

Insurance Administration System Update

Item 8 – Group Insurance Board

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Office of Enterprise Initiatives



Informational Item Only

No Board action is required.

Agenda

- UW Launch
- UW Support
- Timeline
- Next Steps

UW Launch



Successful Launch



99+% of UW's demographic, eligibility, and enrollment was successfully converted through automation to My Insurance Benefits.

UW Statistics

Unique Users
2,135

Total Sessions
4,462

Census

- 45,821 Total Employees
- 41,500 Total Dependents
- 87,321 Total

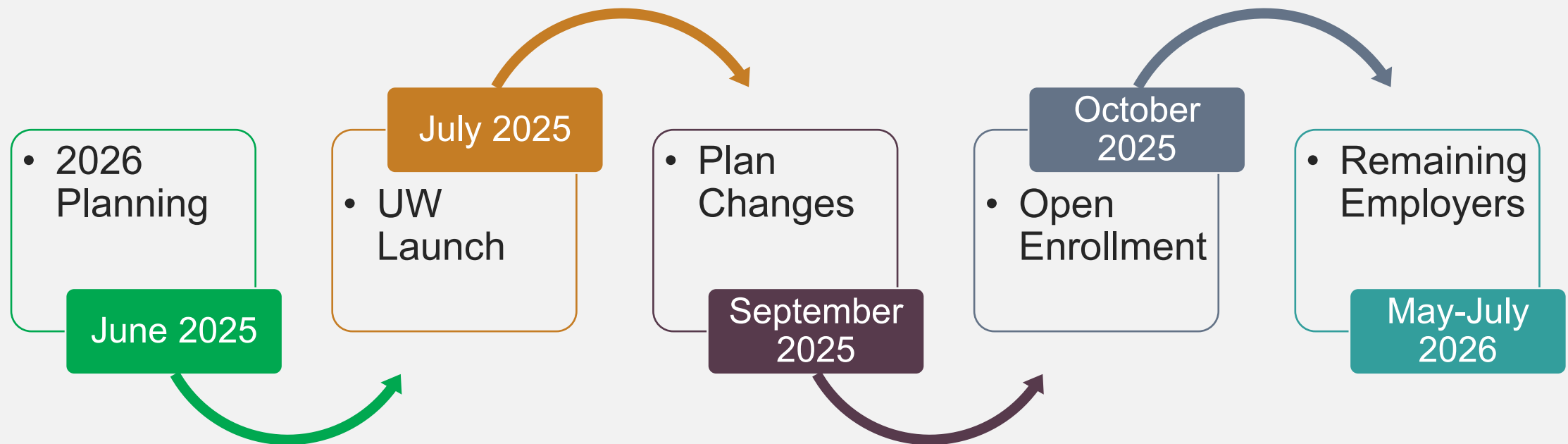
As of 8/08/2025

Support

Issue Priority	Resolved	Pending	Total	Average Response Time	Average Resolution Time
High	35	2	37	2.2 Minutes	1.2 Days
Medium	42	6	48		3.7 Days
Low	51	3	54		4.0 Days
Totals	128	11	139		

As of 8/08/2025

Insurance Administration System



Next Steps

- Complete Cycle 5 end-to-end testing.
- Finalize replanning efforts for the remainder of work in coordination with Benefit Focus, Employers and Vendors.
- Continue new vendor onboarding activities for TASC and MetLife.

A photograph of a family of four outdoors. A man with grey hair and a mustache, wearing a dark sweater over a blue and white checkered shirt, is smiling and looking towards the right. A young girl with dark hair is hugging him from behind. To the right, a woman with short grey hair, wearing a red jacket over a patterned top, is smiling and looking towards the left. A young boy is hugging her from behind. 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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