




Milwaukee County

Department of Human Resources

INTER-OFFICE COMMUNICATION

Date: November 7, 2024

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

From: Tony Maze, Director of Total Rewards, Department of Human Resources 

Subject: **Report from the Director of Total Rewards, Department of Human Resources, requesting authorization to execute a one-year contract with Willis Towers Watson for Dependent Eligibility Audit administration from January 1, 2025 – December 31, 2025**

File Type: Action Report

REQUEST

The Benefit Division of Human Resources requests to execute a one-year contract with Willis Towers Watson for Dependent Eligibility Audit Services. Through this contract, Willis Towers Watson will conduct a comprehensive audit of dependent eligibility audit, helping Milwaukee County ensure that only qualified dependents are covered under our health plan. This service is essential for reducing healthcare costs and strengthening the integrity of our benefits program.

As we strive to become an employer of choice and attract and retain talented employees at Milwaukee County, providing a competitive Total Rewards package is critical. By ensuring only eligible dependents are covered under our health plans, we can better control healthcare cost. These savings allow us to keep premiums manageable for employees and reinvest in improved benefits, ultimately supporting a more attractive and robust Total Rewards package.

Policy

Milwaukee County currently uses Willis Towers Watson for consulting services. The project fees are \$109,400 with a projected overall savings of up to \$2,107,000. Willis Towers Watson is financially stable, has a proven track record of quality customer service, and will continue to offer the same convenience.

ALIGNMENT TO STRATEGIC PLAN

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

As we strive to become an employer of choice and attract and retain talented employees at Milwaukee County, providing a competitive Total Rewards package is critical. Our Total Rewards package includes elements of compensation, benefits, work-life balance, recognition, and career development opportunities. These components all contribute to employee satisfaction and increased employee engagement.

1A: Reflect the full diversity of the County at every level of County government

These services will be offered to all benefit eligible employees

1B: Create and nurture an inclusive culture across County government

These services will be offered to all benefit eligible employees

1C: Increase the number of County contracts awarded to minority and women-owned businesses

RFI was requested and no minority or women-owned business responded

2A: Determine what, where, and how we deliver services to advance health equity
Dental and Vision services are a key to Milwaukee County Employees overall health and wellbeing.

2B: Break down silos across County government to maximize access to and quality of services offered

These services will be offered to all benefit eligible employees

2C: Apply a racial equity lens to all decisions

These services will be offered to all benefit eligible employees, and they are significantly discounted due to offering a group plan design. This will mostly help Milwaukee County's lower wage earners.

3A: Invest "upstream" to address root causes of health disparities

3B: Enhance the County's fiscal health and sustainability

Delta Dental has offered Milwaukee County a rate guarantee for 5 years at our existing rate.

3C: Dismantle barriers to diverse and inclusive communities

These services will be offered to all benefit eligible employees

FISCAL EFFECT

Milwaukee County currently uses Willis Towers Watson for consulting services. The project fees are \$109,400 with the following projected overall savings:

Estimated Dependent Enrollment Reduction	Potential Savings
3%	\$903,000
5%	\$1,505,000
7%	\$2,107,000

TERMS

Request for authorization to purchase Willis Towers Watson Dependent Eligibility Audit Services for January 1, 2025 – December 31, 2025.

VIRTUAL MEETING INVITES

Tony.Maze@milwaukeecountywi.gov

PREPARED BY:

Tony Maze, Director of Total Rewards, Human Resources

APPROVED BY:

Tony Maze, Director of Total Rewards, Human Resources

ATTACHMENTS:

Resolution

Fiscal Note

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
Aaron Hertzberg, Director, Department of Administrative Services (DAS)
Liz Sumner, Comptroller
Stephen Cady, Research & Policy Director, Comptroller's Office
Joe Lamers, Director of Strategy Budget and Performance (SBP)