



Milwaukee County
Department of Human Resources
 INTER-OFFICE COMMUNICATION

Date: January 30, 2026

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Margo Franklin, Chief Human Resources Officer, Department of Human Resources

Subject: From the Chief Human Resources Officer, Department of Human Resources, providing an informational report on the timeline of the United Healthcare contract. 

File Type: Informational Report

REQUEST

The Department of Human Resources (DHR) was asked by the Finance Committee at its January 29 meeting during the discussion of [File 26-272](#), to provide a timeline of the United Healthcare contract.

BACKGROUND

Related File No's:	File 26-272
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The Department of Human Resources (DHR) is providing the following timeline of events related to the UnitedHealthcare contract:

- **January 2025**
Milwaukee County requested that Willis Towers Watson (WTW) conduct a Request for Proposal (RFP) for Medical Benefits Third-Party Administration services. WTW is Milwaukee County's broker of record, and they perform all Milwaukee County benefit RFPs.
- **May 2025**
WTW completed the RFP process and provided Milwaukee County with the results. As a result of the RFP, UnitedHealthcare (UHC) was selected.
- **July 22, 2025**
CJ Pahl, Financial Services Director, requested that the Office of the Comptroller's auditors be granted access to UHC and Optum Rx data.
- **July 31, 2025**
Access to UnitedHealthcare data was granted to the Comptroller's auditors.
- **August 5, 2025**
Access to RxBenefits/Optum Rx data was granted to the Comptroller's auditors.
- **August 22, 2025**
WTW provided Milwaukee County with 2025 health care cost estimate data reflecting anticipated remaining-year spend.
- **August 26, 2025**
The 2025 health care cost estimate data was forwarded to the Office of Strategy, Budget and Performance.
- **August 27, 2025**
A meeting was held with Joe Lamers, former Director of Strategy, Budget and Performance to review and discuss the data received from WTW.
- **Late August 2025**
Joe Lamers advised that he had shared the WTW data with the Office of the Comptroller, which subsequently raised questions regarding WTW's forecast.
- **September 17, 2025**
An email was sent to the Jennifer Folliard, Director of Audit advising that Milwaukee County was preparing to extend a contract with UnitedHealthcare and

noting that questions had arisen regarding audit language.

- **September 24, 2025**
Proposed audit language for the UnitedHealthcare contract was provided to the Audit Department; however, UnitedHealthcare had not yet agreed to include the language.
- **November 19, 2025**
A meeting was held with representatives from the Office of the Comptroller, Milwaukee County Benefits Department, Willis Towers Watson, and Foster & Foster (Comptroller's auditors) to review WTW's data.
- **January 15, 2026**
After multiple requests, UnitedHealthcare provided an updated contract including its standard audit language and formally advised that it would not incorporate Milwaukee County's proposed audit language due to proprietary and confidentiality concerns.

The above timeline outlines the Department of Human Resources RFP process to amend the existing UnitedHealthcare contract and additional data share with other departments across Milwaukee County.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the [strategic plan](#):

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
- 3A: Invest "upstream" to address root causes of health disparities
- 3B: Enhance the County's fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

FISCAL EFFECT

This is an informational report and has no tax levy impact.

TERMS

NA.

VIRTUAL MEETING INVITES

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PREPARED BY:

Margo Franklin, Chief Human Resources Officer, Department of Human Resources

APPROVED BY:

Margo Franklin, Chief Human Resources Officer, Department of Human Resources

ATTACHMENTS:

United Healthcare RFP
United Healthcare Contract

cc: County Executive David Crowley
Mary Jo Meyers, Chief of Staff, County Executive's Office
Margo Franklin, Chief Human Resources Officer
Scott Brown, Corporation Counsel
Supervisor Willie Johnson, Jr., Chair, Finance & Audit Committee
Supervisor Patti Logsdon, Chair, Personnel Committee
Liz Sumner, Comptroller

Stephen Cady, Comptroller's Office

Aaron Hertzberg, Director, DAS

Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk