

March 1, 2011

ETF Health Insurance Satisfaction Survey Highlights

- Each year, ETF contracts with a survey vendor to conduct the Consumer Assessment of Health Care Systems (CAHPS®) survey. A sample of State employees and retirees from each health plan are asked about their experiences with their health plan and the health care they received over the past year. Since health plan participants are randomly selected to participate in this survey, employees and retirees cannot volunteer to take the survey. ETF may request participation from all members within smaller health plans in an effort to obtain sufficient sample sizes. Some examples of smaller health plans include Medical Associates Health Plan, MercyCare Health Plan, SMP, Unity Community and WPS Metro Choice. As a new health plan in our program, WEA Trust will not be included in the survey this year.
- The results of the survey are used to generate a report card that is included in the *It's Your Choice Decision Guide* and are also used in premium negotiations with the health plans. The health plans use the data for quality improvement activities as well.
- This year, ETF has again contracted with Synovate, a research firm headquartered in Chicago, IL to conduct the survey.
- Selected employees and retirees can complete the survey via the Internet. Survey participants have the option of exiting the survey if only partially completed and coming back in later to complete the survey, but once they hit the submit button, they will no longer be able to change their responses.
- The e-mail invitation will have the following appearance:
 - **From: Wisconsin Department of Employee Trust Funds (ETF)**
 - **Subject: 2011 State of Wisconsin Employee Health Insurance Satisfaction Survey**
- The survey will be in the field from the week of March 3rd through May 6th. Here are some key target dates:
 - Week of March 3rd—approximately 13,518 e-mails and 3,691 letters (letters will be sent to employees and retirees for whom ETF does not have an e-mail address) will be sent to state and university employees and retirees. Follow up e-mails will be sent to non-respondents.
 - March—Non respondents will be sent a mail survey that they can complete and return via a postage-paid return envelope. Selected employees and retirees continue to have the option to complete the survey via the Internet. Only one completed survey will be counted per person.
 - April through May—Additional employees and retirees will be selected to participate in the survey as needed to complete quotas.
- Questions or Concerns? Contact Russell Hann at 608-266-0212 or russell.hann@etf.state.wi.us