

**Office of the Comptroller—Audit Services Division (ASD)
Timeline of Communications Re: UHC Agreement**

September 2025

- 9/17/25: Email to ASD from Tony Maze, Department of Human Resources (DHR) stating Milwaukee County is going to extend its contract with UHC and they have raised questions regarding our audit language.
- 9/18/25: Email from Audit Compliance Manager (ASD) to Mr. Maze (DHR) saying that in order to reach a decision on the audit language, our office will need a copy of the draft contract. Email also stated that following receipt of said contract, our office will need to confer with Corporation Counsel.
- 9/23/25: Email from Audit Compliance Manager (ASD) to Mr. Maze (DHR) “circling back on request for a copy of the draft contract.”
- 9/23/25: Response from Mr. Maze (DHR) that he had requested an updated contract from UHC, but it did not include the County’s standard invoicing language so he’s waiting for an updated one and will forward it once received.
- 9/24/25: Mr. Maze (DHR) again emails Audit Compliance Manager (ASD) asking if ASD can look at the language provided by UHC.
- 9/24/25: Audit Compliance Manager (ASD) replies to Mr. Maze (DHR) stating that we really do need to have the context of the contract in order to consider any changes.

January 2026

- 1/15/26: Teams call from Mr. Maze (DHR) to Audit Compliance Manager (ASD) to share that the UHC contract expired at the end of 2025 and asking if ASD can just accept the language so that the contract can be submitted to Finance. Audit Compliance Manager (ASD) stated he’d have to confer with the Director of Audits and will call back.
- 1/15/26: Teams call from Audit Compliance Manager (ASD) to Mr. Maze (DHR); Audit Compliance Manager (ASD) stated we still need a copy of the contract. Mr. Maze (DHR) agreed to “get ahold of it” and send it over.
- 1/15/26: Mr. Maze (DHR) forwarded an email from Elisabeth Wright at WTW containing the following: *First attachment: "Milwaukee ASA Amend FRN 1.1.2026." Consists of transmittal letter from UHC to Milw Cty dated June 13, 2026. RE: January 1, 2026 Financial Renewal under the Administrative Services Agreement ("Agreement") between United HealthCare Services, Inc. ("United" or "Our" or "Us" or "We") and Milwaukee County ("Customer" or "You" or "Your"), Exhibit A - Fees and Exhibit B - Guarantees. Second attachment: "UHG Blanket*

GL 24-26". This attachment is UHC's Certificate of Insurance for commercial general liability.

- 1/15/26: Mr. Maze (DHR) sent a second email stating "this is an amendment so I attached the two prior agreements, and included the following: Attachments: 2020 UHC Amendment (effective 1/1/20) and 2023 Amendment (effective 1/1/23).
- 1/16/26: Audit Compliance Manager (ASD) responded to Mr. Maze thanking him for the attached draft copy of the 2026 agreement and noting that the Audit Compliance Manager (ASD) had also requested yesterday, and previously, a copy of the original agreement (instead ASD received copies of the 2020 and 2023 renewal amendments). As noted in ASD's September 18th email, 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 audit language. At this time we're still awaiting receipt of the original contract.
- 1/16/26: Mr. Maze (DHR) emailed Audit Compliance Manager (ASD), stating it "took some searching" but he was able to locate the 2009 agreement (2009 contract attached).
- 1/20/26: Mr. Maze (DHR) emailed Audit Compliance Manager (ASD) to see if there were any updates and was informed that ASD had a meeting scheduled with Corporation Counsel on 1/22/25.
- 1/22/26: Mr. Maze (DHR) emailed Audit Compliance Manager (ASD) to see if there were any updates from the meeting with Corporation Counsel. Audit Compliance Manager (ASD) informed Mr. Maze that discussions were ongoing and requested of Mr. Maze copies of his office's policies and procedures for UHC contract monitoring and oversight and any documentation substantiating efforts in this regard.
- 1/22/26-1/28/26: ASD discussions with Corporation Counsel.
- 1/27/26: Meeting Notice with updated Finance Agenda distributed via E-notify.