

2026 Open Enrollment Communications

Item 4 – Group Insurance Board

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Office of Strategic Health Policy (OSHP)



Informational Item Only

No Board action is required.

Campaign Highlights

Health Plan Name
Changes

Medical Benefit
Changes

New Vision
Vendor

New Administrator
for Pre-Tax
Benefits

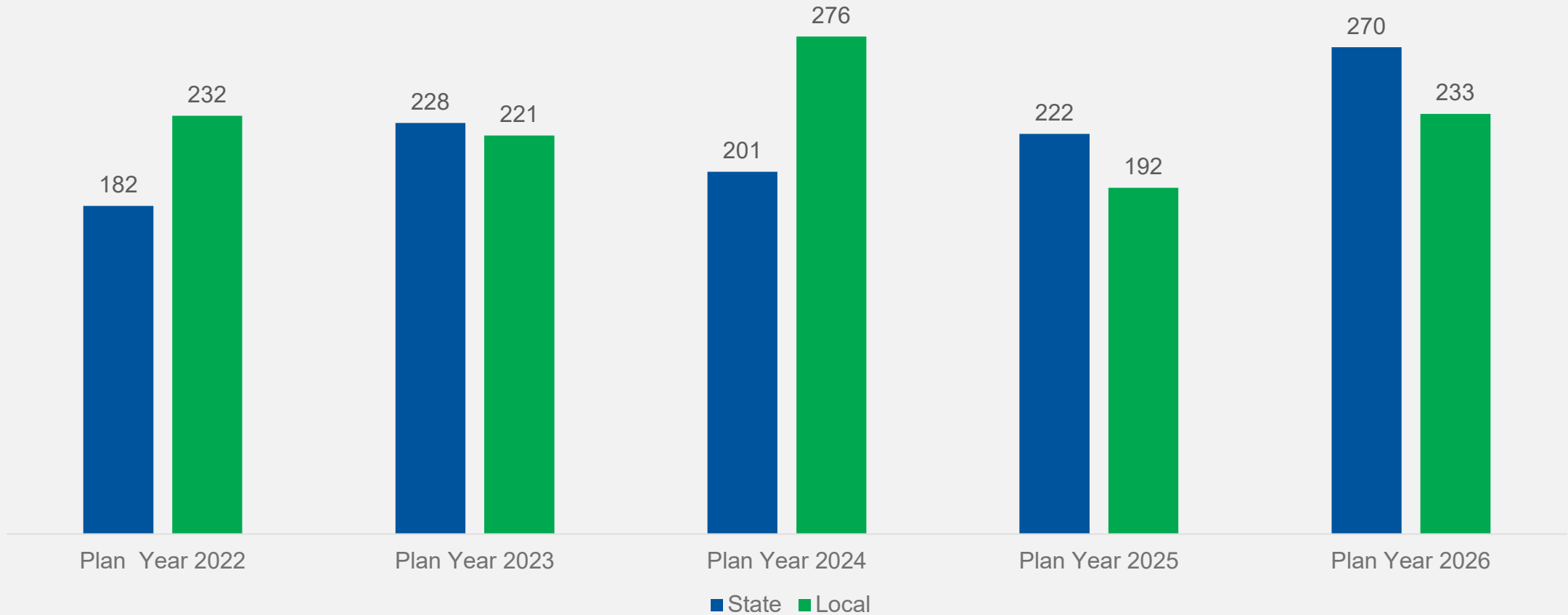
State
Maintenance Plan
(SMP) Changes
for Locals

Health and
Supplemental
Plan Premium
Changes

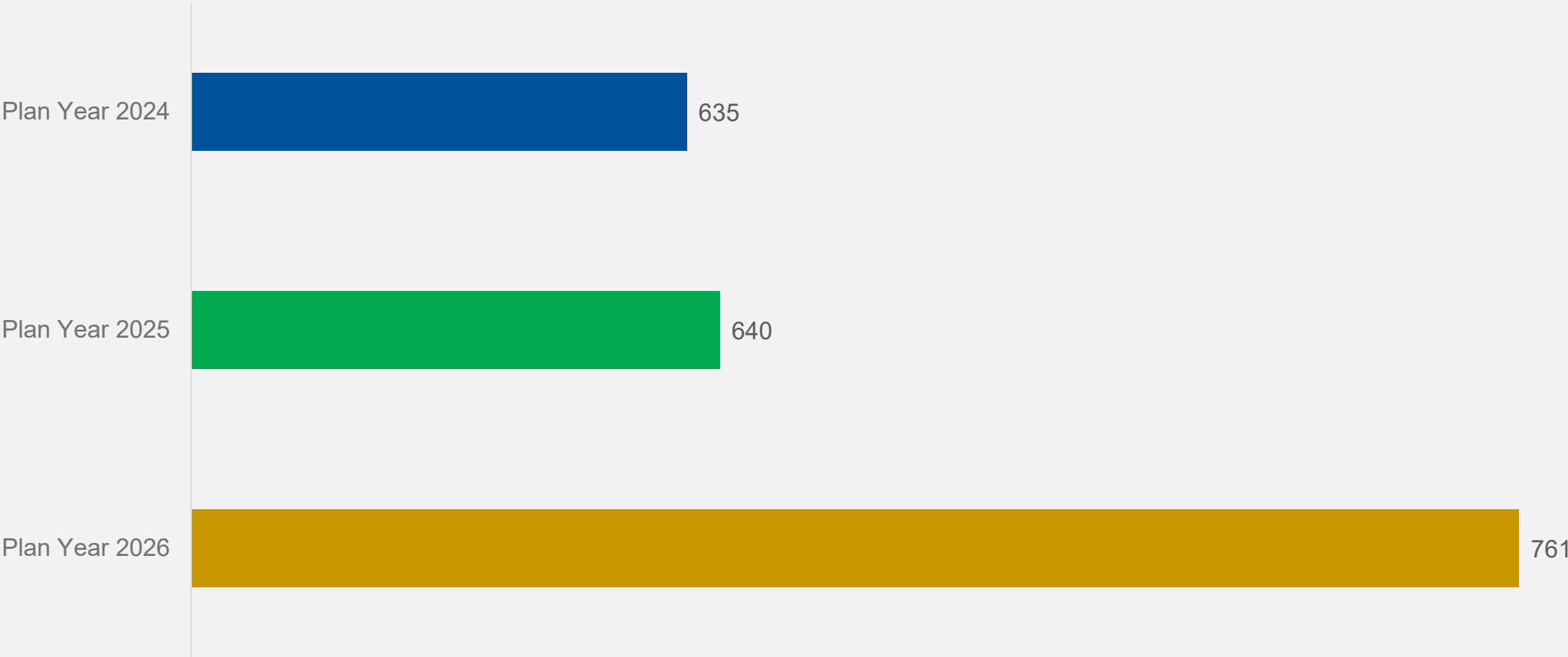
Decision Guide Distribution

Decision Guide Distribution	Plan Year 2023	Plan Year 2024	Plan Year 2025	Plan Year 2026
Number Produced	53,700	57,100	53,500	53,100
Initial Number Mailed to Employers	14,704	15,726	16,000	16,109
Initial Number Mailed to Retirees	31,182	30,938	29,397	29,527

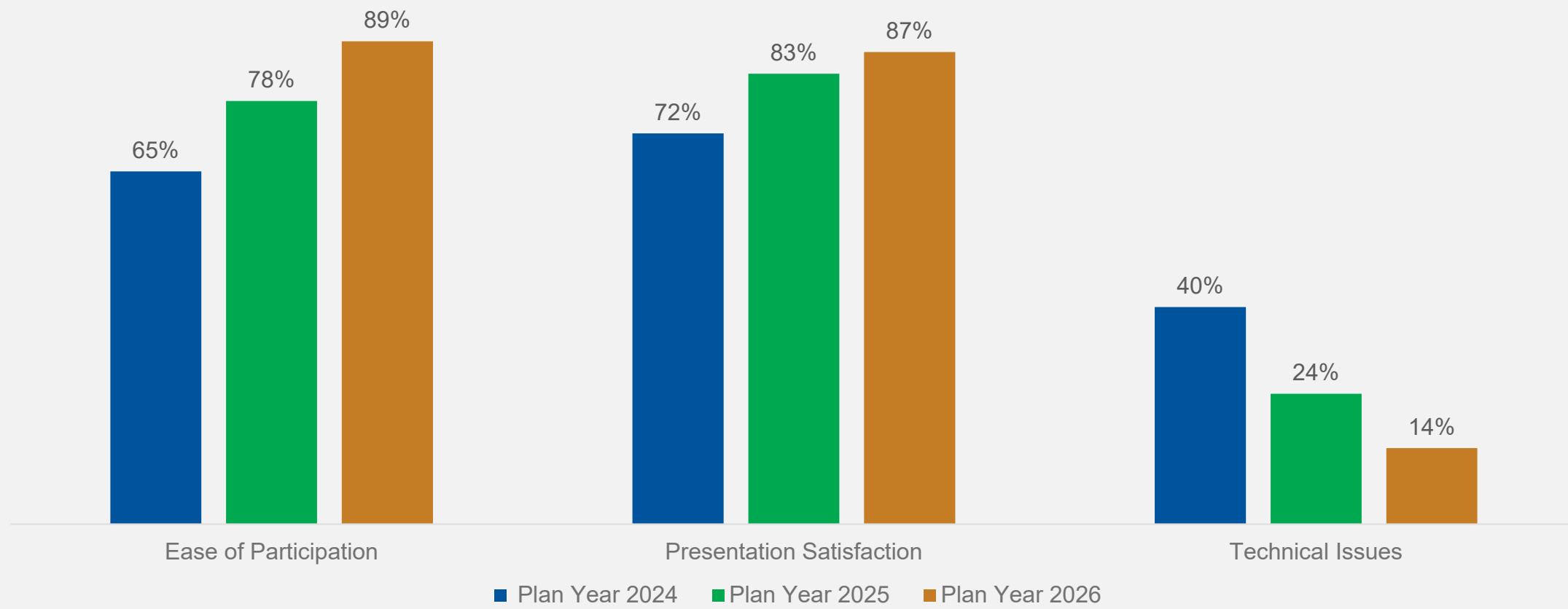
Employer Kickoff Meetings Attendance



Vendor Forums Attendance



Vendor Forum Metrics



Call Center Open Enrollment Metrics

	Plan Year 2022	Plan Year 2023	Plan Year 2024	Plan Year 2025	Plan Year 2026
Open Enrollment Calls	6,873	12,320	6,433	6,499	6,127
Average Wait Time	1:47	10:47	2:48	1:57	2:27
Abandonment Rate	3.09%	20.48%	6.26%	4.6%	4.8%
Average Talk Time	6:35	7:50	6:53	6:39	6:49
Total Calls	17,741	21,889	16,268	15,597	17,224

Other Open Enrollment Communications



Pre-Open Enrollment Local and State Employer Question and Answer Sessions



Seminar on 2026 health care coverage options for the University of Wisconsin Retiree Association



Spoke about 2026 benefits and answered questions at the October DOA Virtual Town Hall Meeting



OSHP Staff attended 6 benefit fairs on UW Campuses

The background of the slide features a dark blue gradient with a bokeh effect. Numerous out-of-focus circles in shades of blue, teal, and purple are scattered across the frame, creating a soft, abstract pattern.

Questions?

Thank you



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