


**COUNTY OF MILWAUKEE  
INTEROFFICE COMMUNICATION**

**DATE:** September 27, 2012

**TO:** Chairwoman Marina Dimitrijevic, Milwaukee County Board of Supervisors  
Supervisor Peggy Romo West, Chair, Committee on Health and Human Needs  
Supervisor Willie Johnson Jr., Chair, Committee on Finance, Audit and  
Personnel

**FROM:** Maria Ledger, Director, Department of Family Care 

**SUBJECT:** Request authorization to enter into a Hosting and Access Agreement with  
*Lakeland Care District* Managed Care Organization (MCO) to use MIDAS to  
support its own care management and claims processing systems and to  
receive the revenues thereunder.

I respectfully request that the attached resolution be scheduled for consideration by the Committee on Health and Human Needs at its meeting on October 24th, 2012 and the Committee on Finance and Audit on October 25th, 2012.

The Department has worked to develop a proprietary data application system called MIDAS (Member Information, Documentation, and Authorization System) to assist the Department – MCO in managing the Family Care program. MIDAS is a multi-featured database/web application system to maintain client records, enrollment data, eligibility information, care plans and case notes, Medicare and Medicaid information, assessments, service authorizations, member obligation receivables, provider network and support contact information, and other features critical to effective administration of the Family Care program.

The MIDAS system is also designed to provide a large number of user and management reports and maintain flexibility within its internal security system to allow numerous combinations of rights and access levels to the system i.e., MCDFC management, MCDFC and CMU case managers, service providers, etc. *Lakeland Care District* operates a MCO in Wisconsin and desires a Hosting and Access Agreement with MCDFC to use the MIDAS system.

Superior Support Resources, Inc. (SSR) has been providing Hosting and Application Support Services to the MCO since January 2009. Superior Support Resources, Inc., a certified DBE vendor, provides technical and support services for Milwaukee County's own needs in utilizing the MIDAS system.

SSR has unique experience with MIDAS and qualifications to perform the services requested as evidenced by current service provided to the MCO to setup, host and support the Department of Family Care contract with Southwest Family Care Association (SFCA) MCO.

The term of the Hosting and Access Agreement will be for five years. A five-year agreement is the most cost effective and beneficial option for the County providing consistent revenue to support a hosting environment, support and maintenance necessary to assure a reliably high level (99%) of server and application availability to users including *Lakeland Care District*.

SSR is uniquely qualified to provide this service as the result of past services provided to the County hosting and supporting a similar environment, which allows DFC to lease MIDAS to identifier for the other party. A 2012 Professional Services contract with Superior Support Resources to provide MIDAS Hosting and Support Services for multiple users will be funded through rates and fees charged to external users, including *Lakeland Care District* in 2013 and thereafter. Enhancements necessary to the most effective hosting and access to MIDAS for multiple users are fully funded through this agreement.

The Director, Department of Family Care, is hereby requesting authorization to enter into Hosting and Access Agreement with *Lakeland Care District* and to receive the revenues thereunder to include:

1. *Lakeland Care District* shall pay a one-time setup fee of \$75,000 immediately, and
2. *Lakeland Care District* shall timely pay monthly Hosting and Access fees to MCDFC at the rate of eight dollars and fifty cents (\$8.50) per enrolled member, with estimated enrollment in *Lakeland Care District* based upon enrollment as reported to the state in June 2012 of 2,723 members per month.

Total monthly payment received from *Lakeland Care District* is approximately \$23,150/month commencing on January 1, 2013 with total estimated payments in 2013 to MCDFC of \$278,800.

If you have questions concerning the agreement, please contact Maria Ledger at 287-7610.

Attachment: Resolution

cc: County Executive Chris Abele  
Amber Moreen, Chief of Staff, Office of the County Executive  
Kelly Bablitch, Chief of Staff, County Board  
Patrick Farley, Director, DAS  
Craig Kammholz, Fiscal & Budget Administrator, DAS  
Toni Thomas Bailey, Fiscal & Management Analyst, DAS  
Steve Cady, Analyst, County Board Staff  
Jennifer Collins, Analyst, County Board Staff  
Jodi Mapp, Committee Clerk, County Board Staff  
Jim Hodson, Chief Financial Officer, MCDFC