

Wellness Program Audit

Item 9 – Group Insurance Board

Stacey Novogoratz, Program Management Section Chief

Office of Strategic Health Policy



Informational Item Only

No Board action is required.

Key Audit Activities

ETF Office of Internal Audit (OIA) audited
January 1, 2022 – December 31, 2024

- Wellness incentive processing and payments
- Quarterly performance reporting
- Billing activity

Incentive Processing and Payments Findings

3 individuals in 2022 did not receive the incentive

- WebMD provided a root cause analysis to ETF.

Discrepancies between ETF and WebMD files

- WebMD researched and provided results to ETF.

Performance Reporting Findings

Reporting template indicated 95% threshold instead of 90% for Screening Coordination Survey

- WebMD updated the template.

Health Assessment & Portal satisfaction survey results calculated cumulatively instead of quarterly several quarters

- WebMD recalculated these quarters.
- One quarter was slightly below the 90% threshold.

Billing Activity Findings

Invoiced amounts appeared reasonable based on support provided and terms of the contract

Conclusion

- Audit findings present some areas for improvement.
- ETF will work with WebMD to address recommendations.
- WebMD was cooperative throughout the process.
- None of the findings present obstacles to continuing to work with WebMD.

A photograph of a family of four outdoors. On the left, a man with grey hair and a mustache, wearing a dark sweater over a blue and white checkered shirt, is smiling. A young girl with dark hair, wearing a pink shirt, is sitting on his shoulders, hugging him. On the right, a woman with short grey hair, wearing a red jacket over a grey patterned shirt, is smiling. A young boy with dark hair, wearing a blue and orange striped shirt, is sitting on her shoulders, hugging her. The background is a blurred green landscape. The entire image has a semi-transparent blue overlay. The word "Questions?" is written in large, white, sans-serif font across the bottom center of the image.

Questions?

Thank you



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