



City Administrator

Rebecca N. Grill

414/302-8294

414/302-8207 (Fax)

City Hall

7525 West Greenfield Avenue

West Allis, Wisconsin 53214

rgrill@westalliswi.gov

www.westalliswi.gov

February 12, 2016

The Honorable Mayor Dan Devine and
Members of the Common Council
7525 W. Greenfield Avenue
West Allis, WI 53214

Re: Open Enrollment Suggestions

Dear Mayor and Common Council Members:

The annual insurance Open Enrollment process for active employees and retirees closed on Wednesday, February 10, 2016. The Human Resources Department is in the midst of processing approximately 1800 health and dental forms. The majority of which are enrollments for the Anthem PPO Plan (Blue Priority network).

In response to the suggestions provided by Jim Herbst regarding the Open Enrollment process we would like to share information on employer requirements and our current and future undertakings.

1. Requirements/Barriers – per the City’s insurance consultant, Willis, under Health Care Reform legislation, employers are required to provide plan information to eligible employees, retirees, and their eligible family members, via mail unless onerous requirements are met. These requirements are to be commenced on an annual basis and include pre-consent, consent, and verification of consent for electronic transmission of documents. (This requirement has been communicated to Mr. Herbst on various occasions, most recently for this year’s Open Enrollment.) We will continue to work with Willis to determine cost effective and efficient options to overcome these barriers.
2. Current Activities – for this year’s annual Open Enrollment, the Communications Department developed a webpage wherein all Open Enrollment information was available 24/7 for active employees, retirees, and their family members. They also created a fill-in enrollment form option and recorded an active employee and retiree meeting wherein individuals were able to view these sessions at their convenience. (To date, this webpage has been visited over 1000 times).
3. Future Activities – Within the next twelve months, the Communications Department will have updated the Intranet portal to not only provide 24/7 access to up-to-date/current benefit information for retirees, active employees, and their family members, but will also provide an e-notification option wherein individuals will be able to receive email blasts providing up-to-the-minute information. In addition to these efforts, a software solution for providing online enrollment is being investigated with anticipation of implementation for next year’s Open Enrollment process.

We look forward to continuing to strive to provide services in the most effective and efficient manner possible. Feel free to contact us if you have any questions or additional suggestions. Thank you for your continued support.

Sincerely,

A handwritten signature in cursive script that reads "Rebecca N. Grill".

Rebecca N. Grill
City Administrator

A handwritten signature in cursive script that reads "Audrey Key".

Audrey Key
Human Resources Director

