

January 15

- Received call from Director **Tony Maze** stating the UHC contract had expired and needed to go to the Finance Committee ASAP.
- Director Maze emailed contract terms and clauses for review to speed up the process.

January 16

- Director Maze emailed an FYI update on the status of the original UHC contract and current work on the 2026 amendment.
- Discussed issues with contract clauses with the CHRO.

January 19

- Spoke with the Milwaukee County Comptroller about UHC contract issues.

January 23

- Email from Alexis G. responding to a request for copies of past UHC agreements.

January 27

- Director of Financial Services emailed Director Maze on fiscal note detail backup.
- Director Maze emailed responses to the Comptroller's Office in response to questions raised by the Financial Services Director.

January 28

- Comptroller **Liz Sumner** emailed Comptroller staff and Director Maze with questions about contract status ahead of the Finance Committee meeting.



FW: UHC Contract Information

From: Tony Maze <Tony.Maze@milwaukeecountywi.gov>
Date: Thu 1/15/2026 3:13 PM
To: Jim Moon <James.Moon@milwaukeecountywi.gov>

|| 7 attachments (578 KB)

Milwaukee County ASA Amend FRN 1.1.2026.docx UHG Blanket GL 24-26.pdf United Health Care Board Report 1.15.2026.docx
2026 UHC Contract Resolution final.doc TBE-12 Recommendation 1.15.26 UHC.docx 1684 Willis Towers Watson Contract
8.11.2025.xlsx RSCAL NOTE UHC and Optum 2026 extension Final.doc

Jim,

Please see the attached UHC contract information for your reference.

Jennifer and Paul from Risk have indicated that they will provide an update to me by tomorrow morning. Once I receive their feedback, I will follow up with you promptly.

I wanted to share this information with you in advance of that discussion.

Regards,

Tony



Tony L. Maze | Director, Total Rewards
Milwaukee County Department of Human Resources
801 N. 8th Street, Room 210 | Milwaukee, WI 53233
(414) 278-4328 | county.milwaukee.gov
By achieving racial equity, Milwaukee County is the healthiest county in Wisconsin.

FW: UHC 2026 Amendment

From Tony Maze <Tony.Maze@milwaukeecountywi.gov>
Date Fri 1/16/2026 4:12 PM
To Jim Moon <James.Moon@milwaukeecountywi.gov>

 1 attachment (10 MB)

ASA 2009 01 Executed_Milwaukee County.pdf;

Fyi...

From: Tony Maze
Sent: Friday, January 16, 2026 4:12 PM
To: Paul Grant <Paul.Grant@milwaukeecountywi.gov>
Cc: James Davies <James.Davies@milwaukeecountywi.gov>; Judd Taback <Judd.Taback@milwaukeecountywi.gov>; Alexis Gassenhuber <Alexis.Gassenhuber@milwaukeecountywi.gov>; Jennifer Folliard <Jennifer.Folliard@milwaukeecountywi.gov>; Molly Pahl-Skwierawski <Mary.Pahl-Skwierawski@milwaukeecountywi.gov>; SH Audit Clause <auditclause@milwaukeecountywi.gov>
Subject: RE: UHC 2026 Amendment

Paul,

It took some searching, but I was able to locate the 2009 agreement.

Thank you for assisting with this.

Regards,

Tony

From: Paul Grant <Paul.Grant@milwaukeecountywi.gov>
Sent: Friday, January 16, 2026 10:25 AM
To: Tony Maze <Tony.Maze@milwaukeecountywi.gov>
Cc: James Davies <James.Davies@milwaukeecountywi.gov>; Judd Taback <Judd.Taback@milwaukeecountywi.gov>; Alexis Gassenhuber <Alexis.Gassenhuber@milwaukeecountywi.gov>; Jennifer Folliard <Jennifer.Folliard@milwaukeecountywi.gov>; Molly Pahl-Skwierawski <Mary.Pahl-Skwierawski@milwaukeecountywi.gov>; SH Audit Clause <auditclause@milwaukeecountywi.gov>
Subject: Fw: UHC 2026 Amendment

Hello Tony,

Thank you for forwarding the attached copy of the draft UHC 2026 Amendment. I had also requested yesterday, and previously, a copy of the original contract. Instead, what we received were copies of the 2020 and 2023 renewal amendments in a separate email from you (I attached copies of the 2020 and 2023 amendments to this email).

As noted in my previous email, dated September 18, see yellow highlight below, we need to review the draft contract (in this case the original contract and draft amendment) and then consult with the Office of Corporation Counsel regarding the right to audit language. At this point, we are still awaiting receipt of the original contract. While we would plan to begin our review timely once we receive the original contract, it will take some time to work through any concerns we encounter in consultation with OCC.

From: Paul Grant <Paul.Grant@milwaukeecountywi.gov>
Sent: Thursday, September 18, 2025 8:39 AM
To: Tony Maze <Tony.Maze@milwaukeecountywi.gov>; Alexis Gassenhuber <Alexis.Gassenhuber@milwaukeecountywi.gov>; Jennifer Folliard <Jennifer.Folliard@milwaukeecountywi.gov>; James Davies <James.Davies@milwaukeecountywi.gov>; Judd Taback <Judd.Taback@milwaukeecountywi.gov>; Molly Pahl-Skwierawski <Mary.Pahl-Skwierawski@milwaukeecountywi.gov>; Irias Bankhead <Irias.Bankhead@milwaukeecountywi.gov>; Candice Lindstrom <Candice.Lindstrom@milwaukeecountywi.gov>; SH Audit Clause <auditclause@milwaukeecountywi.gov>
Cc: Jennifer Mueller <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: Re: UHC Contract language

Good morning Tony,

In order to reach a decision with respect to the audit language, Audit Services will need to review the draft contract first. Please forward a copy of the draft contract to Jennifer, Molly, Irias, Candice and me (all cc'd above). Following our review of the draft contract, we plan to consult with the Office of Corporation Counsel.

Thank you,

- Paul

Paul A. Grant, CPA

Audit Compliance Manager
Milwaukee County Office of the Comptroller
Audit Services Division
600 N Plankinton Ave STE 600
Milwaukee, WI 53203-2901
(voice) 414.278.4292
(fax) 414.223.1895

Regards,

- Paul

Paul A. Grant, CPA

Audit Compliance Manager
Milwaukee County Office of the Comptroller
Audit Services Division

600 N Plankinton Ave STE 600

Milwaukee, WI 53203-2901

(voice) 414.278.4292

(fax) 414.223.1895

Paul.Grant@milwaukeecountywi.gov

[Report County Government Fraud, Waste and Abuse](#)

From: Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Sent: Thursday, January 15, 2026 2:56 PM

To: Jennifer Folliard <Jennifer.Folliard@milwaukeecountywi.gov>; Paul Grant
<Paul.Grant@milwaukeecountywi.gov>

Subject: FW: UHC 2026 Amendment

From: Elisabeth Wright <Elisabeth.Wright@wtwco.com>

Sent: Thursday, January 15, 2026 8:29 AM

To: Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Cc: David Radke <David.Radke@wtwco.com>; Kim Matus <Kim.Matus@wtwco.com>

Subject: UHC 2026 Amendment

Caution: This email originated from outside of Milwaukee County. Use the Phish Alert Report button to have
IMSD review this message if you think it is suspicious.

Hi Tony,

Attached please find the UHC ASA Amendment issued for effective date 1.1.26. As we discussed
yesterday, the amendment replaces the Fees Exhibit in the current Administrative Services Agreement. I
have also included the UHC insurance certificate if you need this for your files.

Please let me know if you have any questions.

Thank you,

Elisabeth Wright, MAHR

Director - Health & Benefits

WTW

111 E. Kilbourn Ave, Suite 1850 | Milwaukee WI 53202 | United States

M +414 759 6542

Elisabeth.Wright@wtwco.com

wtwco.com

Upcoming Out of Office: January 16th, February 13th

Upcoming office closures/holidays: January 19th and February 16th

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Fw: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

From Alexis Gassenhuber <Alexis.Gassenhuber@milwaukeecountywi.gov>

Date Tue 1/20/2026 4:26 PM

To Jim Moon <James.Moon@milwaukeecountywi.gov>; Paul Grant <Paul.Grant@milwaukeecountywi.gov>; Jennifer Folliard <Jennifer.Folliard@milwaukeecountywi.gov>; Molly Pahl-Skwierawski <Mary.Pahl-Skwierawski@milwaukeecountywi.gov>; Irias Bankhead <Irias.Bankhead@milwaukeecountywi.gov>; Candice Lindstrom <Candice.Lindstrom@milwaukeecountywi.gov>; SH Audit Clause <auditclause@milwaukeecountywi.gov>

 4 attachments (21 MB)

original ASA effective 1.1.2009 01 Executed_Milwaukee County.pdf; EAP Addendum Milwaukee County ASA Amend Terms Add Optum 1.1.2011 EXECUTED.pdf; BAA Milwaukee County ASA Amend Terms Rev 2.17.2010 EXECUTED.pdf; 2023 to 2025 Financial Renewal and Terms Amendment to the 2009-2011 Administrative Services Agreement (Contract 714852) UHC Env 1e6cf472-7423-4937-8da6-a40c3b9dcf40.pdf;

Thanks, Jim and Paul, for requesting the files which I could access. I'm forwarding you the attached files.

Alexis

From: Alexis Gassenhuber <Alexis.Gassenhuber@milwaukeecountywi.gov>

Sent: Monday, June 23, 2025 8:07 AM

To: Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>

Cc: Jim Moon <James.Moon@milwaukeecountywi.gov>

Subject: Fw: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Hello CJ:

Thanks for requesting the Administrative Services Agreement with United HealthCare Services, Inc.

I have attached the following:

Original Administrative Services Agreement, Contract No. 714852, effective 1/1/2009 signed by David Arena and UHC on paper in March 2009.

Addendum effective 1/1/2011 with UHC relating to its affiliate OptumHealth Behavioral Solutions (UBH) for the Employee Assistance Program; Worklife; and other services, signed on paper by Matt Hanchek in August 2012 (typo?) and by UHC and UBH in August 2013 (typo?).

Amendment effective 2/17/2010 to the Administrative Services Agreement, Contract No. 714852, signed on paper by Matt Hanchek and UHC in 2017.

2023 to 2025 Financial Renewal and Terms Amendment to the 2009-2011 Administrative Services Agreement (Contract 714852).

File [11-346](#) provided *draft* Amendments relating to 2012 and 2012-2014. I imagined Matt Hanchek would have left the *signed final versions* in some file folder, but HR was not able to locate such files. I had recommended asking the Contractor below.

Alexis

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>
Sent: Thursday, January 26, 2023 10:54 AM
To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>
Cc: Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: Re: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Good Morning Tony!

After today's Finance Committee or at any time tomorrow, might you have two minutes to meet in Teams, please? I need to clarify the estimates so that my office can sign the new DocuSign envelope. Thank you!

Alexis

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>
Sent: Friday, December 16, 2022 8:54 AM
To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: Re: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Thanks, Tony!

- Yes, I would recommend briefly updating the 1684 form for Optum for this 2023-2025 extension. You could use the DESCRIPTION (PURPOSE OF CONTRACT FIELD) to further discuss any estimates.

- Yes, I would recommend updating the 1684 form for UHC (taking your form from the 2020-2022 extension, but updating it for this 2023-2025 extension).

Appreciatively,
Alexis

From: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>
Sent: Thursday, December 15, 2022 10:50 AM
To: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: RE: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Alexis,

Please see my comments below in **red**.

Also, please let me know if I need to redo the current 1684 and add a new one for UHC. I included both organizations on prior contracts. I need to have guidance here.

Thank you.

Tony

2023 to 2025 Financial Renewal and Terms Amendment to the Administrative Services Agreement (Contract No. 714852) between Milwaukee County and United HealthCare Services, Inc.

Amendment V extending from 2023 through 2025 the 2015-2016 Prescription Drug Benefit Administration Agreement between Milwaukee County and Milwaukee County Transit (Client) and OptumRx, Inc. (Administrator)

Can you please share the original **Administrative Services Agreement (Contract No. 714852)** with UHC (I believe with an initial term from 2009 to 2011) and the **2012-2014 Financial Renewal and Terms Amendment** to that Agreement? That will help us understand the pending amendment.

I have provided all the contract documents I was able to find. UHC also provided all the documents they had on file for Milwaukee County as well.

I have questions regarding the estimates:

In this envelope, I see the 1684 form for Optum for this 2023-2025 extension, estimating a \$243,200 Total Contract Amount (for this three-year extension). Perhaps this only estimated the administrative costs:

Optum					9800 Health Care Lane								
SUPPLIER TAX I.D.	SUPPLIER #	COMMODITY CODE (or list by Line below)		NEW or	AMEND	Minnetonka, MN 55353							
39-2739571	80553	85-10-17-00		X									
EFFECTIVE DATES:		LENGTH OF CONTRACT (IN MONTHS)		AMENDMENT ONLY: DOLLAR CHANGE			TOTAL CONTRACT AMOUNT						
effective date	expiration date												
1/1/2023	12/31/2025	36					Estimated 243,200						
ACCOUNTING INFORMATION													
Year to be Encumbered or Earned	Line No.	Commodity Code	Agency	Org.	Account	Activity	Function	Reporting Category	Project / Job / Grant	Fund	Item Descriptio n	Item Descriptio n 2	Amount to be Encumbered or Earned
2023	01	85-10-17-00	194	1950	54026						0001		Variable
2024	01	85-10-17-00	194	1950	54026						0001		Variable
2025	01	85-10-17-00	194	1950	54026						0001		Variable

When we considered the 2020-2022 extension with Optum, your office estimated \$13,600,000 annually.

Would you estimate paying Optum some \$18,000,000 annually during the 2023-2025 extension?

This is a unique situation. There are two different charges. There are the claims fees both both organizations which is \$81,000,000 per year for both UHC and OptumRX, then there are the admin fees. Admin fees per year for UHC is estimated to be \$2,000,000 per year. There is no admin fee for Optum RX.

I do not see a 1684 form for UHC for this 2023-2025 extension.

When we considered the 2020-2022 extension with UHC, I believe your office estimated around \$80,000,000 or \$90,000,000 annually (after rebates and excluding Transit):

UHC				9800 Health Care Lane, Minnetonka, MN 55353							
TAX I.D. NO.		EFFECTIVE DATES:		LENGTH OF CONTRACT (IN MONTHS)		AMENDMENT ONLY: DOLLAR CHANGE		TOTAL CONTRACT AMOUNT			
begin date		end date									
39-2739571		01/01/2012/31/22		36				\$240,000,000			
ACCOUNTING INFORMATION											
Year to be Expended	Line No	Fund	Agency	Org Unit	Activity	Function	Object	Job Number	Report Cat	Units	Amount to be Expended/ Amendment
2020	01	0001	194	1950			5398				Variable
2021	01	0001	194	1950			5398				Variable
2022	01	0001	194	1950			5398				Variable

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>

Sent: Monday, December 12, 2022 3:37 PM

To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>; Luckman, Nicole

<Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>

Subject: Re: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

FYI, File [11-346](#) provided draft Amendments relating to 2012 and 2012-2014. I imagine Matt Hanchek should have left the signed final versions in some file folder . . . Ideally the County would keep a signed version.

I will watch for your office's estimates. Thank you!

Alexis

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>

Sent: Monday, December 12, 2022 2:30 PM

To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>

Subject: Fw: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Thanks for those helpful materials, Tony! Does anyone have a copy of the **2012-2014 Financial Renewal and Terms Amendment** to the Administrative Services Agreement, Contract No. 714852?

Alexis

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>

Sent: Monday, December 12, 2022 2:02 PM

To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>

Cc: Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>

Subject: Re: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Thanks, Tony! We will try to review soon! Also I look forward to your office's estimates in response to my original questions below.

Alexis

From: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>

Sent: Monday, December 12, 2022 1:58 PM

To: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>

Cc: Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>

Subject: FW: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Here you go Alexis!

From: Wright, Elisabeth <Elisabeth.Wright@wtwco.com>

Sent: Monday, December 12, 2022 12:49 PM

To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>

Cc: Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>

Subject: RE: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

CAUTION: This email originated from outside of Milwaukee County. Use the Phish Alert Report button to have IMSD review this message if you think it is suspicious.

Hello, happy Monday!

Attached please find the contracts that Susan was able to share with us. Please review and let me know if you have any questions.

Thank you,

Elisabeth Wright

Associate Director – Health & Benefits

WTW

C 1 414 759 6542

From: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>

Sent: Thursday, December 8, 2022 3:01 PM

To: Wright, Elisabeth <Elisabeth.Wright@wtwco.com>

Cc: Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>

Subject: FW: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Hey there. Can you please reach out to UHC and see if they can provide a contract from 2009 – 2011? We cannot find it here.

Tony

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>

Sent: Thursday, December 8, 2022 2:28 PM

To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>; Luckman, Nicole

<Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>

Subject: Re: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Thanks, Tony! In the file you shared, the Financial Renewal and Terms Amendment effective 1/1/2015 also amended the original Administrative Services Agreement (Contract No. 714852).

It is challenging to understand the pending 2023 to 2025 Financial Renewal and Terms Amendment unless we see the original Administrative Services Agreement (Contract No. 714852).

If HR does not have that information, then does the Contractor have the original Administrative Services Agreement (Contract No. 714852) (I believe with an initial term from 2009 to 2011) and the 2012-2014 Financial Renewal and Terms Amendment to that Agreement?

Appreciatively,

Alexis

From: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>
Sent: Thursday, December 8, 2022 2:15 PM
To: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: RE: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Alexis,

We have searched for the contracts you are requesting. The older contract was done prior to DocuSign and was done with Benefits was a part of DAS. We have no information on this one. I will attach a copy of the last contract which includes the 2015 documents at the end.

Tony

From: Maze, Tony
Sent: Thursday, December 8, 2022 9:06 AM
To: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: RE: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Alexis,

You are requesting contracts from over 10 years ago. Certainly before my time I only have access to the last contract which I will attach.

Jennifer, do you have access to the contracts Alexis is looking for?

Tony

From: Gassenhuber, Alexis <Alexis.Gassenhuber@milwaukeecountywi.gov>
Sent: Tuesday, December 6, 2022 4:40 PM
To: Maze, Tony <Tony.Maze@milwaukeecountywi.gov>; Luckman, Nicole <Nicole.Luckman@milwaukeecountywi.gov>; Mueller, Jennifer <Jennifer.Mueller@milwaukeecountywi.gov>
Subject: 2023-2025 Financial Renewal & Terms Amendment to Administrative Services Agreement with UHC and Amendment V to Prescription Drug Benefit Administration Agreement with Optum

Hello Tony, Nicole, and Jennifer!

In DocuSign my office is reviewing the envelope that includes:
2023 to 2025 Financial Renewal and Terms Amendment to the Administrative Services Agreement (Contract No. 714852) between Milwaukee County and United HealthCare Services, Inc.
Amendment V extending from 2023 through 2025 the 2015-2016 Prescription Drug Benefit Administration Agreement between Milwaukee County and Milwaukee County Transit (Client) and OptumRx, Inc. (Administrator)

Can you please share the original **Administrative Services Agreement (Contract No. 714852)** with UHC (I believe with an initial term from 2009 to 2011) and the **2012-2014 Financial Renewal and Terms Amendment** to that Agreement? That will help us understand the pending amendment.

I have questions regarding the estimates:

In this envelope, I see the 1684 form for Optum for this 2023-2025 extension, estimating a \$243,200 Total Contract Amount (for this three-year extension). Perhaps this only estimated the administrative costs:

Optum						9800 Health Care Lane							
SUPPLIER TAX I.D.	SUPPLIER #		COMMODITY CODE (or list by Line below)		NEW or	AMEND	Minnetonka, MN 55353						
39-2739571		80553		85-10-17-00		X							
EFFECTIVE DATES:			LENGTH OF CONTRACT			AMENDMENT ONLY: DOLLAR			TOTAL CONTRACT AMOUNT				
effective date		expiration date		(IN MONTHS)			CHANGE						
1/1/2023		12/31/2025		36						Estimated 243,200			
ACCOUNTING INFORMATION													
Year to be Encumbered or Earned	Line No.	Commodity Code	Agency	Org.	Account	Activity	Function	Reporting Category	Project / Job / Grant	Fund	Item Descriptio n	Item Descriptio n 2	Amount to be Encumbered or Earned
2023	01	85-10-17-00	194	1950	54026					0001			Variable
2024	01	85-10-17-00	194	1950	54026					0001			Variable
2025	01	85-10-17-00	194	1950	54026					0001			Variable

When we considered the 2020-2022 extension with Optum, your office estimated \$13,600,000 annually.

Would you estimate paying Optum some \$18,000,000 annually during the 2023-2025 extension?

I do not see a 1684 form for UHC for this 2023-2025 extension.

When we considered the 2020-2022 extension with UHC, I believe your office estimated around \$80,000,000 or \$90,000,000 annually (after rebates and excluding Transit):

UHC					9800 Health Care Lane, Minnetonka, MN 55353							
TAX I.D. NO.		EFFECTIVE DATES:			LENGTH OF CONTRACT			AMENDMENT ONLY:		TOTAL CONTRACT		
begin date		end date			(IN MONTHS)			DOLLAR CHANGE		AMOUNT		
39-2739571		01/01/20		12/31/22		36					\$240,000,000	
ACCOUNTING INFORMATION												
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2020	01	0001	194	1950			5398				Variable	
2021	01	0001	194	1950			5398				Variable	
2022	01	0001	194	1950			5398				Variable	

Would you estimate paying UHC some \$80,000,000 or \$90,000,000 annually during the 2023-2025 extension?

Thanks!

Alexis

Alexis Gassenhuber
Contracts Coordinator
Office of the Milwaukee County Comptroller
Courthouse Room 301, 901 North 9th Street, Milwaukee, WI 53233
Alexis.Gassenhuber@milwaukeecountywi.gov
414-278-4164

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File #26-272 UHC contract extension

From Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>

Date Tue 1/27/2026 1:27 PM

To Tony Maze <Tony.Maze@milwaukeecountywi.gov>; Margo Franklin
<Margo.Franklin@milwaukeecountywi.gov>

Cc Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

Hello Tony,

I was reading through the file for the UHC contract extension and have concerns about the fiscal impact that is discussed in the report and fiscal note. Can you please send me all the data that was calculated and provided by WTW so that our office can review the information that you have provided? I also do not understand how you calculated subsequent year's cost to be \$90M. I do not understand what that amount is.

Thank you. - - cj



C.J. Pahl (she/hers) | Financial Services Director
Office of the Comptroller | Milwaukee County
901 N. 9th Street, Suite 301
Milwaukee, WI 53233
414.278.4174 | county.milwaukee.gov

By achieving racial equity, Milwaukee County is the healthiest county in Wisconsin.

RE: File #26-272 UHC contract extension

From Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Date Tue 1/27/2026 1:35 PM

To Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>; Margo Franklin
<Margo.Franklin@milwaukeecountywi.gov>

Cc Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

CJ,

I will get all the requested information and share it once it is put together.

Regards,

Tony

From: Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>

Sent: Tuesday, January 27, 2026 1:27 PM

To: Tony Maze <Tony.Maze@milwaukeecountywi.gov>; Margo Franklin
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Cc: Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

Subject: File #26-272 UHC contract extension

Importance: High

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RE: File #26-272 UHC contract extension

From Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Date Tue 1/27/2026 3:57 PM

To Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>; Margo Franklin
<Margo.Franklin@milwaukeecountywi.gov>

Cc Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

 2 attachments (2 MB)

RE: WTW Health Care forecast for 2026; WTW Updated 2025 Projections;

CJ,

Attached please find the 2026 Health Care Forecast prepared by WTW and provided in August 2025. I have also included the accompanying email from WTW, as it highlights several key factors that materially impacted the County's pricing analysis:

- Total required plan cost estimates for 2026 are approximately \$97 million. We anticipate receiving the 2024 EGWP rebates in the next month or so. This will offset a portion of the \$97 million.
- The 2025 projections assumed an approximate 10% reduction in claims costs attributable to the RxBenefits implementation. However, due to increased utilization of GLP-1 medications and the introduction of two new high-cost brand drugs, those anticipated savings did not materialize. As a result, WTW removed the savings assumption from the 2026 projections.
- A 4.0% rate increase applied annually from the 2022/2021 period through 2026/2025 would have fully funded the projected 2026 plan costs.

For reference, I have also attached the 2024–2025 Baseline Projections provided by WTW in September 2024. These materials reflect a noted escalation in claims beginning mid-year 2024 and outline the assumptions used in the related calculations.

Additional context regarding the \$90,000,000 estimate:

As noted on page 9 of the 2026 Forecast, this figure includes anticipated rebates for active employees and pre-65 retirees. EGWP rebates are excluded, as they are received on a two-year lag. I intentionally excluded EGWP rebates to ensure we maintain sufficient cash flow to cover projected claims obligations over the next several years.

I used the attached data to derive the \$90,000,000 estimate. If you remain uncomfortable with this figure, please let me know what alternative amount you would prefer, and I will revise it accordingly in advance of the Board meeting on Thursday.

Please let me know if you have any questions or require additional information.

Regards,

Tony

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Sent: Tuesday, January 27, 2026 1:27 PM
To: Tony Maze <Tony.Maze@milwaukeecountywi.gov>; Margo Franklin <Margo.Franklin@milwaukeecountywi.gov>
Cc: Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>
Subject: File #26-272 UHC contract extension
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Re: File #26-272 UHC contract extension

From Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>

Date Wed 1/28/2026 8:58 AM

To Margo Franklin <Margo.Franklin@milwaukeecountywi.gov>; Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Cc Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>; Daniel Laurila <Daniel.Laurila@milwaukeecountywi.gov>; Isaac Rowlett <Isaac.Rowlett@milwaukeecountywi.gov>

Tony, I am not able to follow the logic you provided. I am circling in the budget office in case they can help add any context.

If I am understanding, you are basing some of the costs of the WTW 2026 fiscal year projection issued in August of 2025. I believe this is the same projection that I expressed concerns about last week in my email to you. Those projections appear to be flawed and don't provide the necessary data to provide an accurate fiscal note for the contract you are proposing. Had they been used to create the 2026 budget, we would likely have been in a much greater deficit position than I am currently anticipating for 2026.

In order to accurately reflect the fiscal impact of your proposed contract, the County would need to review that the actual fiscal analysis that was completed for the RFP response that you received from UHC. That would include projected cost/savings of the various buckets including medical claims, post-65 pharmaceutical claims, administrative fees, Naviguard fees, etc. and how they compare to what we would otherwise be paying under the status quo. This is the information that we need to make a fiscal assessment of the contract amendment.

Your report also cites a large savings due to additional rebates. Where in the contract amendment are these additional pharmaceutical rebates guaranteed? Assuming that the WTW projection for 2026 was accurate, are you stating that the additional rebates will be on top of the \$35M in rebates in the WTW 2026 fiscal year projection, or were those savings built into the WTW projection for 2026? Furthermore, why would you exclude EGWP rebates? Those rebates (cash) are generally received within 2 months, with a year-end reconciliation received one year later. That would directly impact the amount of "cash flow" you are referring to.

Thank you. - - cj



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From: Tony Maze <Tony.Maze@milwaukeecountywi.gov>

Sent: Tuesday, January 27, 2026 3:56 PM

To: Cynthia Pahl <Cynthia.Pahl@milwaukeecountywi.gov>; Margo Franklin

<Margo.Franklin@milwaukeecountywi.gov>

Cc: Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

Subject: RE: File #26-272 UHC contract extension

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Subject: File #26-272 UHC contract extension

Importance: High

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United Healthcare Contract

From Liz Sumner <Liz.Sumner@milwaukeecountywi.gov>
Date Wed 1/28/2026 4:22 PM
To Tony Maze <Tony.Maze@milwaukeecountywi.gov>
Cc Margo Franklin <Margo.Franklin@milwaukeecountywi.gov>; Jim Moon <James.Moon@milwaukeecountywi.gov>

Tony,

I have reviewed the agenda item for the Finance Committee tomorrow, as well as held discussions within my office and with Corporation Counsel regarding the United Healthcare contract. I want to express my concern with how this amendment was executed and the fact that the contract was allowed to expire before the end of the year.

From what we can determine, the County is still operating under the original 2009 contract, which has been amended multiple times. This raises significant concerns, as the contract contains outdated provisions—such as the audit clause—and potentially other clauses that no longer align with current County requirements and pose financial risk to the county as the healthcare environment is changing annually. In addition to being required by ordinance, competitive bidding is also required for any costs charged to Federal funds.

Could you please clarify:

- We have been unable to locate any RFP for this contract since its inception. Has an RFP ever been issued since 2009?
- Why has the contract not been reviewed, updated, and properly executed during this time?
- Who negotiated the current item before the Board on Thursday? Several terms of the agreement are fiscally concerning, and my office would have welcomed to the opportunity to weigh in on some of the financial matters.

I also note that the financial renewal document from UHC reflects a date of June 13, 2025. Why is this only now being distributed to Corporation Counsel and my office?

In the Board report, you state that a 2% increase was negotiated instead of 6%. How was this determined without an RFP process? How can we be confident these are the most competitive rates available? Additionally, please explain the increased rebate amount listed in the prescription drug section—how was this figure calculated? Why are rebates being included for savings for a contract does not appear to cover the post-65 retiree population for pharmacy?

Finally, I want to be clear that as a required signatory to the contract, until I receive adequate answers to my concerns above, I'm unwilling to commit to signing the contract. I strongly recommend requesting UHC to revise the term to a one to two year with an optional 2-year extension. This approach would allow time for proper information gathering and an opportunity to issue an RFP well before another long-term commitment.

Thank you for addressing these concerns promptly. I plan to share them at committee tomorrow as well.

Liz

Liz Sumner (*she, her, hers*)

Milwaukee County Comptroller

901 North 9th Street, Room 301 | Milwaukee, WI 53233

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