



ACE

ASSOCIATION OF CAREER EMPLOYEES

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March 30, 2023

Mr. John Voelker, Secretary
Wisconsin Department of Employee Trust Funds
P.O. Box 7931
Madison, WI 53707-7931

Re: Request for Changes in the 2024 It's Your Choice Health Benefit Guides

Dear Mr. Voelker:

Recent versions of the State's health benefit guides have been confusing for both current employees and retirees. The Association of Career Employees (ACE) requests the following changes from the 2023 versions to make the State's 2024 guides more user friendly. Since the guides for current employees and retirees have similar formats and content, our comments generally apply to both.

Content additions to provide or direct people to the additional information they need to make their selection:

1. Include a brief description of each plan design option, what distinguishes it from other options, and factors to consider in making a selection before presenting the comparative information in table form.
2. Describe factors to consider in choosing a health plan and direct readers to the places on the ETF website where they can find links to descriptions, websites, provider network information and quality measures for the individual plan(s) they are considering (<https://etf.wi.gov/insurance/health-plan-and-vendor-contact-information> and <https://etf.wi.gov/its-your-choice/2023/health-plan-quality>).

Format changes to make the document easier to navigate:

1. Rearrange the material to keep related information together. For example, move the reference to the Benefits Mentor to Step 1, the point where people would use the tool to help in choosing a plan design, and put the health plan and vendor contact information to Step 2, the section dealing with choosing a specific health plan.

2. Add a separate section or “step” about the enrollment process, including forms where applicable.

3. Put information that is not directly related to the enrollment decision in a separate section on additional resources at the end of the document. These would include the information about Well Wisconsin, mental health support and crisis line, Covid, etc.
4. Work on the design to make each section stand out visually.
5. Include a table of contents:
 - *Purpose and How to Use this Guide*
 - *What’s New for 2024*
 - *Choosing a Health Plan*
 - Step 1: Choose the Type of Plan You Want*
 - Step 2: Choose a Health Insurance Provider*
 - Step 3: Consider Supplemental Benefits*
 - *Enrollment Process (and Forms)*
 - *Other Resources*

Thank you for considering this request.

Sincerely,

Sally Drew

Sally Drew, President