

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Subject: 2026 Tasc over Optum
Date: Thursday, October 23, 2025 3:16:20 PM

Hello,

I see we're moving back to Tasc as a company for FSA. I would like to start the complaints now as I still have lingering headaches from the last time we used them as a company. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Thank you for your time on the subject. Feel free to call me if you have a need for any clarification.

Jared

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



STATE OF WISCONSIN
Department of Employee Trust Funds
A. John Voelker
SECRETARY

Wisconsin Department
of Employee Trust Funds
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Madison WI 53707-7931
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Fax 608-267-4549
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October 31, 2025

Jared Wildenradt
[REDACTED]

Dear Jared Wildenradt:

Thank you for your email to the Department of Employee Trust Funds (ETF), received on October 23, 2025, regarding your feedback and experience in the past with Total Administrative Services Corporation (TASC). We are sorry to hear your past experience with TASC did not meet your expectations.

At ETF, we are committed to continually improving our Pre-Tax Savings Account Programs. During the February 2025 Group Insurance Board (Board) meeting, the Board awarded administration of these programs to TASC for the 2026 plan year. This decision was based on demonstrated improvements in claims substantiation, technology, debit card functionality, reporting, customer service, and cost.

TASC now operates its own proprietary benefits and claims processing system, rather than relying on a third-party vendor as in the past. This change will allow TASC to improve its internal processes and provide smoother, higher-quality experience for our members and employers. We anticipate members will notice an improved experience and ETF will monitor TASC's performance to ensure progress continues. Your feedback has also been shared with TASC to help prevent duplicate documentation requests in the future.

We recognize that claims substantiation can sometimes be challenging, and we remain dedicated to improving the claims process to better meet members' needs.

Thank you again for taking the time to share your feedback regarding the vendor change for the Pre-Tax Savings Account Programs.

If you have additional questions that were not addressed in this response, please feel free to contact me via email at Xiong2.Vang@etf.wi.gov or phone at (608) 266-5875.

Sincerely,

Xiong Vang

HSA and ERA Accounts Program Manager
Office of Strategic Health Policy
Department of Employee Trust Funds