (Optum) have met regularly to implement recommendations and strengthen internal controls identified in the 2022–2023 Pre-Tax Savings Account Program Audit ([Ref. GIB | 02.26.25 | 6](#)).

Optum has made progress on the audit findings. Of the 21 total action items, 12 have been completed (57% completion), while nine items remain in progress. A detailed summary of all recommendations and their status is provided in Attachment A. The following is a summary of the activities completed since the February Board meeting:

### Quarterly Performance Standards Reporting Deficiencies (Finding #2)

- Staff Training – Optum conducted on-the-job training for employees involved in the performance guarantee process. Due to the small team size, training includes a three-month shadowing period with at least two cycles of quarterly report generation.
- Documentation – Optum standard work documents have been finalized, including definitions, calculation methodologies, and data sources for each performance guarantee metric.
- Submission Process Review – Optum established a structured review process in which performance data is assessed at the point of entry. Standard reports are generated and reviewed collaboratively by the data team, performance guarantee manager, and relationship manager.
- Version Control Policy – A dedicated SharePoint site was created to manage performance guarantee reports. Metric version control and supporting documentation are maintained in a centralized data repository with clearly

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

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defined ownership, version history, and date tracking to ensure consistency, accuracy, and traceability.

- Document Retention – All metric and report versions are systematically archived within the SharePoint platform, ensuring long-term transparency, traceability, and data integrity.

The audit is expected to reach full closure by the end of the 2025 plan year.

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

Attachment A: [Third-Party Administrator Contract Compliance Audit: Optum Financial – Health Savings Accounts, Employee Reimbursement Accounts, and Commuter Benefits](#)