



STATE OF WISCONSIN  
Department of Employee Trust Funds

Eric O. Stanchfield  
SECRETARY

801 W Badger Road  
PO Box 7931  
Madison WI 53707-7931

1-877-533-5020 (toll free)  
Fax (608) 267-4549  
TTY (608) 267-0676  
<http://etf.wi.gov>

**CORRESPONDENCE MEMORANDUM**

**DATE:** April 1, 2004  
**TO:** Group Insurance Board  
**FROM:** Tom Korpady, Administrator  
Division of Insurance Services  
**SUBJECT:** Handling of Board Correspondence

Background

The Department of Employee Trust Funds (Department) routinely receives correspondence from our participants through regular mail and the Internet requiring responses to questions on benefits or program issues. The Department has a formal process in place to handle these written or electronic requests. In past years, the Department has received very few letters written directly to any one of our governing boards. The overwhelming majority of this correspondence is routine inquiries or complaints, and in these cases, the Department responds on behalf of the board or chair. In a few cases, staff has determined that the correspondence should be provided directly to the board or the chair, and these have been forwarded either in the board meeting materials for the board's information or as a special mailing.

Due to the creation of tiers and the switch to a pharmacy benefit manager under our State of Wisconsin Group Health Insurance Program, the Group Insurance Board's (GIB) important role in these changes has received a lot of attention. As a consequence, the Department has received numerous letters from participants written directly to the GIB or the Board Chair. While this correspondence fits the same pattern as past years, the magnitude of letters received by the Department since the implementation of the new changes has prompted us to seek the GIB's guidance on our current process.

Discussion

The Department believes it is important to keep the GIB informed of the issues our participants have concerning benefits under the insurance programs. Participant concerns have usually been presented in summary form as issues are considered by the GIB. This process enables staff to clearly frame the issues on behalf of the participants and avoids the exposure of personal medical information that is often prominent in participant letters. The Department feels this process has worked well, but the GIB may wish to consider some alternative approaches as follows:

Reviewed and approved by Tom Korpady, Division of Insurance Services.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Board	Mtg Date	Item #
GIB	4/20/2004	5

Group Insurance Board

April 1, 2004

Page 2

1. Share copies of all correspondence written directly to the GIB or the GIB Chair with the GIB;
2. Share copies of all correspondence written directly to the GIB or the GIB Chair with the GIB Chair only;
3. Provide a summary document to the GIB listing the issues addressed by participants, the number of correspondence pertaining to each issue, and any action taken by the Department; or
4. Continue to respond to correspondence on behalf of the GIB or GIB Chair, and the Department will determine on a case by case basis which documents to share with the GIB.