



**Department of Human Resources**

INTER-OFFICE COMMUNICATION

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Date: March 10, 2023

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

From: Tony Maze, Director of Benefits, Department of Human Resources

Subject: **Report from the Director of Benefits & HR Metrics, Department of Human Resources, requesting authorization for a three-year contract with WebMD Health Services Group, Inc. for wellness plan administration from January 1, 2024 through December 31, 2026**

File Type: Resolution

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**REQUEST**

Milwaukee County's current contract with Froedtert Workforce Health for wellness administration services for the Milwaukee County current contract expires on December 31, 2023. Due to Milwaukee County ordinance, an RFP was conducted and WebMD Health Services, Inc. scored the highest in multiple areas including overall cost and value proposition.

**Vendor Selection**

The RFP process identified WebMD Health Services, Inc. as the firm most capable of administering the County's wellness administration services. They are an effective, highly rated company, whose core business is helping their clients achieve financial and wellness viability through the services they offer.

They are financially stable, have a proven track record of quality customer service and will continue to offer the same convenience.

The County's launch of the wellness program has been an overwhelming success, with earning the Silver designation by the Wellness Council of America (WELCOA) in its first full year of participation, and in 2018 earning the Gold designation. We currently have approximately 67% employee participation.

## **Financial Analysis**

The cost of services is contingent upon participation in the assessment and receiving one medical and one dental preventive screening.

	Current
Program Support Fee	\$21,000/per year
WellBeats Stream	\$41,400/per year
Data Integration Fee	\$3,750/per year
Portal Access of all eligible employees	\$142,800/per year
<b>Total Estimated Annual Cost</b>	<b>\$208,950.00</b>

## **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

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

2A: Determine what, where, and how we deliver services to advance health equity

These services will allow employees engage in a program to improve their overall health and financial stability.

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 employee will receive a significant health premium discount if they join the wellness program and complete all assigned tasks. 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

Participating in the wellness program will significantly lower Milwaukee County's overall claim cost as participation will identify high risk individuals and get them the assistance and help they need to prior to a claim becoming catastrophic and high cost.

3C: Dismantle barriers to diverse and inclusive communities. These services will be offered to all benefit eligible employees

**FISCAL EFFECT**

There will be a decrease in overall cost moving to WebMD Health Services, Inc. due to the negotiated rates.

**TERMS**

Request for authorization to purchase wellness administration through WebMD Health Services, Inc. for January 1, 2024 – December 31, 2026, with the option to renew at the end of the contract term.

**VIRTUAL MEETING INVITES**

[Tony.Maze@milwaukeecountywi.gov](mailto:Tony.Maze@milwaukeecountywi.gov)

**PREPARED BY:**

Tony Maze, Director of Benefits, Human Resources

**APPROVED BY:**

Tony Maze, Director of Benefits, Human Resources

**ATTACHMENTS:**

None

cc: County Executive David Crowley  
Mary Jo Meyers, Chief of Staff, County Executive's Office  
Margo Franklin, Chief Human Resources Officer  
Margaret Daun, Corporation Counsel  
Supervisor Liz Sumner, Chair, Finance & Audit Committee  
Supervisor Willie Johnson, Jr., Chair, Personnel Committee  
Scott Manske, Comptroller  
Stephen Cady, Research & Policy Director, Comptroller's Office  
Aaron Hertzberg, Director, DAS  
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk