

**City of Milwaukee Health Department
Scope of Work
January 1, 2025 – December 31, 2025**

The goal of the Badger Care Plus (BC+) partnership is to facilitate enrollment of eligible clients into Wisconsin's Badger Care Plus program utilizing targeted outreach and education activities in the City of Milwaukee.

Reporting and Review Requirements

City of Milwaukee Health Department shall provide the Department with four (4) performance reports per contract period at quarterly intervals for the Department to conduct reviews for program and contract compliance on the following dates:

- April 30, 2025
- July 31, 2025
- October 31, 2025
- January 31, 2026

The performance reports will include information about progress on goals, objectives, related activities, timelines, how success will be determined, and results and progress made. It will also include any problems or delays the project is experiencing and plans or efforts undertaken to resolve them as well as identified project needs.

The Contractor agrees to allow the Department to conduct an annual administrative and program review. This will be a collaborative effort. The Department may complete the annual reviews by either an on-site or a virtual visit. The Department reserves the right to conduct additional on-site or virtual reviews, as the Department determines necessary.

The Department may provide guidance to be considered and required actions that the Contractor must implement after receipt of the quarterly performance reports or on-site/virtual administrative and program reviews. Contractor agrees to adhere to this guidance and corrective actions.

Each quarterly report must be emailed to: dhsvendormanagement@dhs.wisconsin.gov .

DHS Materials Review

Vendor will submit all public facing documents to the Wisconsin DHS for review and approval prior to use, distribution and/or posting. This will include outreach and workshop flyers, presentation materials, any news and/or media communications and language on agency and/or other forms.

DHS Material Review Process

Outreach materials going forward, must be submitted to the DHS Vendor Management team 15 business days prior to use at dhsvendormanagement@dhs.wisconsin.gov.

- DHS will provide feedback on materials within 10 business days. Changes from DHS feedback will be required unless otherwise noted.
- Vendor will have 5 business days to discuss with DHS any changes it does not agree with. Materials may not be used until the required change is made and/or the disagreement regarding the change is resolved.

Any approved materials that are later revised must be re-submitted to DHS for review and approval.

Goals

The following chart outlines the objectives and measurement methods related to the achievement of this goal. Project staff will maintain a database of outreach and enrollment activities, as directed by the Department of Health Services.

GOAL	STRATEGY	MEASUREMENT METHOD
<p>By December 31, 2025:</p> <ul style="list-style-type: none"> • Complete 400 Badger Care Plus (BC+) Online applications. • Complete 600 online renewals. • Complete 2,000 technical assists. <p>These numbers are an estimate and may vary given staffing capacity. We currently have vacancies we are working on filling. Overall, we wanted to develop realistic goals accordingly though we aim to exceed these goals.</p>	<p>Increase from 4.0 to 5.0 FTE Healthcare Access Assistants who are trained to complete online applications, reviews and changes, and provide technical assistance. Retain 1 Health Access Coordinator to provide day-to-day lead support to the HAAs and act as point person on coordinating community outreach.</p> <p>Within staffing capacity, CHAP will prepare for increased health education promotions and events to provide renewal support and minimize lapses in health care coverage.</p> <p>Provide application and renewal support to internal MHD program clientele (i.e. home visiting programs, WIC, sexual and reproductive health, etc.). In 2025, the Milwaukee Health Department and CHAP will transition to a new electronic medical record (EMR). We will</p>	<p>Provided quarterly updates to the Department by April 30, 2025, July 31, 2025, October 31, 2025, and January 31, 2026 to include:</p> <ol style="list-style-type: none"> 1) Status of progress meeting enrollment, renewal and technical assistance goals. 2) Number of enrollments by site. 3) Status on all components of the scope of work to include program successes. 4) Strategies that did not work and lessons learned. 5) Best practices. 6) Data on strategies employed and copies of presentations, advertisements, and other forms used to promote BC+ programs. 7) Names and number of new community partners and results of partnership.

	<p>work closely with the EMR provider, leadership and colleagues to develop a streamlined workflows and efficient customer service to our client. The system will capture client demographics, staff notes for continuity of care, and types of services provided for reporting.</p>	
<p>Develop and expand partnerships with local social service agencies and organizations representing underserved socioeconomic groups, especially pregnant women, moms, infants and children, the homeless, and veterans. Particularly strategic partnerships in the City to create satellite opportunities to provide application assistance where there are identified gaps in the community.</p> <p>Develop and test measures for outreach in specific areas in Milwaukee County.</p> <p>CHAP will continue its partnership with The Milwaukee Fire Department (MFD) and use billing data generated by billing to target outreach to individuals in need of health insurance.</p>	<p>CHAP Staff will research and identify new community partners.</p> <p>Identifying areas or gaps in populations served, focusing on underserved areas of the uninsured.</p> <p>We will continue work with internal MHD Epidemiologists and Strategists to identify health access inequity trends and targeted areas where there are notable gaps in residents that are uninsured or underinsured; moreover, areas with high utilization of emergency services (i.e. EMS) as we see connections of those without consistent insurance coverage or medical homes.</p> <p>Assess partnerships developed in 2024 to strengthen workflows, agreements for future partnerships.</p> <p>Continue to identify potential sites of enrollment where there is a lack of physical enrollment service sites.</p> <p>Utilize data provided by the MFD that identify individuals who received ambulatory service who were uninsured.</p>	