

Request for Proposal (RFP) ETG0005
Third Party Administration of Wellness and Disease
Management Programs for the Department of
Employee Trust Funds (ETF)



Issued by the
State of Wisconsin
Department of Employee Trust Funds
On behalf of the Group Insurance Board

Release Date: April 25, 2016

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1 GENERAL INFORMATION

1.1 INTRODUCTION

The purpose of this Request for Proposal (RFP) is to provide interested and qualified parties with information to enable them to prepare and submit a proposal for the third party administration of the wellness and disease management programs offered as part of the State of Wisconsin health insurance program. This includes the Group Health Insurance Program (GHIP) for State employees, and the Wisconsin Public Employer (WPE) program for local government employees. The Wisconsin Department of Employee Trust Funds (ETF) intends to use the results of this solicitation process to award a Contract. The Contract will be administered and managed by ETF, with oversight by the State of Wisconsin Group Insurance Board (the “Board”). This RFP document and the awarded Proposer’s (Contractor’s) Proposal response shall be incorporated into the Contract.

1.2 CURRENT STATE AND BACKGROUND

ETF is a State of Wisconsin agency that administers retirement, health, life, disability, and long-term care insurance programs for over 570,000 State and local government employees and annuitants.

1.2.1 Health Insurance Program

The GHIP/WPE programs, primarily fully insured health plans administered by ETF and 18 contracted health plans, are for the employees of 58 State agencies, the State of Wisconsin Legislature, the University of Wisconsin (UW) System, the University of Wisconsin Hospital and Clinics, 368 local government employers, retirees, and dependents. The GHIP/WPE programs make up one of the largest health plan groups in Wisconsin, spending \$1.4 billion in health insurance premiums annually.

Currently, most health insurance benefits (98%) are administered through 17 competing, fully insured health plans that offer a prescribed, “uniform benefit” package called the “It’s Your Choice (IYC) Health Plan”, as well as a high deductible health plan (HDHP) option. The health plans follow the Board’s guidelines for eligibility and program requirements and participate in an annual competitive premium rate bid process. Most health plans are health maintenance organizations (HMOs) and one is a preferred provider organization (PPO).

The State also administers a small self-insured offering through both the “IYC Access Health Plan” and “State Maintenance Plan” that are administered through a single administrator. The IYC Access Health Plan provides freedom of choice for providers and also has an HDHP option. The State Maintenance Plan offers the IYC Health Plan benefit design, including a HDHP option, and is available in regions in Wisconsin where there is not reasonable access to providers through a fully insured health plan.

The pharmacy benefit is self-insured and has been administered through a Pharmacy Benefit Manager (PBM) since 2004. This includes providing Medicare Part D benefits through an Employer Group Waiver Plan (EGWP) since 2012.

The dental benefit program is also self-insured as of 2016. Enrollees of the GHIP/WPE programs may opt out of dental coverage during the annual open enrollment.

2016 Enrollment Data: Table 1 lists the number of individuals enrolled in the GHIP/WPE programs for 2016. More detailed information is located in Appendix 1 State of Wisconsin Enrollment Data.

Table 1 2016 Enrollment Data

	STATE		LOCAL		Grand Total	
	Subscribers	Members	Subscribers	Members	Subscribers	Members
ACTIVE EMPLOYEE	61,719	157,448	12,780	36,004	74,499	193,452
SINGLE	20,443	20,443	3,139	3,139		
FAMILY	41,276	137,005	9,641	32,865		
ANNUITANT	26,126	38,607	2,254	3,333	28,380	41,940
SINGLE	14,880	14,880	1,372	1,372		
FAMILY	11,246	23,727	882	1,961		
CONTINUANT	144	230	43	78	187	308
SINGLE	108	108	30	30		
FAMILY	36	122	13	48		
GRADUATE ASSISTANT	7,503	10,611			7,503	10,611
SINGLE	5,725	5,725				
FAMILY	1,778	4,886				
Grand Total	95,492	206,896	15,077	39,415	110,569	246,311

Open Enrollment: Dates for the annual open enrollment period, known as “It’s Your Choice” (IYC), are set by the Board each year. The 2016 open enrollment period will begin October 17 and end November 11. Program and benefit changes are primarily disseminated via employer groups and the ETF website.

Benefit Consultant: In November of 2015, the Board’s benefit consultant, Segal Consulting (Segal), presented a report containing analysis of the current GHIP/WPE programs and recommended strategies for program design that would contain future cost increases and improve health outcomes while increasing the efficient delivery of quality health care to Members. A significant component of the report is a recommendation for a Total Health Management model that includes driving engagement in wellness and disease management programming. As a result of this recommendation, the Board has approved 2016 solicitations for a third party administrator of wellness and disease management programs, the development of a data warehouse, and proposals to evaluate self-insurance and regionalizing the health insurance program. A link to Segal’s report and a link to the implementation memo can be found in Table 2 Background Information.

Employee Assistance Programs (EAP): Contracts for Employee Assistance Programs are not held by a single central entity for Enrollees. The Department of Administration holds a statewide contract for EAP services available to State agencies. The UW System campuses procure EAP vendors independently, as do the WPE local government employer groups.

Employer Groups: There are 58 different State agencies in the GHIP program, which operate under eight (8) different payroll processing centers. There are currently 368 local government employers offering health benefits to employees through the WPE program. This participation

varies slightly each year due to an annual opt in and opt out provision for any local government employer in Wisconsin. The University of Wisconsin System Administration manages payroll functions for the 13 four-year campuses and the 13 two-year campuses with locations throughout the State. See Appendix 2 GHIP-WPE Employer Group Detail for a complete list of employer groups. Also, see Appendix 3 Department of Corrections (DOC) Work Locations, and Appendix 4 State Work Locations (non-DOC) for physical locations of employer groups.

1.2.2 Well Wisconsin Incentive

The Board implemented a uniform wellness incentive, known as the Well Wisconsin incentive, starting in 2014. The Well Wisconsin incentive is available to the primary health insurance subscriber and their enrolled spouse/domestic partner. \$150 is earned once a biometric screening and health plan-provided health risk assessment are completed. The incentive is available to active employees and annuitants, excluding those annuitants also enrolled in a Medicare Advantage plan that restricts incentives. Individual health plans are the primary administrators of the current Well Wisconsin incentive. Health plans are required by the Board contract to provide enrollees with a health risk assessment and issue the cash incentive once the program requirements are met. A link for the Well Wisconsin website can be found in Table 2 Background Information.

Worksite Biometric Screenings: Since 2014, the Wisconsin Department of Administration has held a statewide contract with OptumHealth for worksite biometric screenings, which are available to all employer groups of the GHIP/WPE programs. In 2015, 188 screening events were held at approximately 125 locations, with a total of 16,600 individuals screened. Results data from the worksite screening is transferred to the Participant's health plan.

Participation Rates: Participation in the Well Wisconsin program for both 2014 and 2015 was approximately 13% of the eligible population. In 2015 there were approximately 27,500 incentive payments issued.

The following factors significantly impact the ability to use program data for evaluating and expanding the current program: relatively low participation rates in the program, no medical claims data for program outreach and evaluation, and the lack of a uniform health risk assessment.

1.2.3 Disease Management

Although contracted health plans are currently required to offer disease management programs, few health plans are using the Well Wisconsin program as an opportunity to enroll moderate to high risk participants into health plan-provided disease management programs. For those health plans that are offering additional health outreach-based Well Wisconsin participation, engagement rates are low. There are currently no provisions in the uniform benefits of the GHIP/WPE programs that incent or require participation in disease management programs. Segal's recommendation to the Board in November 2015 does recommend such provisions.

1.2.4 Additional Background Information

Table 2 (below) provides links to additional background information. This information is provided to assist the Proposer in completing an RFP response.

Table 2 Background Information

Background	Web Address
Well Wisconsin Program Website	http://wellwisconsin.wi.gov/Home
Information about the GHIP/WPE programs	http://etf.wi.gov/publications/et8902.pdf
It's Your Choice Open Enrollment Material	http://etf.wi.gov/members/IYC2016/IYC_home.asp
Benefit Consultant November 10, 2015 Report to the Board	http://etf.wi.gov/boards/agenda-items-2015/qib1117/item3ar.pdf
Office of Strategic Health Policy February 9, 2016 Memo to the Board for Implementation of Benefit Consultant Recommendations	http://etf.wi.gov/boards/agenda-items-2016/qib0217/item5c.pdf
Wisconsin Administrative Code: Chapter ETF 11 Appeals	http://docs.legis.wisconsin.gov/code/admin_code/etf/11
WI State Statutes Chapter 40	http://www.legis.state.wi.us/statutes/Stat0040.pdf
ETF Insurance Complaint Information	http://etf.wi.gov/publications/et2405.pdf

1.3 FUTURE STATE: PROJECT SCOPE AND OBJECTIVES

In an effort to contain future cost increases and to improve the health of Members, ETF and the Board are seeking an innovative Vendor who has a proven track record and capabilities to seamlessly service an account the size of the State's program and its location diversity; a Vendor that will administer the current Well Wisconsin incentive program and be a strategic partner in implementing the Total Health Management model presented by Segal to the Board in November of 2015. Complex care management programs will continue to be a component of the health plan contracts with the Board, but ETF sees the value in being able to provide disease management coaching, education and resources at the time of engagement with the Well Wisconsin program, and on an on-going basis. This, along with a future medical benefit designed to support and incent active health management by the individual, providers and health plans, will lead to improved health outcomes and impact future costs.

The Proposer must:

1. Be a strategic partner to ETF and the Board in wellness and disease management planning and strategic program and policy development;
2. Administer the current Well Wisconsin program, including administration of a health risk assessment, the current cash incentive and coordination of the statewide biometric screenings;
3. Develop and maintain a user friendly, tailored, engaging and secure web-portal for wellness and disease management program Members and ETF program administrators;

4. Provide a dynamic, easily accessible Participant points or scorecard system to track requirements for the programs offered as part of the GHIP/WPE programs;
5. Develop and administer an easy-to-complete evidenced-based health risk assessment that measures the ETF population's modifiable health risk behaviors, stratifies risk, and identifies willingness to change behaviors;
6. Provide engaging and effective follow-up services to Participants, such as health coaching and web-based tools and challenges;
7. Provide an engaging and effective disease management program, that is compatible with the uniform benefits offered by the GHIP/WPE programs, using program and claims data;
8. Market and promote the wellness and disease management programs to eligible Members; and,
9. Evaluate and report on program engagement rates and effect on health outcomes and program costs.

At this time, the following phased-in approach for wellness and disease management programs is anticipated. The actual timing will not be known until final decisions are made by the Board, and the results of additional procurement activities are finalized.

Phase 1

Administration of the current Well Wisconsin incentive by a single vendor, improving the consistency of the program promotion and the Member experience.

Greater capability to use data for evaluating the program's design and impact.

Improved ability to offer engaging follow-up services and ongoing wellness and disease management support to Members.

Phase 2

Implement enhanced financial incentives and other strategies to increase program participation.

Increase the opportunity to engage moderate to high risk Members in disease management programs.

Phase 3

Implementation of Segal recommendation of the Total Health Management model, expanding wellness and disease management program, in conjunction with benefit and health plan contract design.

1.4 PROCURING AND CONTRACTING AGENCY

This RFP is issued for the State of Wisconsin by the Department of Employee Trust Funds on behalf of the State of Wisconsin Group Insurance Board. The Department is the sole point of contact for the State of Wisconsin in the selection process. The terms "State," "ETF," and "Department" may be used interchangeably in this RFP and its attachments.

Prospective Proposers are prohibited from contacting any person other than the individual listed here regarding this RFP. Violation of this requirement may result in the Proposer being disqualified from further consideration.

Express delivery:

Beth Bucaida
RFP ETG0005
Dept. of Employee Trust Funds
801 West Badger Road
Madison, WI 53713-2526

USPS Mail delivery:

Beth Bucaida
RFP ETG0005
Dept. of Employee Trust Funds
PO Box 7931
Madison, WI 53707-7931

Telephone: 608-267-3933

FAX: 608-267-0633

E-mail: ETF SMBProcurement@etf.wi.gov

1.5 DEFINITIONS AND ACRONYMS

Words and terms shall be given their ordinary and usual meanings. Where capitalized in this RFP, the following definitions and acronyms shall have the meanings indicated unless otherwise noted. The meanings shall be applicable to the singular, plural, masculine, feminine, and neuter forms of the words and terms.

ADA means Americans with Disabilities Act.

Additional Service means a service the Proposer offers in excess of the Services required in the Contract. Any Additional Service offered will not be dependent on implementation or delivery of the Services under the Contract. An Additional Service offered by the Proposer is not a guarantee, either stated or implied to be included in the Contract. An Additional Service will only be implemented or delivered at the Department's request.

Annuitant means any retired Employee of the State of Wisconsin: a) a person receiving an immediate annuity under the Wisconsin Retirement System; b) a currently insured recipient of a long-term disability benefit under Wis. Adm. Code § ETF 50.40; c) a currently insured recipient of a disability benefit under Wis. Stat. § 40.65; or d) a terminated Employee with twenty (20) years of creditable service.

Board means State of Wisconsin Group Insurance Board.

Business Day means each Calendar Day except Saturday, Sunday, and official State of Wisconsin holidays (see also: Calendar Day, Day).

Calendar Day refers to a period of twenty-four hours starting at midnight.

Calendar of Events means the schedule of events in RFP Section 1.9.

Confidential Information means all tangible and intangible information and materials being disclosed in connection with the Contract, in any form or medium without regard to whether the information is owned by the State of Wisconsin or by a third party, which satisfies at least one of the following criteria: (i) Personally Identifiable Information; (ii) Protected Health Information under HIPAA, 45 CFR 160.103; (iii) Proprietary Information; (iv) non-public information related to the State of Wisconsin's employees, customers, technology (including data bases, data processing and communications networking systems), schematics, specifications, and all information or materials derived therefrom or based thereon; (v) information expressly designated as confidential in writing by the State of Wisconsin; (vi) all information that is restricted or prohibited from disclosure by State or federal law, including Individual Personal Information and Medical Records as governed by Wis. Stat. § 40.07, Wis. Admin. Code ETF 10.70(1) and 10.01(3m); (vii) any material submitted by the Proposer in response to this RFP that the Proposer designates confidential and proprietary information and which qualifies as a

trade secret, as provided in Wis. Stat. § 19.36 (5) or material which can be kept confidential under the Wisconsin public records law, and identified on a Designation of Confidential and Proprietary Information form (DOA-3027). Pricing information cannot be held confidential.

Continuant means any Subscriber enrolled in the State of Wisconsin Group Health Insurance Program or the Wisconsin Public Employer program under the federal or State continuation provisions.

Contract means the written agreement resulting from the successful Proposal and subsequent negotiations that shall incorporate, among other things, this RFP and the successful Proposer's Proposal, and all modifications to this agreement, and in addition shall contain such other terms and conditions as may be required by the State of Wisconsin.

Contractor means the Proposer who is awarded the Contract.

CDT means Central Daylight Time covering a time period of mid-March to early November each calendar year.

CST means Central Standard Time covering all time periods not CDT.

Day means Calendar Day unless otherwise indicated.

Department or **ETF** means the Wisconsin Department of Employee Trust Funds.

EAP means Employee Assistance Program.

Employee means an eligible Employee of the State of Wisconsin as defined under Wis. Stat. § 40.02 (25) (a), 1., 2., or (b), 1m., 2., 2g., or 8, or an eligible Employee of a Wisconsin Public Employer as defined under Wis. Stat. § 40.02 (46) or 40.19 (4) (a).

Enrollee or Member means an individual covered by the medical benefit plans of the State of Wisconsin Group Health Benefit Program or the Wisconsin Public Employer program.

ETF Program Manager means the primary contact established by ETF for the Contract.

GHIP means the State of Wisconsin Group Health Insurance Program.

GIB means the State of Wisconsin Group Insurance Board.

GINA means the Genetic Information Nondiscrimination Act of 2008.

Graduate Assistant is defined under Wis. Stat. § 40.52 (3), and means graduate assistants, teaching assistants, and employees-in-training designated by the Board of Regents of the University of Wisconsin System, who are employed on at least a one-third full-time basis and for teachers who are employed on at least a one-third full-time basis by the University of Wisconsin System with an expected duration of employment of at least six (6) months but less than one (1) year.

HIPAA means the Health Insurance Portability and Accountability Act of 1996.

HRA means the health risk assessment.

Individual Personal Information or **IPI** is defined in Wisconsin Administrative Code § ETF 10.70(1), and means all information in any individual record of the Department, including the date of birth, earnings, contributions, interest credits, beneficiary designations, creditable service, marital or domestic partnership status, address, and social security number, but does not include information in any statistical report, other report or summary in which individual identification is not possible.

Mandatory means the least possible threshold, functionality, degree, performance, etc. needed to meet the mandatory requirement.

Member or Enrollee means an individual covered by the medical benefit plans of the State of Wisconsin Group Health Benefit Program or the Wisconsin Public Employer program.

Participant means an individual enrolled in the State of Wisconsin Group Health Insurance program or the Wisconsin Public Employer program who is utilizing services provided by the Contractor as part of the wellness or disease management programs offered as part of the State of Wisconsin Group Health Insurance program or Wisconsin Public Employer program.

Program Launch Date means the date identified in Section 5.1 D of this RFP.

Proposal means the complete response of a Proposer submitted on the approved forms and setting forth the Proposer's pricing for providing the Services described in this RFP, which includes all attachments, exhibits, appendices and all other documents referenced herein.

Proposer means any individual, company, corporation, or other entity that responds to this RFP. Used interchangeably with "Vendor," Proposer means a firm or individual submitting a Proposal in response to this RFP.

Protected Health Information or **PHI** is health information protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Title 45 of the Code of Federal Regulations, section 160.103.

RFP means Request for Proposal.

Services means all work performed, and labor, actions, recommendations, plans, research, and documentation provided by the Contractor necessary to fulfill that which the Contractor is obligated to provide under the Contract.

State means the State of Wisconsin.

State Statutes or **ss** or **Wisconsin Statutes** or **Wis. Stat.** means Wisconsin State Statutes referenced in this RFP, viewable at: <http://www.legis.state.wi.us/rsb/stats.html>.

Subcontractor means a person or company hired by the Contractor to perform a specific task or provide program content as part of the Contract.

Subscriber means an Employee, Annuitant, or his or her surviving dependents, who have been specified by ETF as eligible to enroll in and entitled to receive medical benefits under the health plans of the State of Wisconsin Group Health Insurance program or the Wisconsin Public Employer program.

USPS means the United States Postal Service.

USPSTF means the United States Preventive Services Task Force.

UW means the University of Wisconsin System with 13 four-year campuses and 13 two-year campuses with locations throughout the State.

Vendor means a person or company that sells goods or provides services. Used interchangeably with "Proposer," Vendor means a firm or individual submitting a Proposal in response to this RFP.

WPE means Wisconsin Public Employer as defined under Wis. Stat. § 40.02 (28), other than the State, which has acted under Wis. Stat. § 40.51 (7), to make health care coverage available to its Employees.

WRS means Wisconsin Retirement System.

Please see ETF's glossary at: <http://etf.wi.gov/glossary.htm> for additional definitions.

1.6 CLARIFICATION OF THE SPECIFICATIONS AND REQUIREMENTS

Proposers must submit any questions concerning this RFP via e-mail (no phone calls) to ETF_SMBProcurement@etf.wi.gov. The subject of the e-mail must state “**ETG0005 RFP**” and the e-mail must be received on or before the date identified in Section 1.9 Calendar of Events for “Proposer Questions and Letter of Intent Due” date. Proposers are expected to raise any questions they have concerning this RFP at this point in the process.

Questions must be submitted as a Microsoft Word document using the format specified below:

Table 3 Format for Submission of Clarification Questions

No.	RFP Section	RFP Page	Question
Q1			
A1			
Q2			
A2			

Proposer’s e-mail must include the name of the Proposer’s company and the person submitting the question(s). A compilation of all questions and answers, along with any RFP updates, will be posted to the **ETF Extranet** (<https://etfonline.wi.gov/etf/internet/RFP/rfp.html>) no later than the date indicated in Section 1.9.

If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should immediately notify the individual identified in Section 1.4 of such error and request modification or clarification of this RFP document.

If it becomes necessary to update any part of this RFP, updates will be published on ETF’s Extranet listed above, which is part of ETF’s website, and will not be mailed. Electronic versions of this RFP and all appendices and exhibits are available on ETF’s Extranet.

1.7 PROPOSER CONFERENCE

There is no scheduled Proposer conference. A Proposer conference is an opportunity for Proposers to ask questions. If ETF decides to hold the Proposer conference, a notice will be posted on ETFs Extranet at <http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html>. Note, unless this notice is posted, no conference will be held.

1.8 REASONABLE ACCOMMODATIONS

ETF will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities, upon request.

1.9 CALENDAR OF EVENTS

Listed below are the important dates by which actions related to this RFP must be completed. If the Department finds it necessary to change any of the specific dates and times in the Calendar of Events listed below, it will do so by issuing a supplement to this RFP via the ETF Extranet listed in Section 1.6. No other formal notification will be issued for changes in the estimated dates.

Table 4 Calendar of Events *

Date	Event
Monday, April 25, 2016	ETF Issues RFP
Friday, May 6, 2016	Proposer Questions and Letter of Intent Due
Friday, May 13, 2016	ETF Posts Answers to Questions on ETF Extranet
Friday, May 27, 2016	PROPOSAL DUE DATE: Proposals Due by 2:00 p.m. CDT
June 27 – July 1, 2016	Proposer Interviews and Portal Demonstrations
Friday, July 15, 2016	ETF Issues an Intent to Award
Monday, July 18, 2016	Contract Negotiations Begin
Monday, August 15, 2016	Contract Start Date

***All dates are estimated with the exception of the PROPOSAL DUE DATE and time.**

1.10 CONTRACT TERM

The Contract term for providing the third party administration of wellness and disease management programs will commence on the Contract start date and shall extend through December 31, 2018. The Board retains the option, by mutual agreement of the Board and the successful Proposer, to renew the Contract for two (2) additional two (2)-year periods extending the Contract through December 31, 2022, subject to the satisfactory negotiation of terms, including pricing.

Cost increases for any Contract renewals may be capped at the maximum of three (3) % per annum or may be negotiated in good faith and mutually agreed upon by both parties.

1.11 LETTER OF INTENT

A letter of intent indicating that a Proposer intends to submit a response to this RFP shall be submitted to ETF by the date indicated in Section 1.9 Calendar of Events. In the letter, the Proposer shall identify the Proposer's organization and give the name, location, telephone number, and e-mail address of one or more persons authorized to act on the Proposer's behalf. Proposers shall submit the letter of intent via email to the address in Section 1.4. The RFP number and title must be referenced in the Proposer's contact email. The letter of intent does

not obligate the Proposer to submit a Proposal. Submitting a letter of intent is highly encouraged but not a pre-requisite to submitting a Proposal.

1.12 No OBLIGATION TO CONTRACT

The Board reserves the right to cancel this RFP for any reason prior to the issuance of a notice of intent to award. The Board does not guarantee to purchase any specific dollar amount. Proposals that stipulate that the Board shall guarantee a specific quantity or dollar amount will be disqualified.

1.13 VENDORNET REGISTRATION

Only Vendors registered with the State of Wisconsin's VendorNet will receive automatic future official notice for bid opportunities for Services. VendorNet, the State of Wisconsin's purchasing information and vendor notification service, is available to all businesses and organizations that want to sell to the State. Anyone may access VendorNet on the Internet at <http://vendornet.state.wi.us> to get information on State purchasing practices and policies, goods and services that the State buys, and tips on selling to the State.

1.14 RETENTION OF RIGHTS

All Proposals become the property of ETF upon receipt. All rights, title and interest in all materials and ideas prepared by the Proposer for the Proposal to ETF shall be the exclusive property of ETF and may be used by the State of Wisconsin at its discretion.

2 PREPARING AND SUBMITTING A PROPOSAL

2.1 GENERAL INSTRUCTIONS

The evaluation and selection of a Proposer will be based on the information submitted in Proposer's Proposal plus references, any presentations (if requested), interviews, demonstrations, responses to requests for additional information or clarification, any on-site visits or best and final offers (BAFOs), where requested.

Failure to respond to each of the requirements in this RFP may be the basis for rejecting a Proposal.

Elaborate Proposals (e.g., expensive artwork), beyond that sufficient to present a complete and effective Proposal, are neither necessary nor desired.

2.2 INCURRING COSTS

The State of Wisconsin and ETF are not liable for any costs incurred by Proposers in replying to this RFP, making requested oral presentations, or demonstrations.

2.3 SUBMITTING THE PROPOSAL

Proposers must submit the following, including all materials required for acceptance of their Proposal:

- One (1) original hard copy Proposal, clearly labeled “ORIGINAL”
- Ten (10) identical hard copy paper copies of the original paper Proposal, marked as “COPY.” Indicate the copy number (for example: 1 of 10, 2 of 10, etc.).
- One (1) USB flash drive, which includes the following:
 - One (1) file folder of all un-locked and non-password protected electronic Proposal files in Microsoft Word/Microsoft Excel, and/or Adobe Acrobat 9.0 format. The file folder must be labeled “[Proposer Name] PROPOSAL”.
 - One (1) file folder of all electronic Proposal files **EXCLUDING or REDACTING all confidential and proprietary information** in the format of Microsoft Word/Microsoft Excel, or Adobe Acrobat 9.0 format. This file folder must be labeled “[Proposer Name] REDACTED PROPOSAL”. This is the file that will be submitted to requestors for open records requests. Note that no matter what method the Proposer uses to redact, ETF is not responsible for checking that the redactions match the Proposer’s Designation of Confidential and Proprietary Information (DOA-3027). Proposer should be aware that ETF may need to electronically send the redacted materials to members of the public and other Proposers when responding appropriately to open records requests. ETF is not responsible for checking that redactions, when viewed on-screen via electronic file, cannot be thwarted. ETF is not responsible for responding to open records requests via printed hard copy, even if redactions are only effective on printed hard copy. ETF may post redacted Proposals on ETF’s public website in exactly the same file format the Proposer provides, and ETF is not responsible if the redacted file the Proposer provides does not adequately protect the information when the redacted file is copied and pasted, uploaded, emailed, or transferred via any electronic means.
 - One (1) file folder with an un-locked and non-password protected electronic file of the cost proposal shall be saved as a separate file from the other Proposal documents labeled “[Proposer Name] ATTACHMENT C COST PROPOSAL”. Please note any costs provided on the Cost Proposal cannot be redacted for confidentiality.
 - The exterior of the USB flash drive shall clearly be marked with the Proposer Name and the RFP number.

Proposers must submit the Proposal to the address listed in Section 1.4 Procuring and Contracting Agency by the due date and time listed in Section 1.9 Calendar of Events. Attachment C Cost Proposal shall be removed from the submission of the original and identical hard copies. See “**Specific Instructions for the Cost Proposal (Attachment C)**” below.

All Proposals must be time-stamped as accepted by Employee Trust Funds by the stated time. Proposals not so stamped in by Employee Trust Funds on or prior to the stated due date and time will not be accepted and shall be considered late. Receipt of a Proposal by the State of Wisconsin mail system does not constitute receipt of a Proposal by Employee Trust Funds, for the purposes of this RFP.

Proposals submitted via fax or e-mail will not be accepted.

The Proposer’s Proposal must be packaged, sealed and show the following information on the outside of the package:

- “[Proposer's Name and Address]”
- Title: ETG0005 Wellness and Disease Management Program Administration RFP
- Proposal Due Date: May 27, 2016 2:00 PM CDT

Specific Instructions for the Cost Proposal (Attachment C)

An original (marked as such) and one (1) hard copy of the Cost Proposal Attachment C must be sealed and submitted as a separate part of the Proposal. The Cost Proposal must be packaged, sealed and show the following information on the outside of the package:

- “[Proposer's Name and Address]”
- Title: COST PROPOSAL, ETG0005 Wellness and Disease Management Program Administration RFP
- Proposal Due Date: May 27, 2016, 2:00 PM CDT

2.4 PROPOSAL ORGANIZATION AND FORMAT

Proposers responding to this RFP must comply with the following format requirements. ETF reserves the right to exclude any Proposals from consideration that do not follow the required format as instructed below.

Proposals must be typed and submitted on 8.5 by 11-inch paper and bound securely.

Only provide promotional materials if they are relevant to a specific requirement of this RFP. If provided, all materials must be included with the response to the relevant requirement and clearly identified as “promotional materials.” Electronic access to such materials is preferred, which includes flash drives and web links.

Proposers responding to this RFP must comply with the following format requirements:

- | | |
|-------------------|---|
| Front Cover | Include at a minimum the following information: <ul style="list-style-type: none">■ Proposer's Business Name■ Title of the following:
<i>Proposal Response for the Wisconsin Department of Employee Trust Funds RFP ETG0005 Wellness and Disease Management Program Administration</i>■ Proposal Date |
| TABLE OF CONTENTS | Provide a table of contents for the Proposal. |
| TAB 1 | Provide the following in the following order: <ul style="list-style-type: none">■ TRANSMITTAL LETTER: A signed transmittal letter must accompany the Proposal. The transmittal letter must be written on the Proposer’s |

official business stationery and signed by an official that is authorized to legally bind the Proposer. Include in the letter:

- I. Name, signature and title of Proposer's authorized representative;
 - II. Name and address of firm;
 - III. Telephone number, and e-mail address of representatives who will be providing Services under this RFP;
 - IV. RFP number and title: ETG0005 Third Party Administration of Wellness and Disease Management Programs RFP; and
 - V. Executive Summary.
- Attachment A – Proposer Checklist
 - Attachment B – Mandatory Proposer Qualifications
 - Attachment E – Subcontractor Information
 - Attachment F – DOA-3027 Designation of Confidential and Proprietary Information
 - Attachment G – DOA-3261 Request for Proposal
 - Attachment H – DOA-3477 Vendor Information
 - Attachment I – DOA-3478 Vendor References
 - Current Form W-9 Request for Taxpayer Identification Number and Certification (from the Department of the Treasury, Internal Revenue Service: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)

TAB 2 Response to Sections 6 (GENERAL QUESTIONNAIRE) and 7 (THIRD PARTY ADMINISTRATIVE SERVICES QUESTIONNAIRE)

Provide a point-by-point response to each and every statement in Section 6 and Section 7. The response must follow the same numbering system, use the same headings, and address each point or sub-point.

TAB 3 Assumptions and Exceptions

All assumptions and exceptions must be included in this tab. **Any assumption or exception made by the Proposer but not included in this tab will be invalid.**

1. **Assumptions or Exceptions to this RFP**

Exceptions to the Contract Terms and Conditions may be considered during Contract negotiations if it is beneficial to ETF. **If Proposer does not provide assumptions or exceptions in this tab to the terms and conditions specified in Section 9 Contract Terms and Conditions, Proposer's assumptions or exceptions may not be discussed or considered during Contract negotiations. ETF will not accept Proposer's standard contract or agreement in lieu of assumptions or exceptions.** ETF will determine any changes to the Contract Terms and Conditions. If the Proposer has no assumptions

or exceptions to the Contract Terms and Conditions, provide a statement in Tab 3 to that effect.

Provide a succinct explanation for each assumption and exception as well as a reference to the exhibit, appendix, attachment, and/or section of this RFP to which the assumption or exception applies. Clearly label each assumption and exception, restate the original RFP language, state Proposer's assumption or exception to the RFP language with one of the following labels:

- Standard Terms and Conditions Exception
- RFP Assumption
- RFP Exception

2. **Assumptions or Exceptions to Attachment C Cost Proposal**

Use the Microsoft Excel file "Attachment D Financial Compliance.xlsx" (Follow all instructions on tab D-1 within the file) to submit all assumptions and exceptions to the Attachment C Cost Proposal.

NOTE: Proposer shall not include any dollar amounts related to any service or fee proposed by Proposer in Attachment D.

TAB 4

Provide a hard copy of the following documents:

- Proposer's certified financial statement for Proposer's most recent completed fiscal year;
- Sample Proposer's standard wellness and disease management contract;
- Sample Proposer promotional materials;
- Sample Proposer reports; and,
- Sample Proposer invoices.

TAB 5

Additional Services

Proposer may submit additional detail for services beyond those requested in this RFP to be considered as part of Contract negotiations (see section 8.2 Additional Services). The listing of any corresponding dollar amounts related to additional services may only be listed in the Additional Services section in Attachment C Cost Proposal. Proposer shall not list any cost information in the written Proposal. Any Additional Service offered will not be given consideration for additional points during the evaluation process or be a basis for the method of awarding the Contract.

Format for Sealed Cost Proposal

SEALED
COST
PROPOSAL

The Cost Proposal form is located in the Microsoft Excel file "Attachment C - Cost Proposal.xlsx" (Follow instructions on tab C-1 within this file). Failure to provide a sealed Cost Proposal using the exact form provided in Attachment C may result in the Proposal being disqualified and rejected. No mention of the Cost Proposal may be made in any other part of the Proposal. The sealed

Cost Proposal must be submitted per the requirements in Section 2.3 Submitting the Proposal.

2.5 MULTIPLE PROPOSALS

Multiple Proposals from a Proposer will not be accepted.

2.6 WITHDRAWAL OF PROPOSALS

Proposals shall be irrevocable until the Contract is awarded unless the Proposal is withdrawn. Proposers may withdraw a Proposal in writing at any time up to the date and time listed in Section 1.9 Calendar of Events on the Proposal closing date or upon expiration of three (3) Calendar Days after the Proposal Due Date and time if received by ETF. To accomplish this, the written request must be signed by an authorized representative of the Proposer and submitted to the contact listed in Section 1.4 Procuring and Contracting Agency. If a previously submitted Proposal is withdrawn before the Proposal Due Date, the Proposer may submit another Proposal at any time up to the Proposal Due Date and time.

3 PROPOSAL SELECTION AND AWARD PROCESS

3.1 PRELIMINARY EVALUATION

Proposals will initially be reviewed to determine if Mandatory requirements are met. Failure to meet Mandatory requirements as stated in Attachment B Mandatory Proposer Qualifications, or failure to follow the required instructions for completing the Proposal as specifically outlined in this RFP may result in rejection of the Proposal.

3.2 CLARIFICATION PROCESS

Clarifications from Proposers may be requested by ETF for the purpose of clarifying ambiguities or questioning information presented in the Proposal. Clarifications may occur throughout the Proposal evaluation process. Clarification requests will include appropriate references to this RFP or the Proposal. Clarification responses shall be in writing and shall address only the information requested. Responses shall be submitted to ETF within the time required.

3.3 PROPOSAL SCORING

Proposals that pass the preliminary evaluation may be reviewed by an evaluation committee and scored against predetermined criteria. The committee may review written Proposals, references, additional clarifications, oral presentations, site visits and other information to score Proposals. ETF may request reports on a Proposer's financial stability, and if financial stability is not substantiated, may reject a Proposer's Proposal. ETF may request demonstrations of the Proposer's proposed products(s) and/or service(s), and review results of past awards to the Proposer by the State of Wisconsin.

A Proposer may not contact any member of the RFP evaluation committee.

The evaluation committee's scoring will be tabulated and Proposals will be ranked based on the numerical scores received.

The evaluation committee reserves the right to stop scoring a Proposal at any point during the evaluation. If the committee chooses to do this, the committee would compare each Proposer's score to the highest score. If a Proposer's score is not reasonably apt to exceed the highest score during the rest of the scoring process, no matter how well the Proposer scores, either via that Proposer moving up in the ranking, or the highest scorer moving down in the ranking, the committee may remove the Proposal from further consideration.

3.4 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Proposer to satisfy the requirements in an efficient, cost-effective manner, taking into account quality of service. Proposals will be scored using the following criteria:

Table 5 Evaluation Criteria

RFP SECTION	DESCRIPTION	TOTAL POINTS	%
6	General Questionnaire	400	26
7	Third Party Administrative Services Questionnaire	825	54
Attachment C	Cost Proposal	300	20
	Proposal Total	1525	100
TOP PROPOSERS ONLY	DESCRIPTION	TOTAL POINTS	%
-	Proposer Demonstrations	500	-

Results of reference checks will be used to clarify and substantiate information in the written Proposals. The reference checks may be considered when scoring the responses to the general and technical questionnaires in this RFP.

The points stated above are the maximum amount awarded for each RFP section listed above. Proposals accepted for final consideration will have additional evaluation criteria for the Proposer web-portal demonstrations listed in Table 4 Calendar of Events.

3.5 METHOD TO SCORE THE COST

The lowest Cost Proposal will receive the maximum number of points available for the cost category. Other Cost Proposals will receive prorated scores based on the proportion that the costs of the Proposals vary from the lowest Cost Proposal. The scores for the cost category will be calculated with a mathematical formula.

3.6 ORAL PRESENTATIONS, DEMONSTRATIONS, AND/OR SITE VISITS

The top scoring Proposers, based on the evaluation of their written Proposal in the general and technical questions of this RFP only, may be required to participate in oral presentations,

interviews and/or site visits to supplement the Proposals, if requested by ETF. This may include demonstrations of Proposer's technological solutions, data management and reporting capabilities and interviews with key staff who may interact with ETF program staff, Board members, and Members.

Not all Proposers may be invited for oral presentations, demonstrations, and/or site visits. ETF will make every reasonable attempt to schedule each oral presentation or demonstration at a time and location that is agreeable to the Proposer. Failure of a Proposer to interview or permit a site visit on the date scheduled may result in rejection of the Proposer's Proposal.

By submitting a Proposal in response to this RFP, the Proposer grants rights to ETF to contact or arrange a visit with any or all of the Proposer's clients and/or references.

3.7 CONTRACT AWARD

Based on the results of the evaluation and taking into account all of the evaluation factors, the evaluation committee will recommend the highest scoring Proposal to the Board for award. The Proposal determined to be most advantageous to the Board will be selected by the Board for further action. The Board reserves the right not to award a Contract. If contract negotiations cannot be concluded successfully with the awarded Proposer(s), the Board may negotiate a Contract with the next highest scoring Proposer(s).

3.8 BEST AND FINAL OFFER (BAFO)

ETF reserves the right to solicit a BAFO and conduct Proposer discussions, request more competitive pricing, clarify Proposals, and contact references with the finalists, should it be in the State of Wisconsin's best interest to do so. ETF is the sole determinant of its best interests.

If a BAFO is solicited, it will contain the specific information on what is being requested, as well as submission requirements, evaluation criteria as composed by the Committee, and a timeline with due date for submission. Any BAFO responses received by ETF after the stated due date will not be accepted. Proposers that are asked to submit a BAFO may refuse to do so by submitting a written response, indicating their response remains as originally submitted. Refusing to submit a BAFO will not disqualify the Proposer from further consideration.

3.9 RIGHT TO REJECT PROPOSALS AND NEGOTIATE CONTRACT TERMS

This RFP does not commit the Board to awarding one or multiple contracts, or paying any cost incurred in the preparation of a Proposal in response to this RFP. The Board retains the right to accept or reject any or all Proposals, or accept or reject any part of a Proposal deemed to be in the best interest of the Board. The Board shall be the sole judge as to compliance with the instructions contained in this RFP.

The Board may negotiate the terms of the Contract, including the award amount and the Contract length, with the selected Proposer prior to entering into a Contract. The Board reserves the right to add contract terms and conditions to the Contract during contract negotiations and subsequent renewals.

3.10 NOTIFICATION OF INTENT TO AWARD

All Proposers who respond to this RFP will be notified in writing of the Board's intent to award the Contract as a result of this RFP. All decisions and actions under this RFP are solely under the authority of the Board. This procurement is authorized under Chapter 40 of the Wisconsin State Statutes. Procurement statutes and rules that govern other State agencies may not be applicable.

3.11 APPEALS PROCESS

The appeals procedure applies to only those requests for bids/proposals for Services that are over \$50,000. Notices of intent to protest and protests must be made in writing. The appeal must state the contract number, detailed factual grounds for the objection to the contract award, and must identify any Wisconsin Statutes and Wisconsin Administrative Codes that are alleged to have been violated. Protestors can only submit one appeal per award.

The written notice of intent to protest the Notice of Intent to Award of a Contract must be filed with:

Express/Common Carrier Delivery:

Group Insurance Board
c/o Robert J. Conlin, Secretary
Wisconsin Department of Employee Trust Funds
801 West Badger Road
Madison, WI 53713-2526

USPS Delivery

Group Insurance Board
c/o Robert J. Conlin, Secretary
Wisconsin Department of Employee Trust Funds
PO Box 7931
Madison WI 53707-7931

This notice must be received in the ETF office no later than five (5) Business Days after the Notice of Intent to Award is issued. Fax and e-mail documents will not be accepted. The written protest must be received within ten (10) Business Days after the Notice of Intent to Award is issued.

The decision of the Group Insurance Board is final and subjective judgment of evaluators is not appealable.

4 MANDATORY PROPOSER QUALIFICATIONS

This section is pass/fail. (0 points)

Use Attachment B to respond.

The following requirements are Mandatory for any Proposer who submits a Proposal. Failure to comply with one or more of the Mandatory qualifications may disqualify the Proposer. A response to each item in Attachment B is a Mandatory qualification. **If the Proposer cannot agree to each item listed, the Proposer must so specify and provide the reason for the disagreement in Tab 3 – Assumptions and Exceptions – of the Proposer's response.**

Conditions of the Proposal that have the word "must" or "shall" describe a Mandatory qualification.

- 4.1 Pursuant to Wis. Stats. § 16.705 (1r), the Services must be performed within the United States.

- 4.2 Proposer agrees that any work products developed by Proposer as part of the project described in this RFP (e.g. all written reports, drafts, presentation and meeting materials, etc.) shall become the property of ETF.
- 4.3 The Proposer has no conflict of interest with regard to any other work performed by Proposer for the State of Wisconsin.
- 4.4 The Proposer has not been suspended or debarred from performing federal or State government work.
- 4.5 During the past five (5) years, the Proposer has not been involved with any litigation alleging breach of contract, fraud, breach of fiduciary duty or other willful or negligent misconduct. Or during the past five (5) years, the Proposer has not been in bankruptcy or receivership. If a response of "DISAGREE", provide details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Proposer.
- 4.6 The Proposer shall meet all of the provisions and requirements of Section 5 Program Specifications.
- 4.7 The Proposer agrees to all terms and conditions listed in Section 9 Contract Terms and Conditions.

5 PROGRAM SPECIFICATIONS

This section is NOT scored. (0 points)

The specifications listed in this section are Mandatory requirements of the Contract.

The following Program Specifications are Mandatory for any Proposer who submits a Proposal. Failure to comply with one or more of the Program Specifications may disqualify a Proposer. **If the Proposer cannot agree to each item listed, the Proposer must so specify and provide the reason for the disagreement in Tab 3 – Assumptions and Exceptions – of the Proposer’s response.**

5.1 IMPLEMENTATION

- A. No later than ten (10) Business Days after the Contract start date, the Contractor will provide an updated Implementation Plan and timeline to the ETF Program Manager. Contractor’s Implementation Plan must be accompanied by an updated Attachment E Subcontractor Information that identifies all of the Contractor’s proposed Subcontractors that will be used in fulfillment of the Contract, including a detailed description of their participation, for ETF approval.
- B. ETF requires the Contractor to have an Implementation Manager and Implementation Team available to manage the project from the Contract start date until all implementation tasks are complete, as determined by ETF, and all remaining responsibilities are transferred over to the Lead Account Manager and Account Management Team. The Implementation Manager must be available Monday through Friday from 8:00 a.m. to 4:30 p.m. CST/CDT to assist ETF staff.

Contractor will provide ETF with an emergency contact number in case issues arise that need to be resolved outside of the aforementioned, normal business hours. The Contractor will continuously assess the implementation process to ensure a smooth and successful implementation. The Lead Account Manager who will be responsible for the Contract must be an active member of the Implementation Team.

- C. The Contractor must conduct status meetings with ETF concerning project development, project implementation and Contractor performance at least twice a week during implementation and for the first two to three (2-3) months following the Program Launch, unless otherwise approved by ETF in writing. Meetings may be in person or by teleconference/webinar, as determined by ETF.
- D. The Implementation Manager and/or Implementation Team will be required to perform and/or manage the following activities prior to the Program Launch date of December 30, 2016, including but not limited to:
 - 1. Within ten (10) Business Days of the Contract start date, the Contractor has submitted the Annual Promotion and Communication Plan to the ETF Program Manager for review and approval;
 - 2. Within thirty (30) Days of the Contract start date, the Contractor has submitted the complaints and grievance process and procedures to the ETF Program Manager for review and approval;
 - 3. Within thirty (30) Days of the Contract start date, the Contractor has submitted the biometric screening protocols to the ETF Program Manager for review and approval;
 - 4. The Contractor must provide the ETF Program Manager with proposed website design and content in a test environment no later than September 16, 2016 for the It's Your Choice open enrollment period, listing basic information about the 2017 program, e.g. the transition to the Contractor and contact information for customer service;
 - 5. The Contractor's customer service staff for the program is established, trained and operational for the It's Your Choice open enrollment period no later than September 30, 2016;
 - 6. The homepage of the website is completed, and approved by ETF, and launched for access by all Members no later than September 30, 2016 for the It's Your Choice open enrollment period;
 - 7. The Contractor must attend the It's Your Choice Employer Kick Off meeting on Monday, October 6;
 - 8. Two (2) informational mailings to eligible program households must occur during the It's Your Choice open enrollment period;
 - 9. The proposed content for the web-portal, including health risk assessment must be provided to ETF and ready for initial testing no later than November 4, 2016;
 - 10. The daily and full file compare of the ETF HIPAA 834 eligibility files must be fully tested and are ready for program operation no later than November 11, 2016;

11. The Contractor must establish and make available to employer groups the process for scheduling 2017 biometric screening events no later than November 11, 2016;
12. Contractor has established and tested the required data transfers and such data transfers are working correctly and securely with all participating health plans no later than December 2, 2016;
13. Contractor's web-portal is fully functional, and includes all the features specified in Section 5.6 F for the 2017 program year, and is available to all Members no later than December 2, 2016;
14. All program content that will be available at the time of the Program Launch date has received approval by ETF no later than December 16, 2016;
15. Content for January 2017 informational mailing to eligible program households has been approved by the ETF Program Manager and a January mail date scheduled no later than December 16, 2016; and
16. Contractor data transfers are established and tested with the PBM no later than March 3, 2017.

5.2 ADMINISTRATIVE SERVICES

- A. The Proposer must have a minimum of five (5) years of experience administering a comprehensive wellness and disease management program for an employer group of over 100,000 covered lives and a minimum of one hundred (100) different work locations.
- B. The Proposer must have a minimum of five (5) years of experience administering a comprehensive wellness and disease management program for a public sector employer that includes conducting onsite biometric screening to over 20,000 individuals per year and managing program requirements, including a health risk assessment for over 40,000 individuals per year.
- C. The Contractor must serve as a subject-matter resource by responding to specific inquiries from ETF and by providing information on emerging best practices that affect wellness and disease management programs. In addition, the Contractor must be available to:
 1. Meet with ETF and stakeholders of the GHIP/WPE programs every other week over the course of the first quarter of each Contract program year to evaluate the current program design and offerings. This evaluation will result in recommendations to the Board for changes to program design and execution for the following program year that will address the health risk factors identified in the ETF population, drive participation rates and improve health outcomes.
 2. Meet with ETF and stakeholders of the GHIP/WPE programs every other week over the course of the second quarter of each Contract program year to assess program modifications for the next Contract program year, including but not limited to action items in section 5.2.C.1., above, program requirements and options, website and portal features, annual outreach and communication plans and, optional resources and additional services.

3. Attend, in person, up to two (2) Board meetings per year for the term of the Contract, and assist with presentations to the Board on the current program and recommendations for future programming.
4. Participate in monthly operational meetings with ETF staff.

Any time there are proposed changes to the wellness and disease management programs of the GHIP/WPE programs, the Contractor must review and comment on proposed changes and provide a summary to ETF that compares the changes to industry practices, the overall cost impact, how it may impact the Contractor's performance, necessary changes in the Contractor's reporting requirements, and system changes that would be required to support the change.

- D. The Contractor must monitor the development of and provide notification, information and advice in a timely manner to ETF concerning existing or proposed State or federal regulations or legislation that may affect the program. The Contractor must have legal and technical staff available to ETF for advice and consultation as needed for program administration, including during any appeals processes concerning program requirements or eligibility.
- E. At the request of ETF, the Contractor must meet with ETF and the program stakeholders identified in Section 1.2 (Current State and Background) for coordination of programs, data, and benefits, as well as overall promotion and program evaluation. At a minimum this will include:
 1. Quarterly coordination meetings with other vendors of the GHIP/WPE programs;
 2. Quarterly coordination meetings with the employer groups wellness workgroups; and
 3. Annual coordination with the vendors or employer group contacts for EAP.

Meetings may be in person or by teleconference/webinar, as determined necessary by ETF.

- F. The Contractor must provide program training services to the employer groups of the GHIP/WPE programs during the Contract term. At a minimum this will include:
 1. Onsite attendance at the Annual It's Your Choice Employer Kick Off Meeting;
 2. Onsite attendance at a minimum of twenty (20) employer hosted benefit fairs (40 benefit fairs were held in 2015); and
 3. Trainings, as needed, for employer groups, onsite or by teleconference/webinar, as determined by ETF.
- G. The Contractor must not modify any of the services or program content provided as part of this RFP without prior written approval by the ETF Program Manager.

5.3 WELL WISCONSIN PROGRAM ADMINISTRATION

- A. The Contractor must administer all aspects of the current, and future enhancements to, the Well Wisconsin program. This includes: providing biometric screenings, providing a

health risk assessment, tracking of program requirements, issuance of the cash incentive, program promotion and education, coordination with health plans, and required reporting to ETF and employer groups.

- B. The Contractor must be able to administer a program that may have different eligibility based on Member's enrollment information, such as excluding Enrollees of a Medicare Advantage Plan from receiving incentives.
- C. The Contractor must provide a dynamic scorecard or points based system to Participants that clearly summarizes the program requirement options and completion status. The Contractor will make annual updates to the system content based on expansion of the program and as needed to keep the content engaging.
- D. At ETF's request, the Contractor must submit to ETF, for approval, the Contractor's methodology for developing the wellness score and determining wellness/risk categories, for individual Participants including but not limited to: the factors used in the scoring, how those factors are weighted, the wellness/risk categories, the threshold for those categories, and the threshold for each program/type of intervention. The Contractor must identify how special populations or medical conditions, such as pregnancy, are addressed in the methodology. ETF reserves the right to review the methodology and require changes. Any changes to this methodology by the Contractor must receive prior written approval from the ETF Program Manager.
- E. The Contractor must be able to accept any required Member submission by web, email and USPS.
- F. The Contractor must be able to customize the time period that the wellness program requirements are available to the ETF population and the deadline for completion to meet the needs of ETF's annual open enrollment period and changes to the program requirements.
- G. Cash incentives issued for the program must be a check or universally accepted gift card.
 - 1. Gift cards must not be restricted to a specific list of merchants or entities.
 - 2. Participants may not be charged a service fee for the first request to reissue an incentive payment.
 - 3. Gift cards must comply with the Credit Card Accountability Responsibility and Disclosure Act of 2009. Policy, procedures and fees for reissuing gift cards must be adequately disclosed to Members in program materials and on the web-portal.
 - 4. The Contractor must have the ability to delay issuing incentive payments earned at the end of the calendar year in order to accommodate the needs of the employer payroll centers for current year tax reporting.
 - 5. Incentives must be issued to the Participant no later than four (4) weeks after the incentive is earned, with the exception of payments earned after the November payroll report deadline, in which case incentives must be issued no later than January 31 of the following year.
- H. The Contractor must be able to implement transitions in incentive design changes, such as moving from a cash incentive to other financial incentive models (e.g., premium differentials, reductions in copayments). This will include developing the necessary

reporting and/or data transfers needed by ETF and other vendors of the GHIP/WPE programs to administer the changed incentive.

- I. The Contractor must comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA) of 1990. Evidence of compliance with ADA shall be made available to ETF upon request.

5.4 BIOMETRIC SCREENING

- A. The Contractor must develop and provide a cost-effective, efficient, and engaging workplace biometric screening process administered by qualified individuals at statewide locations, accessible to all eligible Members that will meet the current and future needs of the program.
- B. The Contractor must develop and submit a biometric screening protocol for all Contractor conducted screenings within thirty (30) Days of the Contract start date and receive approval from the ETF Program Manager of the protocol no less than sixty (60) Days prior to the first screening event. The protocol must include quality assurance measures that address staffing levels and credentials, material delivery to sites, calibration of equipment, privacy and confidentiality, data security of Confidential Information obtained at the event, and handling of all waste.
- C. The Contractor must provide convenient access to the biometric screening to all eligible Members including shift workers and events at secure facilities at convenient times and accommodate hours outside of normal work hours and days.
- D. The Contractor must establish a central point of contact for coordination with eligible employer groups for scheduling and promoting of workplace biometric screening events.
 1. The Contractor must schedule a biometric screening event for any eligible employer site that makes a formal request to the Contractor at least sixty (60) Days prior to the employer specified event date.
 2. The Contractor must be able to provide onsite biometric screenings for any employer group that will be able to obtain a minimum of twenty (20) participants for one (1) event.
 3. The Contractor must conduct quarterly outreach to eligible employer groups to assist with scheduling screening events.
 4. Employer groups holding events in secure areas of a facility reserve the right to limit screening registration and participation to employees of that facility.
 5. Coordination must include:
 - a. Hosting at least one (1) planning call prior to the event, between the Contractor and the employer group site coordinator(s);
 - b. The Contractor providing event specific promotional material which, at a minimum, is an event flyer (provided in PDF format) listing event and registration details;
 - c. The Contractor will provide the site coordinator with weekly registration updates for the four (4) weeks prior to the event and assist the site

coordinator with determining adjustments to the number of registrations available;

- d. The Contractor must allow the site coordinator for the employer group to increase or decrease the projected attendance for the event up to seven (7) Days prior to the event;
 - e. The Contractor must ensure that screening supplies meet the capacity of the event. If the Contractor wants to ship event supplies to a facility prior to the event date, the Contractor must, prior to any shipment, coordinate with the site coordinator to determine if shipments can be accepted at the facility, the correct mailing address, and the timing of such shipment;
 - f. The Contractor must provide a back-up plan for each site coordinator, which includes phone numbers, in case clinicians scheduled for an event are a “no show”; and
 - g. The Contractor must provide all site coordinators with a satisfaction survey within seven (7) Days after the date of the event. The survey must use a five (5)-point rating scale and content must be approved by the ETF Program Manager prior to distribution.
6. Screening staff must arrive at least two (2) hours prior to the event start time and manage event set-up and check-in of registered Participants.
- E. The Contractor must provide a Participant registration system, accessible within the web-portal and via the Contractor customer service toll free number, which verifies program eligibility prior to the screening. The registration system must provide the Participant with an e-mail confirmation and at least two (2) e-mail reminders of the scheduled biometric screening, with one (1) reminder being sent seven (7) Days prior to the event and a second being sent twenty-four (24) hours prior to the event. Registration for the event must remain open until twenty-four (24) hours prior to the event.
- F. The Contractor must be able to provide biometric screenings that include tests to measure:
1. Body Mass Index based on height and weight or other body fat measurement method if prior approval is received from the ETF Program Manager;
 2. Waist to Hip Ratio;
 3. Blood Pressure;
 4. Blood Glucose;
 5. Hemoglobin A1c;
 6. Cholesterol (total cholesterol, high-density lipoprotein, triglyceride and low-density lipoprotein); and
 7. Cotinine.
- The Contractor must be able to provide fasting and non-fasting biometric screenings via finger stick and venipuncture.
- G. At all biometric screening events, the Contractor must:

1. Have a minimum of one (1) staff person trained in First Responder Training or equivalent emergency medical training;
 2. Confirm the Participant's identity with a photo identification (ID) at the time of the biometric screening;
 3. Provide each Participant with a paper copy of their individual screening results at the time of the screening that includes a summary of whether the results are within normal ranges and a brief consultation explaining the results. For results that cannot be provided onsite, the Contractor will mail a hard copy of the results to the Participant's home address;
 4. Have an average screening completion time of twenty (20) minutes and a wait time of no more than ten (10) minutes for pre-registered Participants; and
 5. Notify the ETF Program Manager, by phone or email, of complaints or issues that occurred at the biometric screening within one (1) Business Day of the event.
- H. No more than forty-eight (48) hours after the event, the Participant must receive an email detailing the remaining program requirements, highlighting health coaching and other follow-up services, and notifying the Participants that they may receive an outreach call for health coaching. If the Participant does not have email, information must be provided by USPS.
- I. The Contractor must import results data from the Contractor-provided biometric screening into the Participant's profile or health risk assessment (in the web-portal) within ten (10) Days of the screening date.
- J. In lieu of obtaining biometric values at a Contractor screening, Participants must be allowed to submit verifiable results obtained from their healthcare provider on a Contractor-provided form. The Contractor-developed form must include:
1. Date that labs were obtained for each result(s);
 2. Indicator for blood work to identify fasting or non-fasting values; and
 3. Ability for Participant's healthcare provider to report prior results if updated blood work is not necessary based on clinical experience or USPSTF guidelines.
- The Contractor's system must have an indicator to identify which biometrics are obtained at a Contractor event and which are obtained via the Participant's healthcare provider.
- K. The Contractor must not accept self-reported biometric data for the program requirement.
- L. The Contractor must develop a screening cycle for workplace biometrics events that incorporates USPSTF guidelines for frequency of screening tests or make a recommendation to ETF and the Board for modifications to the frequency of the biometric screening requirement.
- M. Targeted employer groups or specified screening events, as defined and approved by ETF, may be allowed to request flu shots as an additional service at the biometric screening events. Flu shots will be made available to any eligible Member, even if the Member is not registered for the biometric screening.

5.4.1 Access to Secure Facilities

The provision of Services under the Contract requires access to/entrance into secure facilities or secure areas of facilities operated by the Wisconsin Department of Transportation (DOT) and the Wisconsin Department of Corrections (DOC) (refer to Appendix 3 Department of Corrections (DOC) Work Locations), as well as secure treatment facilities operated by the Wisconsin Department of Health Services (DHS) (refer to Appendix 4 State Work Locations (non-DOC)). The Contractor shall adhere to and comply with any and all security policies/processes and requirements that may be in place at such locations.

In addition to the secure facilities identified above, the Contractor shall be required to adhere to any and all security policies/processes that may be in place at a State office location and local government location (refer to Appendix 4 State Work Locations (non-DOC)).

The Contractor must comply with all security and identification procedures at each location at no additional cost to the State.

- The Contractor is responsible for communicating common security restrictions to all Contractor employees and Subcontractors.
- Identification: All Contractor employees and Subcontractors, while working on State property, are required to carry or display acceptable identification. Requirements vary by State agency. Some facilities require visible photo identification in the form of a badge, while some correctional facilities may require a valid driver's license.
- Vehicle Security: All Contractor employees' and Subcontractors' vehicles must be locked when the vehicle is unattended.
- Patient/inmate Contact: Fraternization with inmates and patients is prohibited. In the event of contact, the Contractor must report such contact to the State agency where the contact took place before leaving the facility. Nothing is to be given to inmates or patients (e.g. food, mail, money, newspapers or magazines, etc.) without authorization and nothing is to be received from inmates or patients or removed or transported from secure facilities.
- Use of Tobacco Products: Contractor's and Subcontractors' employees should refrain from using tobacco products while providing services on-site. Disregard of the facilities' policies concerning tobacco use could result in a fine and immediate expulsion of Contractor's and any Contractor Subcontractor's employee(s) off the State's property.
- Background checks are required as per Exhibit 4 Department Terms and Conditions and must be successfully completed prior to arrival at any State facility.
- Contraband: Although specific policies vary somewhat between State facilities, contraband items are prohibited from being carried by any and all persons. Items may be left at the facility's security office, however, illegal items will not be returned. Contraband items include, but are not limited to:
 - Drugs;
 - tobacco products;
 - mobile phones;
 - adult or pornographic materials; and,
 - explosives and weapons (including pocket and razor knives).
- Persons walking into any State facility may be required to pass through a metal detector and/or have all carry-in items x-rayed or searched.

- The employer group event coordinators at secure corrections and treatment facilities have the right to implement registration management processes that ensure the shift duties and responsibilities of Participants are not impacted by screening participation.

5.5 HEALTH RISK ASSESSMENT

- A. The Contractor must provide a health risk assessment that:
1. Is an instrument validated by a nationally recognized third party but can be customized with ETF-provided questions at the end of the assessment;
 2. May be completed, on average, in fifteen (15) minutes or less;
 3. Measures modifiable health risk behaviors and readiness to change, and stratifies risk;
 4. Is available on the web-portal. For Participant's unable to complete the health risk assessment in the web-portal, the Contractor must provide the ability for the Participant to complete it by mobile phone, landline phone, or by paper, whichever is the preferred submission type for the individual Participant; and
 5. Allows web-portal users to partially complete the health risk assessment and return to it with all previously entered information saved.
- B. At the request of the ETF Program Manager, the Contractor must provide a printable version of the health risk assessment content translated in to up to two (2) languages that will be specified by ETF.
- C. The Contractor must provide the proposed content of the health risk assessment to the ETF Program Manager at least sixty (60) Days prior to the program year start date and have all updates required by ETF completed at least thirty (30) Days prior to the program start date.
- The Contractor will not modify the health risk assessment content without prior notice to and approval from the ETF Program Manager.
- D. Upon completion of the health risk assessment, the Participant must be presented with a score of their health status and risk factors along with recommendations on:
1. Health goals related to each risk factor;
 2. Strategies to reduce each risk factor; and
 3. Resources available to help the Participant address risk factors, including Contractor's health coaching as well as resources available through health plans and community resources generally available to Wisconsin residents.
- E. The score must be presented to the Participant in an easy to understand summary and utilize the score from the prior year, if one exists, to display changes in health status or risk.

5.6 PROGRAM WEBSITE AND WEB-PORTAL

The Contractor will provide a dedicated website and a web-portal as part of the Contract. The website will provide basic program information. The web-portal will be used to present and track Participant level information on participation in the wellness and disease management programs and provide health resources and education to all Members.

- A. The Contractor must host and maintain a customized website and web-portal dedicated to Members of the GHIP/WPE programs that will be able to meet the wellness and disease management capacity needs of current and future participation rates.
1. The design of the website and web-portal must be approved by the ETF Program Manager.
 2. The web-portal must be available via the popular browsers available in the market which include Internet Explorer, Mozilla Firefox, Chrome and Safari.
 3. The web-portal must be simple, intuitive and easy to use and navigate.
 4. The web-portal must be able to render effectively on any form factor for mobile devices which include smartphones, tablets.
 5. The website and web-portal must have mobile capabilities. At a minimum the mobile capabilities must:
 - a. Have the ability to synchronize with commonly used activity trackers and/or mobile applications, such as FitBit, Garmin, Jawbone or other activity trackers or mobile application(s) specified by ETF; and
 - b. Allow the Member to access program information, complete the health risk assessment, and schedule a biometric screening appointment from their mobile device.
 6. The website must ensure response time averaging two (2) seconds or better, and never more than three (3) second response time, for all on-line activities. Response time is defined as the amount of time between pressing the RETURN or ENTER key or depressing a mouse button and receiving a data-driven response on the screen, i.e., not just a message or indicator that a response is forthcoming.
 7. The solution must use SSL/TLS for end-to-end encryption for all connections between the user devices and the portal with the use of browsers or smartphone apps.
 8. The portal must be secured with a minimum of SHA2-256 bit EV certificates to provide the latest in encryption and cryptography.
 9. The portal must disable SSL/TLS negotiations which are using non-secure protocols and weak ciphers.
 10. The Contractor must periodically provide ETF reports on the current security safeguards enabled for the website and web-portal.
 11. After the initial website and web-portal implementation detailed in Section 5.1 D, the Contractor must grant ETF access to the website and web-portal test environment for ETF's review and approval no less than four (4) weeks prior to the subsequent annual launch dates for each, and for each new iteration of the website and web-portal. No less than two (2) weeks prior to the annual launch

dates for each, the Contractor must have final content and functionality completed, as determined by ETF.

12. Prior to any launch of the Contractor website or web-portal, the Contractor must test the accessibility of the website and web-portal on multiple web browsers and from multiple internet carriers to ensure system capability.
 13. The Contractor must have the website content updated and approved by the ETF Program Manager at least two (2) weeks prior to the annual It's Your Choice open enrollment period.
 14. The Contractor must obtain prior approval from the ETF Program Manager for the inclusion of any links from the website or web-portal to an external (governmental and non-governmental) website/portal or webpage.
- B. The website and web-portal must be hosted in a secure data center with system monitoring, managed firewall services and managed backup services within the United States and available twenty-four (24)-hours-a-day, seven (7) days a week, except for regularly scheduled maintenance.
- The data center network shall include robust firewall, intrusion prevention and intrusion detection systems to prevent and detect unauthorized access. Any scheduled maintenance must occur between the hours of midnight and 5:00 a.m. CST/CDT or another time agreed to by the ETF Program Manager, and must be scheduled in advance with notification on the program website/portal. Unscheduled disruption to the availability of the website or web-portal must be communicated to ETF immediately. Contractor must provide a 24-hour "hot line" number to be used by Members and employer groups in the event of an unscheduled disruption or system shutdown.
- Contractor must have a regular patch management process defined for the infrastructure. Contractor must have a defined maintenance time window for system patches, software upgrades.
- Outages in the system must be communicated through the portal or via alerts.
- C. Basic program information must be available on the website without requiring log in credentials for the portal including:
1. General information about the programs offered as part of the GHIP/WPE programs;
 2. Frequently asked questions and answers;
 2. The Contractor form for biometrics obtained by the Participant's healthcare provider;
 3. Outreach materials;
 4. Information about how to access Contractor services; and
 5. Contact information, including USPS mail addresses, email address and customer service phone number for the Contractor.
- D. To ensure accessibility among persons with a disability, the Contractor's website and web-portal must comply with Section 508 of the Rehabilitation Act of 1973 (29 USC Section 794d) and implementing regulations at 36 CFR 1194 Subparts A-D. The website

must also and conform to W3C's Web Content Accessibility Guidelines (WCAG) 2.0 (see <http://www.w3.org/TR/WCAG20/>).

- E. The Contractor must be able to link user profiles and site access permissions to the daily eligibility file provided by ETF and make updates based on current eligibility within three (3) Business Days of data receipt.
- F. The Contractor must have web-portal content and functionality updated, tested and approved by the ETF Program Manager at least fourteen (14) Days prior to the program year start date. All web-portal features must be available with a single sign-on and must include:
 - 1. User name and password creation and recovery;
 - 2. Eligibility confirmation;
 - 3. Scorecard that is presented to the Participant for tracking and summarizing the program requirements;
 - 4. Access to the health risk assessment;
 - 5. Information on the Contractor-provided biometric screening events and registration system;
 - 6. Secure upload functionality for submitting program required documentation;
 - 7. Communication functions that allow users to submit secure questions to the Contractor and allow the Contractor to push general and targeted communications to users via USPS, e-mail, text and other standard communication vehicles, as requested by ETF;
 - 8. Incentive payment status (e.g., pending, issued, etc.);
 - 9. Educational modules available on demand and recommended to the Participant based on Participant's completed health risk assessment and biometric screening;
 - i. A variety of health topics must be made available to Members including, but not limited to nutrition, physical activity, sleep, stress, tobacco use, excessive alcohol use, and medication adherence.
 - ii. For each program year, the Contractor must provide at least two (2) education modules to Participants on the Contractor web-portal that are customized with ETF-provided content.
 - 10. Functions that allow users to schedule or contact health coaching;
 - 11. An area for Members to view their health coaching information (e.g. upcoming appointment information, appointment history, individualized plans and goals, etc.); and,
 - 12. Reporting functionality.
- G. The web-portal must be available to all Members of the GHIP/WPE programs, with access for earning the incentive limited to eligible Participants only.
- H. For Participants employed by the University of Wisconsin System, the Contractor must be able to capture, either via the user profile in the web-portal or as part of the health risk assessment, the name of the primary campus on which the Participant is employed. This

functionality must also be made available, by ETF request, to other large employer groups.

- I. The Contractor web-portal must be an interactive system that allows individuals and teams to create and participate in wellness challenges, track challenge progress via health trackers specified by ETF, and communicate with other members who are participating in the challenge(s).
- J. The Contractor must update content and/or documents posted to or accessed via the website and portal within three (3) Business Days of the ETF Program Manager approving such content and/or documents.
- K. The Contractor web-portal must have back-end system administrator data dashboard capabilities that allow ETF administrative access to real time data on program participation and completion rates of program requirements.

5.7 WELLNESS AND DISEASE MANAGEMENT PROGRAMS

- A. The Contractor must have one (1) of the following accreditations within one (1) year of the Contract start date:
 - 1. National Committee on Quality Assurance (NCQA) provisional Wellness & Health Promotion Accreditation;
 - 2. NCQA full or provisional disease management accreditation; or
 - 3. Utilization Review Accreditation Commission (URAC) disease management accreditation.
- B. The Contractor must be able to provide wellness and disease management programs to eligible Members including, but not limited to:
 - 1. Health coaching;
 - 2. Educational resources, including short interactive health modules;
 - 3. Tracking tools; and
 - 4. Development and facilitation of individual and group challenges.
- C. The Contractor must provide personalized, engaging wellness and disease management health coaching, by telephone and by secure electronic modalities accommodating the Member's preferred means of communication.
- D. All health coaching provided by the Contractor must:
 - 1. Be evidenced-based and reflect a comprehensive approach to help Members achieve lasting behavior change in order to reduce risk factors related to lifestyle or disease state;
 - 2. Be able to provide health coaching outcome data for wellness and disease management;

3. Be available to Members via a toll-free number and by secure electronic modalities accommodating the Member's preferred means of communication;
 4. Ensure that all electronic correspondence is secure and meets the privacy and confidentiality requirements set forth in the Contract Terms and Conditions;
 5. Provide health coaching sessions, at a minimum, between 8:00 a.m. and 7:00 p.m. CST/CDT Monday through Friday, and from 8:00 a.m. and 12:00 p.m. CST/CDT on Saturdays;
 6. Provide all Participants with information on the availability of health coaching services as part of the health risk assessment results summary, regardless of risk factors, and encouraged to participate. Members must also be able to access health coaching services prior to completion of the program requirements;
 7. Member coaching enrollment will be voluntary and sessions per individual will be unlimited (unless otherwise approved by ETF);
 8. The Contractor's health coaches must work with Members to establish an individualized plan and define achievable goals that can be maintained on an ongoing basis;
 9. Members must be able to retain a specific coach for future coaching sessions and must be able to change coaches if they are not satisfied with their current coach;
 10. Health coaching must help Members take advantage of the full range of resources available through the Contractor, as well as health plans and community resources;
 11. Members utilizing health coaching must receive a satisfaction survey at the end of every coaching session. The surveys must use a five (5)-point rating scale and content must be approved by the ETF Program Manager prior to distribution.
- E. The Contractor must not utilize robocalls to offer Contractor services to Members, unless prior approval is received from ETF as part of the Annual Promotion and Communication Plan.
- F. All health coaches for the wellness program must be certified by one or more nationally recognized credentialing bodies, have a minimum of one (1) year experience in health coaching, and be provided with on-going education and training.
- G. Wellness coaching must be offered for a wide range of risk factors related, but not limited to: nutrition, physical activity, sleep, stress, tobacco use, excessive alcohol use, and medication adherence.
- H. The Contractor must provide a minimum of one hundred (100) hours of onsite wellness health coaching, at events and locations identified and approved by the ETF Program Manager each Contract year. Onsite health coaching must meet the same general criteria for evidence-based coaching and be provided by qualified coaches as detailed in Sections 5.7 D and 5.7 F. Onsite coaches must be able to address a variety of risk areas and have a process for referring Members to additional resources and Contractor disease management programs. Onsite coaching must be tracked for utilization and measured for effectiveness.

- I. The Contractor must be able to provide disease management programs, at a minimum, for hypertension, Type 2 diabetes, asthma, chronic respiratory diseases, metabolic syndrome, low back pain and depression.
- J. The Contractor must develop a disease management program that will expand over time, initially based on Member biometric and health risk assessment data, but later utilizing pharmacy claims data, medical claims data and predictive modeling. The Contractor must work with ETF to determine which conditions and which risk levels will be offered additional services.
- K. All health coaches for the disease management program must have appropriate certifications/credentials and have a minimum of one (1) year experience in coaching, and be provided with on-going education and training.
- L. The Contractor must conduct individual outreach by mail (USPS) and phone to offer disease management services to Members identified as moderate or high risk based, initially based on the biometric screening results or response to the health risk assessment, then on claims data. The details on the type of risk factors and frequency of outreach must be included in the Annual Promotion and Communication Plan submitted to ETF. At the request of ETF, the Contractor must adjust the frequency and type of outreach for disease management programs.
- M. Once claims data for the GHIP/WPE programs is available to the Contractor, the Contractor must report return on investment (ROI) annually for the ETF wellness and disease management programs. Upon request, the Contractor must provide a description of the methodology used to calculate ROI on all programs.
- N. The Contractor must provide up to twelve (12) live webinars each year of the Contract. Webinar topics and promotion methods must be included in the Annual Promotion and Communication Plan submitted to ETF. Webinar content must be provided to the ETF Program Manager at least ninety (90) Days prior to the webinar date and have all updates required by ETF sixty (60) Days prior to the air date. Up to two (2) webinars per year will be specific to the requirements of the ETF program and the Contractor services offered as part of the ETF program. A post-webinar satisfaction survey must be distributed to attendees of the webinars.
- O. The Contractor must assist ETF and its stakeholders and partners with identifying and implementing up to four (4) pilot programs each year including but not limited to, outreach to targeted populations, education campaigns, onsite coaching, or targeted group challenges.
- P. The Contractor must meet the performance standards for the Wellness and Disease Management Programs detailed in Appendix 7 Performance Standards.

5.8 STAFFING

- A. The Contractor must provide and maintain qualified staff at a level that enables the Contractor to conduct the requirements of the Contract and the future participation rates of the programs. The Contractor must ensure that all persons, including Subcontractors

assigned to perform Services under the Contract, have the experience, credentials and, professionalism necessary to perform the Services required.

- B. The Contractor must have a lead Account Manager and a backup Account Manager assigned to ETF, for the life of the Contract, who can provide daily operational support as well as strategic planning and analysis. The Account Manager must be available for consultation with ETF during the hours of 8:00 a.m. to 4:30 p.m. CST/CDT, Monday through Friday, as required to fulfill the scope of services specified in the Contract. Contractor will provide ETF with an emergency contact number in case issues arise that need to be resolved outside of the aforementioned business hours.

The lead Account Manager must have the responsibility and authority to manage the entire range of services specified in the Contract and will respond promptly to changes to ETF's benefit plan design, changes in procedures, or general administrative problems identified by ETF.

- C. The Contractor must have a designated Information Technology contact and a backup Information Technology contact who will have overall responsibility for the information technology aspects of the Contract.

The Information Technology contact shall be available for consultation with ETF during the hours of 8:00 a.m. to 4:30 p.m. CST/CDT, Monday through Friday, as required to fulfill the scope of services specified in the Contract. Contractor will provide ETF with an emergency contact number in case issues arise that need to be resolved outside of the aforementioned business hours.

- D. There must be a central point of contact at the Contractor for employer issues related to the programs (i.e., questions about incentive payments or eligibility issues, etc.). The Contractor must acknowledge receipt of the inquiry from the payroll processing centers and/or employer payroll staff within two (2) Business Days of the inquiry and actively communicate on issue resolution status with the payroll processing centers and/or agency payroll.

- E. The Contractor must ensure that all staff receive initial and ongoing training regarding all applicable requirements of the Contract. The Contractor will ensure that the Contractor staff who provide Services under the Contract have received comprehensive orientations and training regarding their functions, are knowledgeable about the Contractor's operations relating to the Contract, and are knowledgeable about their functions and how those functions relate to the requirements of the Contract.

- F. The Contractor must meet the performance standards for Staffing detailed in Appendix 7 Performance Standards.

5.9 CUSTOMER SERVICE

- A. The Contractor must have sufficient trained and equipped customer service staff and a dedicated toll free number for ETF's program and its Members to respond to inquiries, correspondence, complaints, and issues. Responsibilities include, but are not limited to, scheduling biometric screening appointments, assisting Members with completing the health risk assessment, providing status of incentive payments, assisting with accessing

the website and web-portal, and answering questions regarding other services the Contractor provides as part of the Contract.

- B. The Contractor's call center must have call management systems and communications infrastructure that can manage the initial account call volume and meet the future needs as the program expands.
- C. Members must be able to speak to a customer service representative, via the dedicated toll free number which will be posted on the website and all print materials, between 8:00 a.m. and 7:00 p.m. CST/CDT Monday through Friday, at a minimum, except for legal holidays. Members must also be able to submit questions using e-mail and the web-portal. The call center must be equipped with TDD (Telephone Device for the Deaf) in order to serve the hearing impaired population.
- D. The Contractor must have a customer service inquiry system for inquiries received by phone and web. The system must maintain a history of inquiries for performance management, quality management and audit purposes. Related correspondence and calls shall be indexed and properly recorded to allow for reporting and analysis based on a distinct transaction.

The system must track and log the following detail:

- 1. The individual's identifying information;
 - 2. The date and time the inquiry was received;
 - 3. The reason for the inquiry (including a reason code using a coding scheme);
 - 4. The origin of the transaction (e.g., inbound call, ETF, employer group, health plan);
 - 5. The representative that handled the inquiry;
 - 6. For phone inquiries, the length of call; and
 - 7. The resolution of the inquiry (including a resolution code using a coding scheme). If unresolved, the action taken and follow up steps required.
- E. At ETF's request, the Contractor must provide the policies and procedures related to the operation of the call center. ETF reserves the right to require changes to the policies and procedures that directly impact Members.
 - F. The Contractor must have and implement procedures for monitoring and ensuring the quality of services provided by its customer service representatives. At ETF's request, the Contractor must submit these procedures for review and approval by ETF. At least five percent (5%) of all Member inquiries made by each submission type (e.g. phone, email, web-portal) must be reviewed by Contractor management staff (e.g. lead worker, supervisor, manager) to ensure accurate information was given to ETF Members and appropriate coaching and training is given to customer service representatives who fail to accurately respond to Members.
 - G. The Contractor must conduct satisfaction surveys, provided to a statistically valid random sample of Members and program Participants. These surveys must measure satisfaction in the following categories:
 - 1. Customer service;

2. Biometric screening experience;
3. Health risk assessment; and
4. Web-portal experience.

All surveys must use a five (5)-point rating scale and content must be approved by the ETF Program Manager prior to distribution.

- H. The Contractor must designate a client service liaison to respond to Member-related issues identified by ETF. For matters designated as urgent by ETF, the Contractor must contact the Member within two (2) Business Days of receiving a request from ETF and actively communicate on issue resolution status with the ETF Program Manager until the issue is resolved.
- I. The Contractor must meet the performance standards for Customer Service detailed in Appendix 7 Performance Standards.

5.10 MEMBER COMPLAINTS AND GRIEVANCES

- A. Within thirty (30) Days of the Contract start date, the Contractor must provide ETF information describing in detail the Contractor's process and procedures for complaints and grievances, including any communication templates for responses. ETF reserves the right to review the complaint process and procedures and templates and require changes, where appropriate. The Contractor must update its complaint and grievance process and procedures annually, and resubmit to ETF promptly.
- B. The Contractor must have an effective mechanism for handling complaints and grievances made by Members. This includes a formal grievance procedure, which at a minimum complies with the provisions of Wis. Adm. Code § INS 18.03 that are applicable to a "health benefit plan", whereby the Member is provided the opportunity to present a complaint to the Contractor and the Contractor will consider the complaint and advise the Member of its final decision. Members of the GHIP/WPE programs must be advised of the grievance process when a financial incentive is denied or if the enrollee expresses, in writing, dissatisfaction with the administration or incentive practices or provision of Services by the Contractor.

The Contractor will be expected to cooperate fully with the efforts of ETF in resolving complaints. Adverse decisions are subject to review by the Board for contractual compliance if the enrollee is not satisfied with the Contractor's action on the matter.

The Contractor must retain records of grievances and complaints and provide a quarterly summary of Member grievances and complaints to ETF including the number and types of grievances and complaints received and the resolution or outcome. The summary report will be in a format established by ETF.

- C. The Contractor must review and issue a written decision to the Member who lodged the complaint or grievance within thirty (30) Days of Contractor's receipt of such complaint or grievance.

5.11 MARKETING AND COMMUNICATION

- A. The Contractor must obtain approval from the ETF Program Manager on an Annual Promotion and Communication Plan for the wellness and disease management programs within ten (10) Days of the Contract start date and no later than August 1st for subsequent Contract years. The plan must include detail on proposed outreach for the wellness and disease management programs overall and the outreach plan for health coaching.
- B. All Contractor program content, materials, presentations, and communications, as defined by ETF, must be pre-approved by the ETF Program Manager prior to distribution.
- C. The Contractor must ensure that its marketing and communication materials are culturally sensitive and professional in content, appearance, and design. At the request of ETF, the Contractor must replace images or artwork on the program website, web-portal, or promotional materials within three (3) Business Days of the Contractor's receipt of ETF's request.

In addition, the Contractor must be able to customize all communications for the specifics of the ETF program, including but not limited to:

- 1. Inclusion of the Well Wisconsin logo, tagline and color scheme;
- 2. Content must be able to address different types of enrollment and eligibility; and
- 3. Appropriate representation of the GHIP/WPE programs and vendors.

If the Contractor will not customize materials used for its general client base to ETF's needs, ETF may deny distribution of those materials.

- D. All brochures, informational material, electronic and web material must include statements or disclaimers as required by ETF, State and federal law. This includes, but is not limited to:
 - 1. Applicable notices for a voluntary wellness program offered as part of an employer health program;
 - 2. Availability of materials in alternative format or assistance with accessing services for those with disabilities;
 - 3. Disclosure of taxability of cash incentives and reporting of payment amounts to employer; and
 - 4. Disclaimers about eligibility for the program.
- E. Using a variety of delivery methods, the Contractor must promote the program to all eligible Members to assist with program awareness and goals, and available tools and resources. All materials must be pre-approved by ETF for content, design and format prior to distribution.
 - 1. The Contractor will develop communications that can be sent to employer groups for electronic distribution to employees and posted at the employer site to educate employers and employees on the programs and the Contractor.
 - 2. The Contractor is responsible for developing, printing, posting (on the program web site and web-portal), emailing, texting and mailing (USPS) program materials and notices. In addition, the Contractor must send the following materials by USPS

each year, unless otherwise specified, in a format approved by ETF (e.g., postcards, flyers):

- a. At least two (2) direct mailings during 2016 open enrollment to all households with eligible Members announcing the transition to a single wellness vendor for 2017. In subsequent years, two (2) direct mailings will be completed during open enrollment to all households with eligible Members describing the program updates and providing direction for accessing the program web-portal;
- b. At least one (1) direct mailing each year to all households with eligible Members describing the program and providing direction for accessing the program web-portal no later than January 31 of each year of the Contract. For enrollment start dates that occur outside of the open enrollment period, newly enrolled households with eligible Members will receive the direct mailing within forty-five (45) Days of their coverage start date;
- c. For program Participants who have partially completed the annual program requirements, the Contractor must send at least three (3) program deadline reminders by email, text or via the web-portal. At least sixty (60) Days prior to the program year deadline the Contractor must issue a reminder notice to the Participant by direct mail notifying them of the program deadline and required steps for completion; and
- d. At least two (2) additional direct mailings each year for other program promotion, education and/or outreach, as deemed necessary by ETF.

Contractor may combine one or more of the above mailings if prior approval is received from the ETF Program Manager.

- F. The Contractor must provide to ETF any text and graphics needed to promote the Contractor in ETF's print and web content.
- G. The Contractor must disseminate ETF-developed messages applicable to the GHIP/WPE programs via the Contractor's web-portal.
- H. The Contractor costs for developing and distributing communications to Participants or Members in order to correct an error in previous Contractor communication(s) that was the result of a Contractor error will be at the cost of the Contractor.

5.12 INFORMATION SYSTEMS

- A. The Contractor's systems must have the capability of adapting to any future changes that become necessary as a result of modifications to the programs offered under the GHIP/WPE programs and its requirements. The Contractor's systems shall be scalable and flexible so they can be adapted as needed, within negotiated timeframes, as requirements and enrollment expands.
- B. If the Contractor has plans to migrate to a different data or web platform, ETF must be notified no less than six (6) months in advance.

- C. The Contractor must transmit data using secure File Transfer Protocol (FTP) or FTP over a Secure Sockets Layer (SSL). This will require software on desktops or an automated system that collects files from the Contractor's repository and securely transmits data.
- D. The Contractor's data centers, network, web-portal and personal computers (PCs) must be protected by an up-to-date firewall. PCs and applications must be updated with the latest security fixes and continually maintained and up-to-date. Servers must be secured with only authorized staff allowed physical access to servers. Data must be transmitted using current industry standard secure transmission protocols which encrypt data. Data that is at rest must be encrypted using strong industry standard encryption. The Contractor must have a password policy with a complex password scheme, which includes:

All passwords must, at a minimum, meet these criteria:

- 1. A minimum of eight (8) characters;
- 2. Does not use the user's name or user ID in the password;
- 3. Does not repeat any of the last twenty-four (24) passwords used; and,
- 4. The password must contain at least three (3) of these four (4) data types: Upper case, Lower case, Numeric, Special. The valid characters that can be used are:
 - a. Upper case alphabetic letters (A - Z)
 - b. Lower case alphabetic letters (a - z)
 - c. Numeric (0 - 9)
 - d. Special characters (all special characters available on the keyboard)

An audit program must be in place to ensure above practices are being followed. Contractor's staff must be trained and follow secure computing best practices. Wireless networks must be protected using strong encryption and password policies. Connectivity to all networks, wired or wireless, must be protected from unwanted/unknown connections. Any sub-contractors must agree to and abide by the network and data security requirements.

- E. All data backups must be handled or transmitted securely. Offsite storage must be audited for compliance (i.e. physical security, all used tapes are accounted for). A Business Recovery Plan must be documented and tested annually, at a minimum, by the Contractor.
- F. The Contractor must be able to confirm that emails sent to program Participants and/or employer groups have been successfully transmitted and will track failed emails and initiate requests to be whitelisted for employer groups that may be blocking the Contractor's email communication.
- G. Upon request by ETF, the Contractor must be able to generate and provide a listing of all individuals that were sent a particular document or communication by the Contractor or the Contractor's Subcontractor, the date and time that the document or communication was generated, and the date and time that it was sent to particular individuals.

5.12.1 Data Integration and Technical Requirements

- A. ETF is currently in the process of consolidating multiple legacy information technology systems to a single benefits administration system. This new system will become the system of record for eligibility and demographic information. The upgrade to this new system may impact the formatting or data fields required for transmitting eligibility files and may also impact the way in which eligibility data is communicated to the Contractor. The next roll-out for the new system is currently scheduled for 2018.
- B. The Contractor must operate within the requirements of ETF's member IDs. ETF will communicate eligibility and member information using the MyETF Benefits (MEBS) 8-digit member ID, and the Contractor must develop a crosswalk if the Contractor cannot accept these ID's for each member.
- C. The Contractor must follow ETF's secure file transfer protocols (sFTP) using ETF's secured FTP site to submit and retrieve files from ETF or provide another acceptable means for secure electronic exchanging of files with ETF.
- D. The Contractor's system(s) must be able to accept and accommodate a HIPAA 834 file transfer. See Appendix 5 – 834 Companion Guide.
 - 1. The Contractor must accept an eligibility file update on a daily basis and process the enrollment file additions, changes, and deletions accurately within two (2) Business Days of the file receipt.
 - 2. The Contractor must be able to run a full file compare on eligibility data to identify discrepancies in eligibility and/or demographic information and contact ETF regarding proposed resolutions for those discrepancies that the Contractor is unable to resolve.
 - 3. Delays in processing the 834 file must be communicated to the ETF IT contact and the ETF Program Manager within one (1) Business Day.
- E. The Contractor must establish and maintain a secure data transfer with all vendors of the GHIP/WPE programs in a mutually agreed to file layout as approved by ETF, unless otherwise noted in this section. For all data transfers, the Contractor will provide data specifications, data dictionaries, and crosswalks, except where ETF indicates it is not required. The Contractor data transfers include, but will not be limited to:
 - 1. Contracted health plans:

NOTE: Data sent to contracted health plans must only contain records for the Members enrolled in that health plan.

 - a. Results of the biometric screening will be transmitted by the Contractor weekly and follow the existing file layout.
 - b. Results of the health risk assessment will be transmitted by the Contractor weekly. The Contractor must provide all necessary documentation to the health plans for integrating the data into the health plan system(s), including, but not limited to methodology for risk stratification.
 - c. Unique member participation in wellness health coaching sessions and/or disease management programs must be identified via indicator fields for the type of program. These indicator fields will be included with the results data

transmitted by the Contractor weekly. The data specifications will include indicator fields as well as the start and end dates (in a standard date format) of member participation in any of the aforementioned programs. An indicator field to identify members who have been outreached or contacted by the Contractor, yet have elected/chosen not to participate in the aforementioned programs must also be included in results data transmitted by the Contractor weekly.

- d. These transfers must be tested and fully operationally no later than thirty (30) Days prior to the program year start date.

2. Pharmacy Benefits Manager:

Data sent from the Pharmacy Benefits Manager to the Contractor will be in a standard file format available from the Pharmacy Benefits Manager. The Pharmacy Benefits Manager will provide the data specifications, data dictionary, and crosswalk.

3. Data warehouse vendor:

Data sent to the data warehouse by Contractor will include the biometric screening and health risk assessment results that are sent to contracted health plans with the addition of custom fields to track participation in the programs available through the Contractor.

Delays in disseminating program data to vendor(s) of the GHIP/WPE Programs must be communicated via email to the ETF IT Department and Program Manager within one (1) Day of the scheduled transfer.

For data transfers between vendors of the GHIP/WPE programs not specified in this RFP, the Contractor must establish vendor to vendor data transfers within ninety (90) Days of written notification from ETF to do so.

- F. The Contractor data provided to vendors of the GHIP/WPE programs must be accurate, complete and timely. The Contractor must not place restrictions on the use of the data provided to the GHIP/WPE program vendors.
- G. The Contractor will incorporate existing biometric screening data from the programs into the Participant's program profile available in the web-portal within ten (10) Days of the screening date.
- H. No data released directly to ETF or developed for ETF distribution to employer groups will contain individual health information. Health information provided to ETF or employer groups will only be aggregate in nature.

5.13 REPORTING REQUIREMENTS

- A. The Contractor must submit reports in a mutually agreeable electronic format (e.g., Microsoft Word, Microsoft Excel, PDF), of the type, at the frequency, and containing the detail described in Appendix 6 Reporting Requirements. Reporting shall continue for the twelve (12) month period following termination of the Contract, if applicable.

Any report containing health information of a program Participant will only be reported to ETF in aggregate form, when participation rates for the subcategory are high enough to

maintain confidentiality of the Participant. The Contractor must be able to provide all report data, as requested by ETF, for the entire population and for the following breakdowns:

1. Employer group, business unit and location;
 2. Health plan and plan design (IYC Plan, IYC High Deductible Plan);
 3. Participant Type (Subscriber, spouse/domestic partner); and
 4. County.
- B. The Contractor must provide ad hoc reporting. The Contractor must deliver such reports to ETF within five (5) Business Days of ETF's request.
- C. ETF requirements regarding the frequency of report submissions may change during the term of the Contract. The Contractor must comply with such changes within forty-five (45) Days.
- D. The Contractor must fully support the Board and ETF in responding to informational requests made by the Legislature. The Contractor must provide a response to ETF Legislative requests within two (2) Business Days.
- E. The Contractor must notify ETF regarding any significant changes in its ability to collect information relative to required data or reports.
- F. Each report submitted by the Contractor to ETF must:
1. Be verified by the Contractor for accuracy and completeness prior to submission;
 2. Be delivered on or before scheduled due dates;
 3. Fully disclose all required information in a manner that is responsive and with no material omission; and
 4. Be accompanied by a brief narrative that describes the content of the report and highlights significant findings of the report.

5.14 PERFORMANCE STANDARDS AND PENALTIES

The Contractor must guarantee performance sufficient to fulfill the needs of the Contract. The Contractor must meet all performance standards listed in Appendix 7 Performance Standards. After the Contract start date, if additional resources are needed, the Contractor will bear all costs necessary to satisfy the requirements of the Contract.

In addition to the liquidated damages detailed in Exhibit 4, ETF may also assess penalties for failure to meet the performance standards listed in Appendix 7 Performance Standards.

Written notification of each failure to meet a performance standard that is measured by ETF will be given to the Contractor prior to assessing penalties. The Contractor will have five (5) Business Days from the date of receipt of written notification of a failure to perform to provide specifications to cure the failure. Additional days can be approved by the ETF Program Manager if deemed necessary. If the failure is not resolved within this warning/cure period, penalties may be imposed retroactively to the date of failure to perform. The imposition of penalties is not in lieu of any other remedy available to ETF.

If ETF elects to not exercise a penalty clause in a particular instance, this decision shall not be construed as an acceptance of the Contractor's performance. ETF retains the right to pursue future assessment of that performance requirement and associated penalties.

ETF shall be the sole determinant as to whether or not the Contractor meets a performance standard.

5.15 COMPREHENSIVE TRANSITION PLAN

Prior to Contract termination, the Contractor must provide a comprehensive transition plan that provides a timeline of major tasks, activities, and information that will be provided to the succeeding vendor when relinquishing responsibilities at termination of the Contract. In the event that the Contractor terminates the Contract, an updated transition plan must accompany the notice of termination. In the event the Board terminates the Contract, the Contractor must send an updated transition plan to ETF within thirty (30) Days of the written notice of termination to the Contractor. The transition plan must be approved by ETF prior to the transition begin date and must include the Contractor's cooperation and participation in planning calls or meetings with the succeeding vendor.

The Contractor must administer a run-out period of the program at no cost to ETF. The run-out period begins on the Contract termination date and will be no longer than one hundred and eighty (180) Days. Contractor must provide all reports for program close out and transmit program data to the new vendor.

6 GENERAL QUESTIONNAIRE

This section is scored. (400 total points)

The purpose of this section is to provide ETF and the Board with a basis for determining the Proposer's capability to undertake the Contract.

All Proposers must respond to the following by restating each question or statement and providing a detailed written response. Instructions for formatting the written response to this section are found in Section 2.4 Proposal Organization and Format.

The Proposer's Services must be able to be performed according to the requirements contained in this RFP. All resources necessary are to be provided by the Proposer and included on the Cost Proposal Attachment C Cost Proposal.

The Proposer must provide sufficient detail for the Board and ETF to understand how the Proposer will comply with each requirement. If the Proposer believes that the Proposer's qualifications go beyond the minimum requirements or add value, the Proposer should indicate those capabilities in each section.

6.1 EXPERIENCE

The Proposer's Proposal package, at a minimum, must address the following items, organized as indicated below:

- 6.1.1 Provide a general description of your company including the size of the company, number of years in business, number of employees and primary line of business.

- 6.1.2 Highlight any acquisitions, and/or mergers or other material developments (e.g., changes in ownership, personnel, business, etc.) pending now or that occurred in the past five (5) years at the company. Disclose any potential mergers or acquisitions that have been recently discussed by senior officials, and could potentially take place within the next three (3) years after the Contract start date.
- 6.1.3 Detail your company's experience administering a comprehensive wellness and disease management program for an employer group of over 100,000 covered lives. For your five (5) largest clients (three (3) private sector and two (2) largest public sector clients) list the entity name, the type of program for which services are provided, approximate number of eligible participants, number of work locations for the entity, actual number of participants for each program type and number of years your company has been retained. Indicate which programs are primarily self-insured and primarily fully-insured and whether it is a public or private sector employer.
- 6.1.4 Detail your company's capacity for biometric screenings and online health risk assessments by listing two (2) large employers that you have conducted biometric screenings and online health risk assessments. Include the entity name, year of contract activity, approximate number of eligible participants, and actual number of participants for each within a one (1) year period.

6.2 STAFF QUALIFICATIONS

- 6.2.1 List the qualifications of the Account Lead, and their back-up, who would be assigned to the Contract. Include information about their professional qualifications and number of years' experience in the following areas: population health management, employee wellness, disease management, customer service, and enrollment data for a client of over 100,000 covered lives. Provide a specific example of how this Account Lead has managed an account that experienced a significant challenge or rapid expansion.
- 6.2.2 Provide a list of the Account Management Team members, including their title and duties. Describe the strengths and experience that each of these members are able to bring to the project described in this RFP.

6.3 CUSTOMER SERVICE

- 6.3.1 Explain how your company plans to meet the current and future customer service needs of the Contract and the performance standards listed in Appendix 7 for Customer Service. Provide examples of reports or materials related to meeting these requirements.

6.4 DATA SECURITY

- 6.4.1 **Hosting Environment.**

- A. Provide a description of the hardware, software, communication mediums, and other infrastructure necessary to meet the requirements of the Contract at no additional cost to the State, including any licenses that must be maintained.
- B. Provide a description of the physical security safeguards enforced at your private hosted datacenter or datacenters hosted by a third party cloud provider.
- C. Describe in detail how your network is architected to secure the data and thwart unwanted/unknown access to your solution, applications or systems. You must cover, at a minimum:
 - 1. Overview of network access control;
 - 2. Network access controls for administrator access;
 - 3. Security devices used to protect the infrastructure;
 - 4. Change control processes for all systems;
 - 5. Security updates and patch management for all systems;
 - 6. Host-based firewall and anti-malware protection;
 - 7. Explanation of how much of the infrastructure/systems is owned and managed by the Proposer and if it's hosted, how much control the Proposer has or does not have to change the configuration on each system (servers, switches, routers, firewalls, SIEM, Intrusion Protection Systems (IPS), Intrusion Detection System (IDS), etc.);
 - 8. Encryption between systems and any Public Key Infrastructure (PKI); and
 - 9. Internal Wireless and wired networks, whether remote or directly connected, that has privileged network access to the infrastructure or systems that house the applications used to provide the web-portal.

6.4.2 Application Architecture

- A. Provide a description of the high level architecture for the solution, supported with diagrams depicting the interactions among the system components. The purpose of these diagrams is to ensure that ETF understands the essential design of the proposed solution and can determine that the design is generally consistent with the budget, scope, and capabilities represented in this RFP. Diagrams will include architectural views that reflect the application architecture, information architecture and related data models, and corresponding software and hardware architectures.
- B. Include a discussion of the particular industry standards that are incorporated in the solution/application architecture. If proprietary standards or interfaces are used please include the rationale and describe the advantage over current industry standards.
- C. Include a discussion of the standard web technologies, frameworks and software platforms adopted in the development of the web user interface (e.g. JQuery, JavaScript, PHP, Ajax, Python, C#, Java, .Net).
- D. Include a discussion of the Software Development Life Cycle (SDLC) process for the system.
- E. Include a discussion of the how the SDLC incorporates the application security principles outlined by OWASP (<http://www.owasp.org>), also include how the

system is protected against common web application vulnerabilities which include but are not limited to Cross-site scripting (XSS), SQL injection, CSRF (Cross-site request forgery), and remote code execution.

- F. Please describe the technical solution the Proposer will be implementing to integrate with health and activity tracking devices. Please also list the health devices with which the solution can currently integrate and Proposer's plan to support such devices in the future. Discuss the modularity of the solution and the ease of implementing future advances in enabling technologies to integrate with health and activity tracking devices.

6.4.3 User Security Awareness Training

- A. Provide details to explain your policies and procedures for user security awareness training for all your staff. You must cover, at a minimum:
 - 1. Programs used to train employees and content of the programs;
 - 2. How often trainings occur; and
 - 3. Any processes used to validate that employees are retaining what they learned.

6.4.4 Account/Identity Management

- A. Describe how the solution will provide for secure access for participants in the system. Describe the user registration process, the association of user accounts to participant information provided by ETF. Describe how you would prevent users from intentionally or unintentionally accessing other participants' information. Describe how the solution is designed to prevent accidental or incidental access.
- B. Describe the account management and account recovery process.
- C. Provide details to explain how passwords and user accounts are managed to protect against unauthorized access to any systems or applications. You must cover, at a minimum:
 - 1. Password complexity requirements for all accounts (web-portal user accounts, Proposer employee accounts, administrator accounts and service/shared accounts);
 - 2. Onboarding process for employees and contractors; and
 - 3. Off boarding process for employees and contractors.
- D. Describe the technical solution and the authentication standards that will be implemented to integrate with other third party providers such as but not limited to Fitbit, Garmin, Jawbone or other activity tracker or mobile application(s) specified by ETF.

6.4.5 Auditing and Logging

- A. Describe in detail your logging and auditing policies and procedures. You must cover, at a minimum:
 - 1. Record of who did what and when;
 - 2. Log retention;

3. Logging practices;
4. Syslog or Security Information and Event Management (SIEM);
5. Auditing practices and procedures in each area of technology (web, application, operating system, database);
6. User and administrator auditing;
7. Service or shared account auditing;
8. Audit history reporting practices to clients, such as ETF; and
9. Cooperation practices with clients to do forensics for security incident response situations.

6.4.6 Vulnerability Management and Penetration Testing

- A. Provide details of your vulnerability management program and penetration testing practices and procedures. You must cover, at a minimum:
 1. Vulnerability scanning practices;
 2. Vulnerability scanner tools;
 3. Remediation practices;
 4. Vulnerability reporting policy and practices to clients, such as ETF;
 5. Penetration testing practices;
 6. Depth of the penetrating tests, such as, how much is done (social engineering, password cracking, Denial of Service (DOS), etc.); and
 7. Penetration testing reporting policy and practices to clients, such as ETF.

6.4.7 HIPAA Security

- A. Describe how your company will maintain confidentiality and comply with HIPAA security, privacy, and electronic data interchange requirements. Address the data security of data centers, networks, the web-portal, vendor to vendor transfers, and at onsite events.

7 THIRD PARTY ADMINISTRATIVE SERVICES QUESTIONNAIRE

This section is scored. (825 total points)

The purpose of this section is to provide ETF and the Board with a basis for determining the Proposer's capability to undertake the Contract.

All Proposers must respond to the following by restating each question or statement and providing a detailed written response. Instructions for formatting the written response to this section are found in Section 2.4 Proposal Organization and Format.

The Proposer must be able to be perform Services according to the requirements contained in this RFP. All resources necessary are to be provided by the Proposer and included in Attachment C Cost Proposal.

The Proposer must provide sufficient detail for the Board and ETF to understand how the Proposer will comply with each requirement. If the Proposer believes that the Proposer's qualifications go beyond the minimum requirements or add value, the Proposer should indicate those capabilities in each section.

Questions listed in this section may include specifications that are requirements of the Contract.

7.1 PROGRAM PLANNING AND FEATURES

- 7.1.1 **Scope:** Describe your understanding of the scope of work described in this RFP.
- 7.1.2 **Implementation Plan:** Provide a proposed implementation plan that includes both a project overview and details on specific tasks, timeliness and responsibilities. Clearly delineate the tasks you expect ETF to perform and the information you expect ETF to provide. Describe the steps that must be taken in order to assume all responsibilities described in this RFP as of the Program Launch date of December 30, 2016. Identify any specific challenges with the implementation timeline.
- 7.1.3 **Strategic Planning:** How will your firm act as an innovative strategic partner to ETF and the Board as an expanded wellness program and transition in incentive designs are evaluated? Include your input on the pros and cons of transitioning to a new program design for the 2018 program year. Provide an example from another large employer client that your firm provided strategic program planning.
- 7.1.4 **Technological Solutions:** What are the features and functionality of the website and web-portal that will be provided to ETF and how will they drive engagement in the programs delivered for the Contract? Include detail on the level of customization that is available to ETF as part of the Contract. Describe how your platforms will be able to support increased traffic as program participation increases and during periods of high volume usage (i.e. open enrollment).
- 7.1.5 **Biometric Screenings:** Describe how biometric screenings will be provided as part of the Contract from the standpoint of the Participant, the Employer and ETF. Provide two (2) examples of how you reduced the cost and required frequency of biometric screenings for a large employer group that screened over 20,000 employees per year. What is your recommended approach for biometric screenings for the Contract?
- 7.1.6 **Health Risk Assessment:** Describe the third party validation of your health risk assessment and how the content of your health risk assessment identifies risk for the individual and the population. Identify accreditations, certifications or special recognition that apply to your health risk assessment. Describe how the health risk assessment is accessed by participants, average time to complete and the information presented to the participant upon completion. Describe what aspects of the health risk assessment can be customized for ETF. Describe any form of gamification used to increase participant engagement.
- 7.1.7 **Wellness Health Coaching:** Describe the wellness health coaching services that will be provided for the Contract from the standpoint of the Participant and ETF including: the qualifications and experience of the health coaches that will be available, methods that will be used to identify participants for coaching, how your company will drive utilization of coaching services, and how you define a successful

coaching interaction. Provide health coaching outcome data for your company's book of business.

- 7.1.8 **Disease Management Programs:** Describe the accreditations your company holds for disease management or health promotion programs. Detail how your company would implement a phased expansion for this Contract utilizing the PBM and medical claims data. Provide two (2) examples of how you implemented a phased-in disease management program for a large employer group (100,000+ employees) and the resulting ROI.
- 7.1.9 **Reporting Capabilities:** Detail your company's capabilities in producing the reports that will be required for the Contract. Provide a description and examples of reports. Describe if any additional reporting capabilities would be provided to ETF.

7.2 ADDITIONAL PERFORMANCE STANDARDS AND GUARANTEES

Describe additional performance guarantees and the percentage of fees at risk you are prepared to offer ETF, tied to operational performance, engagement and health outcomes. Proposers are encouraged to provide additional detail on health outcome metrics for which performance guarantees could be offered.

8 COST

This section is scored. (300 total points)

The Cost Proposal Attachment C must be submitted as instructed in Section 2.3 Submitting the Proposal. See RFP Section 3.5 Method to Score the Cost for the cost score calculation. **The listing of any dollar amounts related to any service or fee will not be allowed within the Proposer's written proposal. All dollar amounts for any service or fee are required to be listed on Attachment C only.**

ETF reserves the right to clarify any pricing discrepancies related to assumptions on the part of the Proposers. Such clarifications will be solely to provide consistent assumptions from which an accurate cost comparison can be achieved for scoring.

Costs outlined in the Cost Proposal shall remain firm for the initial Contract period. All costs listed must reflect the level of customization and features represented in the Proposer's response to this RFP.

8.1 TRAVEL EXPENSES

The Contractor's and any Subcontractors' travel expenses (e.g. airfare, lodging, meals, and insurance) and other miscellaneous expenses related to the provision of Services must be included in the Proposer's proposed cost and shall not be an additional charge to ETF.

8.2 ADDITIONAL SERVICES

Proposer may submit additional detail, as instructed in Section 2.3 (Tab 5), for related services beyond the Services in this RFP to be considered as part of contract negotiations.

Additional Services will only be implemented or delivered at the Department's request. Their inclusion in the Contract is not a guarantee, either stated or implied, of the demand for the services. The Department is not obligated to implement or utilize any of the Additional Services listed on the Cost Proposal. Throughout the term of the Contract, the Department retains full control and flexibility with regard to the types, quantities, and timing of any Additional Service. Additional Services provided on the Cost Proposal may not be dependent on implementation or delivery of any Service in this RFP.

9 CONTRACT TERMS AND CONDITIONS

This section is NOT scored. (0 points)

The Department will execute a State of Wisconsin contract with awarded Contractor. A pro forma contract is located in Exhibit 1 (2 Pages).

The Contract and any subsequent renewal(s) will incorporate all terms and conditions in this Section 9 including the following documents:

- Exhibit 2 - Standard Terms and Conditions (DOA-3054) (3 Pages);
- Exhibit 3 - Supplemental Standard Terms and Conditions for Procurement for Services (DOA-3681) (1 Page); and,
- Exhibit 4 – Department Terms and Conditions (10 Pages).

9.1 BOARD AND DEPARTMENT AUTHORITY

The Department is acting as an agent of the Board in carrying out any directives or decisions relating to this RFP, Contract and subsequent awards. All references to the “Department”, “ETF”, “State of Wisconsin”, “State” or “Board” in any term, condition, or specification shall have the same authority as one entity.

The Department is the sole point of contact for Board contracting.

9.2 PAYMENT TERMS

- Invoices must be itemized by cost categories of expenses actually incurred.
- Invoices shall include the purchase order number when issued.
- Invoices will be submitted in accordance with ETF direction.
- ETF anticipates invoices will be received monthly.

10 REQUIRED FORMS

The following documents must be completed and submitted with the Proposer's Proposal in accordance with the instructions given in Section 2.4 Proposal Organization and Format:

1. Attachment A – Proposer Checklist
2. Attachment B – Mandatory Proposer Qualifications
3. Attachment C – Cost Proposal
4. Attachment D – Financial Compliance
5. Attachment E – Subcontractor Information

6. Attachment F – DOA-3027 Designation of Confidential and Proprietary Information
7. Attachment G – DOA-3261 Request for Proposal
8. Attachment H – DOA-3477 Vendor Information
9. Attachment I – DOA-3478 Vendor References
10. Current Form W-9 Request for Taxpayer Identification Number and Certification (from the Department of the Treasury, Internal Revenue Service: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)

EXHIBIT 1 PRO FORMA CONTRACT BY AUTHORIZED BOARD

Commodity or Service: Administrative Services of Wellness and Disease Management Programs for the State of Wisconsin **Contract No./Request for Proposal No:** ETG0005

Contract Period: August 15, 2016 through December 31, 2018 with two (2), two (2) year renewal options

1. This Contract is entered into by and between the State of Wisconsin, Group Insurance Board (GIB) hereinafter referred to as the "Board" and the State of Wisconsin, Department of Employee Trust Funds (ETF) hereinafter referred to as the "Department", and between XXXX hereinafter referred to as the "Contractor", whose address and principal officer appears on page 2. The Department is the sole point of contact for this Contract.
2. Whereby the Department of Employee Trust Funds agrees to direct the purchase and the Contractor agrees to supply the Contract requirements cited in accordance with the State of Wisconsin standard terms and conditions and in accordance with the Contractor's proposal dated XXXXX hereby made a part of this Contract by reference.
3. In connection with the performance of work under this Contract, the Contractor agrees not to discriminate against any employees or applicants for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s.51.01(5), Wis. Stats., sexual orientation as defined in s.111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available for employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of the nondiscrimination clause.
4. Contracts estimated to be over fifty thousand dollars (\$50,000) require the submission of a written affirmative action plan. Contractors with an annual work force of less than fifty (50) employees are exempted from this requirement. Within fifteen (15) business days after the award of the Contract, the plan shall be submitted for approval to the Department. Technical assistance regarding this clause is provided by the Department of Employee Trust Funds, P.O. Box 7931, Madison, WI 53707-7931, 608.261.7952, or via e-mail at ETF SMBProcurement@etf.wi.gov.
5. For purposes of administering this Contract, the Order of Precedence is:
 - A). This Contract with XXXXX and
 - B). the RFP dated XXXX, and;
 - C). Contractor's proposal dated XXXX.

Contract Number & Service: ETG0005 – Third Party Administration of Wellness and Disease Management Programs

State of Wisconsin
Department of Employee Trust Funds
By <i>(Name)</i>
Signature
Title Chair Group Insurance Board
Phone
Date <i>(MM/DD/CCYY)</i>

Contractor <u>to Complete</u>
Legal Company Name
Trade Name
Taxpayer Identification Number
Company Address <i>(City, State, Zip)</i>
By <i>(print Name)</i>
Signature
Title
Phone
Date <i>(MM/DD/CCYY)</i>

EXHIBIT 2

Standard Terms And Conditions (Request For Bids / Proposals)

- 1.0 SPECIFICATIONS:** The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability and/or performance level desired. When alternates are bid/proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. The State of Wisconsin shall be the sole judge of equivalency. Bidders/proposers are cautioned to avoid bidding alternates to the specifications which may result in rejection of their bid/proposal.
- 2.0 DEVIATIONS AND EXCEPTIONS:** Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully, on the bidder's/proposer's letter-head, signed, and attached to the request. In the absence of such statement, the bid/proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the bidders/proposers shall be held liable.
- 3.0 QUALITY:** Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the State of Wisconsin.
- 4.0 QUANTITIES:** The quantities shown on this request are based on estimated needs. The state reserves the right to increase or decrease quantities to meet actual needs.
- 5.0 DELIVERY:** Deliveries shall be F.O.B. destination freight prepaid and included unless otherwise specified.
- 6.0 PRICING AND DISCOUNT:** The State of Wisconsin qualifies for governmental discounts and its educational institutions also qualify for educational discounts. Unit prices shall reflect these discounts.
- 6.1** Unit prices shown on the bid/proposal or contract shall be the price per unit of sale (e.g., gal., cs., doz., ea.) as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price, the unit price shall govern in the bid/proposal evaluation and contract administration.
- 6.2** Prices established in continuing agreements and term contracts may be lowered due to general market conditions, but prices shall not be subject to increase for ninety (90) calendar days from the date of award. Any increase proposed shall be submitted to the contracting agency thirty (30) calendar days before the proposed effective date of the price increase, and shall be limited to fully documented cost increases to the contractor which are demonstrated to be industrywide. The conditions under which price increases may be granted shall be expressed in bid/proposal documents and contracts or agreements.
- 6.3** In determination of award, discounts for early payment will only be considered when all other conditions are equal and when payment terms allow at least fifteen (15) days, providing the discount terms are deemed favorable. All payment terms must allow the option of net thirty (30).
- 7.0 UNFAIR SALES ACT:** Prices quoted to the State of Wisconsin are not governed by the Unfair Sales Act.
- 8.0 ACCEPTANCE-REJECTION:** The State of Wisconsin reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the State of Wisconsin.
- Bids/proposals MUST be date and time stamped by the soliciting purchasing office on or before the date and time that the bid/proposal is due. Bids/proposals date and time stamped in another office will be rejected. Receipt of a bid/proposal by the mail system does not constitute receipt of a bid/proposal by the purchasing office.
- 9.0 METHOD OF AWARD:** Award shall be made to the lowest responsible, responsive bidder unless otherwise specified.
- 10.0 ORDERING:** Purchase orders or releases via purchasing cards shall be placed directly to the contractor by an authorized agency. No other purchase orders are authorized.
- 11.0 PAYMENT TERMS AND INVOICING:** The State of Wisconsin normally will pay properly submitted vendor invoices within thirty (30) days of receipt providing goods and/or services have been delivered, installed (if required), and accepted as specified.
- Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.
- A good faith dispute creates an exception to prompt payment.
- 12.0 TAXES:** The State of Wisconsin and its agencies are exempt from payment of all federal tax and Wisconsin state and local taxes on its purchases except Wisconsin excise taxes as described below.
- The State of Wisconsin, including all its agencies, is required to pay the Wisconsin excise or occupation tax on its purchase of beer, liquor, wine, cigarettes, tobacco products, motor vehicle fuel and general aviation fuel. However, it is exempt from payment of Wisconsin sales or use tax on its purchases. The State of Wisconsin may be subject to other states' taxes on its purchases in that state depending on the laws of that state. Contractors performing construction activities are required to pay state use tax on the cost of materials.
- 13.0 GUARANTEED DELIVERY:** Failure of the contractor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the contractor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include the administrative costs.
- 14.0 ENTIRE AGREEMENT:** These Standard Terms and Conditions shall apply to any contract or order awarded as a result of this request except where special requirements

are stated elsewhere in the request; in such cases, the special requirements shall apply. Further, the written contract and/or order with referenced parts and attachments shall constitute the entire agreement and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by the contracting authority.

- 15.0 APPLICABLE LAW AND COMPLIANCE:** This contract shall be governed under the laws of the State of Wisconsin. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. The State of Wisconsin reserves the right to cancel this contract if the contractor fails to follow the requirements of s. 77.66, Wis. Stats., and related statutes regarding certification for collection of sales and use tax. The State of Wisconsin also reserves the right to cancel this contract with any federally debarred contractor or a contractor that is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.
- 16.0 ANTITRUST ASSIGNMENT:** The contractor and the State of Wisconsin recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the State of Wisconsin (purchaser). Therefore, the contractor hereby assigns to the State of Wisconsin any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.
- 17.0 ASSIGNMENT:** No right or duty in whole or in part of the contractor under this contract may be assigned or delegated without the prior written consent of the State of Wisconsin.
- 18.0 WORK CENTER CRITERIA:** A work center must be certified under s. 16.752, Wis. Stats., and must ensure that when engaged in the production of materials, supplies or equipment or the performance of contractual services, not less than seventy-five percent (75%) of the total hours of direct labor are performed by severely handicapped individuals.
- 19.0 NONDISCRIMINATION / AFFIRMATIVE ACTION:** In connection with the performance of work under this contract, the contractor agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s. 51.01(5), Wis. Stats., sexual orientation as defined in s. 111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, the contractor further agrees to take affirmative action to ensure equal employment opportunities.
- 19.1** Contracts estimated to be over fifty thousand dollars (\$50,000) require the submission of a written affirmative action plan by the contractor. An exemption occurs from this requirement if the contractor has a workforce of less than fifty (50) employees. Within fifteen (15) working days after the contract is awarded, the contractor must submit the plan to the contracting state agency for approval. Instructions

on preparing the plan and technical assistance regarding this clause are available from the contracting state agency.

- 19.2** The contractor agrees to post in conspicuous places, available for employees and applicants for employment, a notice to be provided by the contracting state agency that sets forth the provisions of the State of Wisconsin's nondiscrimination law.
- 19.3** Failure to comply with the conditions of this clause may result in the contractor's becoming declared an "ineligible" contractor, termination of the contract, or withholding of payment.
- 20.0 PATENT INFRINGEMENT:** The contractor selling to the State of Wisconsin the articles described herein guarantees the articles were manufactured or produced in accordance with applicable federal labor laws. Further, that the sale or use of the articles described herein will not infringe any United States patent. The contractor covenants that it will at its own expense defend every suit which shall be brought against the State of Wisconsin (provided that such contractor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.
- 21.0 SAFETY REQUIREMENTS:** All materials, equipment, and supplies provided to the State of Wisconsin must comply fully with all safety requirements as set forth by the Wisconsin Administrative Code and all applicable OSHA Standards.
- 22.0 WARRANTY:** Unless otherwise specifically stated by the bidder/proposer, equipment purchased as a result of this request shall be warranted against defects by the bidder/proposer for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the contractor.
- 23.0 INSURANCE RESPONSIBILITY:** The contractor performing services for the State of Wisconsin shall:
- 23.1** Maintain worker's compensation insurance as required by Wisconsin Statutes, for all employees engaged in the work.
- 23.2** Maintain commercial liability, bodily injury and property damage insurance against any claim(s) which might occur in carrying out this agreement/contract. Minimum coverage shall be one million dollars (\$1,000,000) liability for bodily injury and property damage including products liability and completed operations. Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out this contract. Minimum coverage shall be one million dollars (\$1,000,000) per occurrence combined single limit for automobile liability and property damage.
- 23.3** The state reserves the right to require higher or lower limits where warranted.
- 24.0 CANCELLATION:** The State of Wisconsin reserves the right to cancel any contract in whole or in part without penalty due to nonappropriation of funds or for failure of the contractor to comply with terms, conditions, and specifications of this contract.

25.0 VENDOR TAX DELINQUENCY: Vendors who have a delinquent Wisconsin tax liability may have their payments offset by the State of Wisconsin.

26.0 PUBLIC RECORDS ACCESS: It is the intention of the state to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities.

Bid/proposal openings are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract.

27.0 PROPRIETARY INFORMATION: Any restrictions on the use of data contained within a request, must be clearly stated in the bid/proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

27.1 Data contained in a bid/proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations become the property of the State of Wisconsin.

27.2 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., or material which can be kept confidential under the Wisconsin public records law, must be identified on a Designation of Confidential and Proprietary Information form (DOA-3027). Bidders/proposers may request the form if it is not part of the Request for Bid/Request for Proposal package. Bid/proposal prices cannot be held confidential.

28.0 DISCLOSURE: If a state public official (s. 19.42, Wis. Stats.), a member of a state public official's immediate family, or any organization in which a state public official or a member of the official's immediate family owns or controls a ten percent (10%) interest, is a party to this agreement, and if this agreement involves payment of more than three thousand dollars (\$3,000) within a twelve (12) month period, this contract is voidable by the state unless appropriate disclosure is made according to s. 19.45(6), Wis. Stats., before signing the contract. Disclosure must be made to the State of Wisconsin Ethics Board, 44 East Mifflin Street, Suite 601, Madison, Wisconsin 53703 (Telephone 608-266-8123).

State classified and former employees and certain University of Wisconsin faculty/staff are subject to separate disclosure requirements, s. 16.417, Wis. Stats.

29.0 RECYCLED MATERIALS: The State of Wisconsin is required to purchase products incorporating recycled materials whenever technically and economically feasible. Bidders are encouraged to bid products with recycled content which meet specifications.

30.0 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29CFR 1910.1200, provide one (1) copy of a Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

31.0 PROMOTIONAL ADVERTISING / NEWS RELEASES: Reference to or use of the State of Wisconsin, any of its departments, agencies or other subunits, or any state official or employee for commercial promotion is prohibited. News releases pertaining to this procurement shall not be made without prior approval of the State of Wisconsin. Release of broadcast e-mails pertaining to this procurement shall not be made without prior written authorization of the contracting agency.

32.0 HOLD HARMLESS: The contractor will indemnify and save harmless the State of Wisconsin and all of its officers, agents and employees from all suits, actions, or claims of any character brought for or on account of any injuries or damages received by any persons or property resulting from the operations of the contractor, or of any of its contractors, in prosecuting work under this agreement.

33.0 FOREIGN CORPORATION: A foreign corporation (any corporation other than a Wisconsin corporation) which becomes a party to this Agreement is required to conform to all the requirements of Chapter 180, Wis. Stats., relating to a foreign corporation and must possess a certificate of authority from the Wisconsin Department of Financial Institutions, unless the corporation is transacting business in interstate commerce or is otherwise exempt from the requirement of obtaining a certificate of authority. Any foreign corporation which desires to apply for a certificate of authority should contact the Department of Financial Institutions, Division of Corporation, P. O. Box 7846, Madison, WI 53707-7846; telephone (608) 261-7577.

34.0 WORK CENTER PROGRAM: The successful bidder/proposer shall agree to implement processes that allow the State agencies, including the University of Wisconsin System, to satisfy the State's obligation to purchase goods and services produced by work centers certified under the State Use Law, s.16.752, Wis. Stat. This shall result in requiring the successful bidder/proposer to include products provided by work centers in its catalog for State agencies and campuses or to block the sale of comparable items to State agencies and campuses.

35.0 FORCE MAJEURE: Neither party shall be in default by reason of any failure in performance of this Agreement in accordance with reasonable control and without fault or negligence on their part. Such causes may include, but are not restricted to, acts of nature or the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes and unusually severe weather, but in every case the failure to perform such must be beyond the reasonable control and without the fault or negligence of the party.

EXHIBIT 3



Supplemental Standard Terms and Conditions for Procurements for Services

- 1.0 ACCEPTANCE OF BID/PROPOSAL CONTENT:** The contents of the bid/proposal of the successful contractor will become contractual obligations if procurement action ensues.
- 2.0 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:** By signing this bid/proposal, the bidder/proposer certifies, and in the case of a joint bid/proposal, each party thereto certifies as to its own organization, that in connection with this procurement:
- 2.1** The prices in this bid/proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder/proposer or with any competitor;
- 2.2** Unless otherwise required by law, the prices which have been quoted in this bid/proposal have not been knowingly disclosed by the bidder/proposer and will not knowingly be disclosed by the bidder/proposer prior to opening in the case of an advertised procurement or prior to award in the case of a negotiated procurement, directly or indirectly to any other bidder/proposer or to any competitor; and
- 2.3** No attempt has been made or will be made by the bidder/proposer to induce any other person or firm to submit or not to submit a bid/proposal for the purpose of restricting competition.
- 2.4** Each person signing this bid/proposal certifies that: He/she is the person in the bidder's/proposer's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to 2.1 through 2.3 above; (or)
- He/she is not the person in the bidder's/proposer's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decisions in certifying that such persons have not participated, and will not participate in any action contrary to 2.1 through 2.3 above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to 2.1 through 2.3 above.
- 3.0 DISCLOSURE OF INDEPENDENCE AND RELATIONSHIP:**
- 3.1** Prior to award of any contract, a potential contractor shall certify in writing to the procuring agency that no relationship exists between the potential contractor and the procuring or contracting agency that interferes with fair competition or is a conflict of interest, and no relationship exists between the contractor and another person or organization that constitutes a conflict of interest with respect to a state contract. The Department of Administration may waive this provision, in writing, if those activities of the potential contractor will not be adverse to the interests of the state.
- 3.2** Contractors shall agree as part of the contract for services that during performance of the contract, the contractor will neither provide contractual services nor enter into any agreement to provide services to a person or organization that is regulated or funded by the contracting agency or has interests that are adverse to the contracting agency. The Department of Administration may waive this provision, in writing, if those activities of the contractor will not be adverse to the interests of the state.
- 4.0 DUAL EMPLOYMENT:** Section 16.417, Wis. Stats., prohibits an individual who is a State of Wisconsin employee or who is retained as a contractor full-time by a State of Wisconsin agency from being retained as a contractor by the same or another State of Wisconsin agency where the individual receives more than \$12,000 as compensation for the individual's services during the same year. This prohibition does not apply to individuals who have full-time appointments for less than twelve (12) months during any period of time that is not included in the appointment. It does not include corporations or partnerships.
- 5.0 EMPLOYMENT:** The contractor will not engage the services of any person or persons now employed by the State of Wisconsin, including any department, commission or board thereof, to provide services relating to this agreement without the written consent of the employing agency of such person or persons and of the contracting agency.
- 6.0 CONFLICT OF INTEREST:** Private and non-profit corporations are bound by ss. 180.0831, 180.1911(1), and 181.0831 Wis. Stats., regarding conflicts of interests by directors in the conduct of state contracts.
- 7.0 RECORDKEEPING AND RECORD RETENTION:** The contractor shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, state and local ordinances.
- The contracting agency shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the contractor. The contractor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.
- 8.0 INDEPENDENT CAPACITY OF CONTRACTOR:** The parties hereto agree that the contractor, its officers, agents, and employees, in the performance of this agreement shall act in the capacity of an independent contractor and not as an officer, employee, or agent of the state. The contractor agrees to take such steps as may be necessary to ensure that each subcontractor of the contractor will be deemed to be an independent contractor and will not be considered or permitted to be an agent, servant, joint venturer, or partner of the state.

EXHIBIT 4

Department Terms and Conditions

- 1.0 ENTIRE AGREEMENT:** This Contract, its exhibits, subsequent amendments and the documents incorporated by order of precedence contain the entire understanding between the parties on the subject matter hereof, and no representations, inducements, promises, or agreements, oral or otherwise, not embodied herein shall be of any force or effect. This Contract supersedes any other oral or written agreement entered into between the parties on the subject matter hereof.

This Contract may be amended at any time by written mutual agreement, but any such amendment shall be without prejudice to any claim arising prior to the date of the change. No one, except duly authorized officers or agents of the Contractor and the Department, shall alter or amend this Contract. No change in this Contract shall be valid unless evidenced by an amendment that is signed by such officers of the Contractor and the Department.

- 2.0 COMPLIANCE WITH THE CONTRACT AND APPLICABLE LAW:** In the event of a conflict between this Contract and any applicable federal or state statute, administrative rule, or regulation; the statute, rule, or regulation will control.

In connection with the performance of work under this Contract, the Contractor agrees not to discriminate against employees or applicants for employment because of age, race, religion, creed, color, handicap, physical condition, developmental disability as defined in Wis. Stat. § 51.01 (5); marital status, sex, sexual orientation, national origin, ancestry, arrest record, conviction record; or membership in the national guard, state defense force, or any reserve component of the military forces of the United States or this state.

The Contractor shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA) of 1990. Evidence of compliance with ADA shall be made available to the Department upon request.

The Contractor acknowledges that Wis. Stat. § 40.07 specifically exempts information related to individuals in the records of the Department of Employee Trust Funds from the Wisconsin Public Records Law. Contractor shall treat any such records provided to or accessed by Contractor as non-public records as set forth in Wis. Stat. § 40.07.

Contractor will comply with the provisions of Wis. Stat. § 134.98.

- 3.0 LEGAL RELATIONS:** The Contractor shall at all times comply with and observe all federal and State laws, local laws, ordinances, and regulations which are in effect during the period of this Contract and which in any manner affect the work or its conduct. This includes but is not limited to laws regarding compensation, hours of work, conditions of employment and equal opportunities for employment.

In carrying out any provisions of this Contract or in exercising any power or authority granted to the Contractor thereby, there shall be no liability upon the Department, it being understood that in such matters that the Department acts as an agent of the State.

The Contractor accepts full liability and agrees to hold harmless the State, the Department's governing boards, the Department, its employees, agents and contractors for any act or omission of the Contractor, or any of its employees, in connection with this Contract.

No employee of the Contractor may represent himself or herself as an employee of the Department or the State.

- 4.0 CONTRACTOR:** The Contractor will be the sole point of contact with regard to contractual matters, including the performance of Services and the payment of any and all charges resulting from contractual obligations.

None of the Services to be provided by the Contractor shall be subcontracted or delegated to any other organization, subdivision, association, individual, corporation, partnership or group of individuals, or other such entity without prior written notification to, and approval of, the Department.

The Contractor shall be solely responsible for its actions and those of its agents, employees or subcontractors under this Contract. The Contractor will be responsible for Contract performance when subcontractors are used. Subcontractors must abide by all terms and conditions of this Contract.

Neither the Contractor nor any of the foregoing parties has the authority to act or speak on behalf of the State of Wisconsin.

The Contractor will be responsible for payment of any losses by subcontractors or agents.

Any notice required or permitted to be given shall be deemed to have been given on the date of delivery or three (3) Business Days after mailing by the United States Postal Service, certified or registered mail-receipt requested. In the event the Contractor moves or updates contact information, the Contractor shall inform the Department of such changes in writing within ten (10) Business Days. The Department shall not be held responsible for payments delayed due to the Contractor's failure to provide such notice.

Department Terms and Conditions

- 5.0 CONTRACTOR PERFORMANCE:** Work under this Contract shall be performed in a timely, professional and diligent manner by qualified and efficient personnel and in conformity with the strictest quality standards mandated or recommended by all generally-recognized organizations establishing quality standards for the work of the type to be performed hereunder. The Contractor shall be solely responsible for controlling the manner and means by which it and its employees or its subcontractors perform the Services, and the Contractor shall observe, abide by, and perform all of its obligations in accordance with all legal and Contract requirements.

Without limiting the foregoing, the Contractor shall control the manner and means of the Services so as to perform the work in a reasonably safe manner and comply fully with all applicable codes, regulations and requirements imposed or enforced by any government agencies. Notwithstanding the foregoing, any stricter standard provided in plans, specifications or other documents incorporated as part of this Contract shall govern.

The Contractor shall provide the Services with all due skill, care, and diligence, in accordance with accepted industry practices and legal requirements, and to the Department's satisfaction; the Department's decision in that regard shall be final and conclusive.

All Contractor's Services under this Contract shall be performed in material compliance with the applicable federal and state laws and regulations in effect at the time of performance, except when imposition of a newly enacted or revised law or regulation would result in an unconstitutional impairment of this Contract.

The Contractor will make commercially reasonable efforts to ensure that Contractor's professional and managerial staff maintain a working knowledge and understanding of all federal and state laws, regulations, and administrative code appropriate for the performance of their respective duties, as well as contemplated changes in such law which affect or may affect the Service under this Contract.

- 6.0 AUDIT PROVISION:** The Contractor and its authorized subcontractors are subject to audits by the State of Wisconsin, the Legislative Audit Bureau (LAB), an independent Certified Public Accountant (CPA), or other representatives as authorized by the State of Wisconsin. The Contractor will cooperate with such efforts and provide all requested information permitted under the law.

Authorized personnel shall have access to interview any Contractor's or subcontractor's employee or authorized agent involved with this Contract in conjunction with any audit, review, or investigation deemed necessary by the State of Wisconsin.

- 7.0 CRIMINAL BACKGROUND VERIFICATION:** The Department follows the provisions in the Wisconsin Human Resources Handbook Chapter 246, Securing Applicant Background Checks (see <http://oser.state.wi.us/docview.asp?docid=6658>). The Contractor is expected to perform background checks that, at a minimum, adhere to those standards. This includes the criminal history record from the Wisconsin Department of Justice (DOJ), Wisconsin Circuit Court Automation Programs (CCAP), and other State justice departments for persons who have lived in a state(s) other than Wisconsin. More stringent background checks are permitted. Details regarding the Contractor's background check procedures should be provided to the Department regarding the measures used by the Contractor to protect the security and privacy of program data and participant information. A copy of the result of the criminal background check the Contractor conducted must be made available to the Department upon request. The Department reserves the right to conduct its own criminal background checks on any or all employees or subcontractors of and referred by the Contractor for the delivery or provision of Services.

- 8.0 COMPLIANCE WITH ON-SITE PARTY RULES AND REGULATIONS:** Contractor and the State of Wisconsin agree that their employees, while working at or visiting the premises of the other party, shall comply with all internal rules and regulations of the other party, including security procedures, and all applicable federal, state, and local laws and regulations applicable to the location where said employees are working or visiting.

The Department is responsible for allocating building and equipment access, as well as any other necessary Services available from the Department that may be used by the Contractor. Any use of the Department facilities, equipment, internet access, and/or services shall only be for project purposes as authorized by the Department. The Contractor will provide its own personal computers, which must comply with the Department security policies before connection to the Department's local computer network.

- 9.0 SECURITY OF PREMISES, EQUIPMENT, DATA AND PERSONNEL:** The State of Wisconsin shall have the right, acting by itself or through its authorized representatives, to enter the premises of the Contractor at mutually agreeable times to inspect and copy the records of the Contractor and the Contractor's compliance with this section. In the course of performing Services under this Contract, the Contractor may have access to the personnel, premises, equipment, and other property, including data files, information, or materials (collectively referred to as "data") belonging to the State.

Department Terms and Conditions

The Contractor shall be responsible for damage to the State's equipment, workplace, and its contents, or for the loss of data, when such damage or loss is caused by the Contractor, contracted personnel, or subcontractors, and shall reimburse the State accordingly upon demand. This remedy shall be in addition to any other remedies available to the State by law or in equity.

10.0 BREACH NOT WAIVER: A failure to exercise any right, or a delay in exercising any right, power or remedy hereunder on the part of either party shall not operate as a waiver thereof. Any express waiver shall be in writing and shall not affect any event or default other than the event or default specified in such waiver. A waiver of any covenant, term or condition contained herein shall not be construed as a waiver of any subsequent breach of the same covenant, term or condition. The making of any payment to the Contractor under this Contract shall not constitute a waiver of default, evidence of proper Contractor performance, or acceptance of any defective item or Services furnished by the Contractor.

11.0 SEVERABILITY: The provisions of this Contract shall be deemed severable and the unenforceability of any one or more provisions shall not affect the enforceability of any of the other provisions. If any provision of this Contract, for any reason, is declared to be invalid, unenforceable, or illegal, the parties shall substitute an enforceable provision that, to the maximum extent possible in accordance with applicable law, preserves the original intentions and economic positions of the parties.

12.0 LIQUIDATED DAMAGES: The Contractor and Department acknowledge that it can be difficult to ascertain actual damages when a Contractor fails to carry out the responsibilities of this Contract. Because of that, the Contractor and Department will negotiate liquidated damages, as required by the State of Wisconsin, for this Contract. The Contractor agrees that the Department shall have the right to liquidate such damages, through deduction from the Contractor's invoices, in the amount equal to the damages incurred, or by direct billing to the Contractor.

The Department shall notify the Contractor in writing of any claim for liquidated damages pursuant to this section within thirty (30) Calendar Days after the Contractor's failure to perform in accordance with the terms and conditions of this Contract.

Notwithstanding the foregoing language, when necessary the Department will identify in the RFP specific financial penalties for failure of the Contractor to meet performance standards and guarantees that may be set forth in the RFP.

13.0 CONTRACT DISPUTE RESOLUTION: In the event of any dispute or disagreement between the parties under this Contract, whether with respect to the interpretation of any provision of this Contract, or with respect to the performance of either party hereto, except for breach of Contractor's intellectual property rights, each party shall appoint a representative to meet for the purpose of endeavoring to resolve such dispute or negotiate for and adjustment to such provision.

No legal action of any kind, except for the seeking of equitable relief in the case of the public's health, safety or welfare, may begin in regard to the dispute until this dispute resolution procedure has been elevated to the Contractor's highest executive authority and the equivalent executive authority within the Department, and either of the representatives in good faith concludes, after a good faith attempt to resolve the dispute, that amicable resolution through continued negotiation of the matter at issue does not appear likely.

The party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by delivering written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by this Contract. After such notice, the parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between authorized negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below which to attempt to resolve the dispute:

Level	Contractor	The Department	Allotted Time
First	Level 1 entity	Deputy Office Director	10 Business Days
Second	Level 2 entity	Office Director	20 Business Days
Third	Level 3 entity	Secretary	30 Business Days

The allotted time for the First Level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the Invoking Party's notice was originally received by the other party. If the Third Level parties cannot resolve the issue within thirty (30) business days of the Invoking Party's original notice, then the issue shall be designated as a dispute at the discretion of the Invoking Party and, if so, shall be resolved in accordance with the section below. The time periods herein are in addition to those periods for a party to cure provided elsewhere in this Contract, and do not apply to claims for equitable relief (e.g., injunction to prevent disclosure of Confidential Information). The Department may withhold payments on disputed items pending resolution of the dispute.

Department Terms and Conditions

14.0 CONTROLLING LAW: All questions as to the execution, validity, interpretation, construction and performance of this Contract shall be construed in accordance with the laws of the State of Wisconsin, without regard to any conflicts of laws or choice of law principles. Any court proceeding arising or related to this Contract or a party's obligations hereunder shall be exclusively brought and exclusively maintained in the State of Wisconsin, Dane County Circuit Court, or in the District Court of the United States Western District (if jurisdiction is proper in federal court), or upon appeal to the appellate courts of corresponding jurisdiction, and Contractor hereby consents to the exclusive jurisdiction and exclusive venue therein and waives any right to object to such jurisdiction or venue. To the extent that in any jurisdiction Contractor may now or hereafter be entitled to claim for itself or its assets immunity from suit, execution, attachment (before or after judgment) or other legal process, Contractor, to the extent it may effectively do so, irrevocably agrees not to claim, and it hereby waives, the same.

15.0 RIGHT TO SUSPEND OPERATIONS: If, at any time during the period of this Contract, the Department determines that the best interest of the Department or its governing boards would be best served by the Contractor's temporarily holding of all Services, the Department will promptly notify the Contractor. Upon receipt of such notice, the Contractor shall suspend all Services.

16.0 TERMINATION OF THIS CONTRACT: The Department may terminate this Contract at any time at its sole discretion by delivering one-hundred eighty (180) Calendar Days written notice to the Contractor.

Upon termination, the Department's liability shall be limited to the prorated cost of the Services performed as of the date of termination plus expenses incurred with the prior written approval of the Department.

If the Contractor terminates this Contract, it shall refund all payments made hereunder by the Department to the Contractor for work not completed or not accepted by the Department. Such termination shall require written notice to that effect to be delivered by the Contractor to the Department not less than one-hundred eighty (180) Calendar Days prior to said termination.

Upon any termination of this Contract, the Contractor shall perform the Services specified in a transition plan if so requested by the Department; provided, however, that except as expressly set forth otherwise herein, the Contractor shall not be obligated to perform such Services unless all amounts due to the Contractor under this Contract, including payment for the transition Services, have been paid. Failure of the Contractor to comply with a transition plan upon request and upon payment shall constitute a separate breach for which the Contractor shall be liable.

Upon the expiration or termination for any reason, each party shall be released from all obligations to the other arising after the expiration date or termination date, except for those that by their terms survive such termination or expiration.

17.0 TERMINATION FOR CAUSE: If the Contractor fails to perform any material requirement of this Contract, breaches any material requirement of this Contract, or if the Contractor's full and satisfactory performance of this Contract is substantially endangered, the Department may terminate this Contract. Before terminating this Contract, the Department shall give written notice of its intent to terminate to Contractor after a thirty (30) Day written notice and cure period.

The State of Wisconsin reserves the right to cancel this Contract in whole or in part without penalty in one (1) or more of the following occurrences:

1. If the Contractor intentionally furnished any statement, representation, warranty, or certification in connection with its Proposal which is materially false, incorrect, or incomplete;
2. If applicable, fails to follow the sales and use tax certification requirements of Wis. Stat. § 77.66;
3. Incurs a delinquent Wisconsin tax liability;
4. Fails to submit a non-discrimination or affirmative action plan per the requirements of Wis. Stat. § 16.765 and Wisconsin's Fair Employment Law, subch. II, Chapter 111 of the Wisconsin Statutes as required herein;
5. Is presently identified on the list of parties excluded from State of Wisconsin procurement and non-procurement Contracts;
6. Becomes a state or federal debarred Contractor, or becomes excluded from state Contracts, or;
7. Fails to maintain and keep in force all required insurance, permits and licenses as required per this Contract;
8. Fails to maintain the confidentiality of the State of Wisconsin's information that is considered to be Confidential Information or Protected Health Information;
9. Files a petition in bankruptcy, become insolvent, or otherwise takes action to dissolve as a legal entity; or,
10. If at any time the Contractor's performance threatens the health or safety of a State of Wisconsin employee, citizen, or customer.
11. Violation of any requirements in Section 22 regarding Confidential Information.

In the event of a termination for cause by the State of Wisconsin, the State of Wisconsin shall be liable for payments for any work accepted by the State of Wisconsin prior to the date of termination.

18.0 REMEDIES OF THE STATE: The State of Wisconsin shall be free to invoke any and all remedies permitted under Wisconsin law. In particular, if the Contractor fails to perform as specified in this Contract, the State of Wisconsin may

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issue a written notice of default providing for at least a seven (7) Business Day period in which the Contractor shall have an opportunity to cure, provided that cure is possible, feasible, and approved in writing by the State of Wisconsin. Time allowed for cure of a default shall not diminish or eliminate the Contractor's liability. If the default remains, after opportunity to cure, then the State of Wisconsin may: (1) exercise any remedy provided in law or in equity or (2) terminate Contractor's Services.

If the Contractor fails to remedy any delay or other problem in its performance of this Contract after receiving reasonable notice from the State of Wisconsin to do so, the Contractor shall reimburse the State of Wisconsin for all reasonable costs incurred as a direct consequence of the Contractor's delay, action, or inaction.

In case of failure to deliver Services in accordance with or Services from other sources as necessary, Contractor shall be responsible for the additional cost, including purchase price and administrative fees. This remedy shall be in addition to any other legal remedies available to the State of Wisconsin.

- 19.0 TRANSITIONAL SERVICES:** Upon cancellation, termination, or expiration of this Contract for any reason, the Contractor shall provide reasonable cooperation, assistance and Services, and shall assist the State of Wisconsin to facilitate the orderly transition of the work hereunder to the State of Wisconsin and or to an alternative Contractor selected for the transition upon written notice to the Contractor at least thirty (30) business days prior to termination or cancellation, and subject to the terms and conditions set forth herein.
- 20.0 ADDITIONAL INSURANCE RESPONSIBILITY:** The Contractor shall exercise due diligence in providing Services under this Contract. In order to protect the Board's governing the Department and any Department employee against liability, cost, or expenses (including reasonable attorney fees) which may be incurred or sustained as a result of Contractor's errors or other failure to comply with the terms of this Contract, the selected Contractor shall maintain errors and omissions insurance including coverage for network and privacy risks, breach of privacy and wrongful disclosure of information in an amount acceptable to the Department with a minimum of **\$1,000,000** per claim in force during this Contract period and for a period of three (3) years thereafter for Services completed. Contractor shall furnish the Department with a certificate of insurance for such amount. Further, this certificate shall designate the State of Wisconsin Employee Trust Funds and its affiliated boards as additional insured parties. The Department reserves the right to require higher or lower limits where warranted.
- 21.0 OWNERSHIP OF MATERIALS:** Except as otherwise provided in subsection (t) of section 22, all information, data, reports and other materials as are existing and available from the Department and which the Department determines to be necessary to carry out the scope of Services under this Contract shall be furnished to the Contractor and shall be returned to the Department upon completion of this Contract. The Contractor shall not use it for any purpose other than carrying out the work described in this Contract.

The Department will be furnished without additional charge all data, models, information, reports, and other materials associated with and generated under this Contract by the Contractor.

The Department shall solely own all customized software, documents, and other materials developed under this Contract. Use of software, documents, and materials by the Contractor shall only be with the prior written approval of the Department.

This Contract shall no way affect or limit the Departments rights to use, disclose or duplicate, for any purpose whatsoever, all information and data pertaining to the Department or Covered Individuals and generated by the claims administration and other Services provided by Contractor under this Contract.

All files (paper or electronic) containing any Wisconsin claimant or employee information and all records created and maintained in the course of the work specified by this Contract are the sole and exclusive property of the Department. Contractor may maintain copies of such files during the term of this Contract as may be necessary or appropriate for its performance of this Contract. Moreover, Contractor may maintain copies of such files after the term of this Contract (i) for one hundred twenty (120) days after termination, after which all such files shall be transferred to the Department or destroyed by Contractor, except for any files as to which a claim has been made, and (ii) for an unlimited period of time after termination for Contractor's use for statistical purposes, if Contractor first deletes all information in the records from which the identity of a claimant or employee could be determined and certifies to the Department that all personal identifiers have been removed from the retained files.

- 22.0 CONFIDENTIAL INFORMATION AND HIPAA BUSINESS ASSOCIATE AGREEMENT:** This Section is intended to cover handling of Confidential Information under state and federal law, and specifically to comply with the requirements of HIPAA and HITECH and the federal implementing regulations for those statutes requiring a written agreement with business associates.

(a) DEFINITIONS: As used in this Section, unless the context otherwise requires:

- (1) Business Associate.** "Business Associate" has the meaning ascribed to it at 45 CFR 160.103 and in this Contract refers to the Contractor (insert name of Contractor).

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- (2) Confidential Information has the meaning ascribed to it in Section 1.5 of the RFP.
 - (3) Covered Entity. "Covered Entity" has the meaning ascribed to it at 45 CFR 160.103 and in this Contract refers to the Department of Employee Trust Funds.
 - (4) HIPAA Rules. "HIPAA Rules" mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
 - (5) Individual Personal Information "Individual Personal Information" has the meaning ascribed to it at Wis. Admin. Code ETF § 10.70 (1).
 - (6) Medical Record. "Medical Record" has the meaning ascribed to it at Wis. Admin. Code ETF 10.01 (3m).
- (b) **PROVISION OF CONFIDENTIAL INFORMATION FOR CONTRACTED SERVICES:** ETF, a different business associate of ETF or a contractor performing Services for ETF may provide Confidential Information to the Contractor under this Contract as the Department determines is necessary for the proper administration of this Contract, as provided by Wis. Stat. § 40.07 (1m) (d) and (3).
- (c) **DUTY TO SAFEGUARD CONFIDENTIAL INFORMATION:** The Contractor shall safeguard Confidential Information supplied to the Contractor or its employees under this Contract. In addition, the Contractor will only share Confidential Information with its employees on a need-to-know basis. Should the Contractor fail to properly protect Confidential Information, any cost the Department pays to mitigate the failure will be subtracted from the Contractor's invoice(s).
- (d) **USE AND DISCLOSURE OF CONFIDENTIAL INFORMATION:** Contractor shall:
- (1) Not use or disclose Confidential Information for any purpose other than as permitted or required by this Contract or as required by law. Contractor shall not use or disclose member names, addresses, or other data for any purpose other than specifically provided for in this Contract;
 - (2) Make uses and disclosures and requests for any Confidential Information following the minimum necessary standard in the HIPAA Rules;
 - (3) Use appropriate safeguards to prevent use or disclosure of Confidential Information other than as provided for by this Contract, and with respect to Protected Health Information, comply with Subpart C of 45 CFR Part 164;
 - (4) Not use or disclose Confidential Information in a manner that would violate Subpart E of 45 CFR Part 164 or Wis. Stat. § 40.07 if done by ETF.
 - (5) If applicable, be allowed to use or disclose Confidential Information for the proper management and administration of the Contractor or to carry out the legal responsibilities of the Contractor, provided the disclosures are required by law, or Contractor obtains reasonable assurances from the person to whom the information is disclosed that the information will remain confidential and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, and the person notifies Contractor of any instances of which it is aware in which the confidentiality of the information has been or is suspected of being breached.
- (e) **COMPLIANCE WITH ELECTRONIC TRANSACTIONS AND CODE SET STANDARDS:** The Contractor shall comply with each applicable requirements of 45 C.F.R. Part 162 if the Contractor conducts standard transactions, as that term is defined in HIPAA, for or on behalf of ETF.
- (f) **MANDATORY REPORTING:** Contractor shall report to ETF in the manner set forth in Subsection (l) any use or disclosure or suspected use or disclosure of Confidential Information not provided for by this Contract, of which it becomes aware, including breaches or suspected breaches of unsecured Protected Health Information as required at 45 CFR 164.410.
- (g) **DESIGNATED RECORD SET:** Contractor shall make available Protected Health Information in a designated record set to the individual as necessary to satisfy ETF's obligations under 45 CFR 164.524.
- (h) **AMENDMENT IN DESIGNATED RECORD SET:** Contractor shall make any amendment to Protected Health Information in a designated record set as directed or agreed to by ETF pursuant to 45 CFR 164.526, or take other measures as necessary to satisfy ETF's obligations under 45 CFR 164.526.
- (i) **ACCOUNTING OF DISCLOSURES:** Contractor shall maintain and make available the information required to provide an accounting of disclosures to the individual as necessary to satisfy ETF's obligations under 45 CFR 164.528.
- (j) **COMPLIANCE WITH SUBPART E OF 45 CFR 164:** To the extent Contractor is to carry out one or more of ETF's obligations under Subpart E of 45 CFR Part 164, Contractor shall comply with the requirements of Subpart E that apply to a covered entity in the performance of such obligation; and

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- (k) **INTERNAL PRACTICES:** Contractor shall make its internal practices, books, and records available to the Secretary of the United States Department of Labor for purposes of determining compliance with the HIPAA Rules.
- (l) **CONTRACTOR REPORTING OF BREACH OR SUSPECTED BREACH OR DISCLOSURE TO ETF:**
- (1) Within twenty-four (24) hours after Contractor becomes aware of a suspected breach, impermissible use, or impermissible disclosure, notify in writing the ETF Program Manager and Privacy Officer. A suspected breach, impermissible use, or impermissible disclosure is considered to be discovered as of the first day on which such occurrence is known to Contractor, or, by exercising reasonable diligence, would have been known to Contractor. The notification must contain details sufficient for the ETF Program Manager and Privacy Officer to determine ETF's agency response. Sufficient details include, without limitation:
- A list of any affected members (if available);
 - Information about the information included in the breach, impermissible use, or impermissible disclosure;
 - The date or dates of the suspected breach, impermissible use, or impermissible disclosure;
 - The date of the discovery by Contractor;
 - A list of the pro-active steps taken by Contractor and being taken to correct breach, impermissible use or impermissible disclosure; and
 - Contact information at Contractor for affected persons who contact ETF regarding the issue.
- (2) Not less than one (1) business day before Contractor makes any external communications to the public, media, federal Office of Civil Rights (OCR), other governmental entity, or persons potentially affected by the breach, impermissible use, or impermissible disclosure, provide a copy of the planned communication to the ETF Program Manager and Privacy Officer.
- (3) Within thirty (30) days after Contractor makes the initial report under this section, Contractor shall research the suspected breach, impermissible use, or impermissible disclosure Confidential Information and provide a report in writing to the ETF Program Manager. The report must contain, at a minimum:
- A complete list of any affected members and contact information;
 - Copies of correspondence or notifications provided to the public, media, OCR, other governmental entity, or persons potentially affected;
 - Whether Contractor's Privacy Officer has determined there has been a reportable breach under HIPAA, or an unauthorized acquisition under Wis. Stat. §134.98 and the reasoning for such determination;
 - If Contractor determines there has been a breach, impermissible use, or impermissible disclosure, an explanation of the root cause of the breach, impermissible use, or impermissible disclosure;
 - A list of the corrective actions taken to mitigate the suspected breach, impermissible use, or impermissible disclosure; and
 - A list of the corrective actions taken to prevent a similar future breach, impermissible use, or impermissible disclosure.
- (m) **CLASSIFICATION LABELS:** Contractor shall ensure that all data classification labels contained on or included in any item of Confidential Information shall be reproduced by Contractor on any reproduction, modification, or translation of such Confidential Information. Contractor shall make a reasonable effort to add a proprietary notice or indication of confidentiality to any tangible materials within its possession that contain Confidential Information of the State, as directed by the Department.
- (n) **SUBCONTRACTORS:** If applicable, in accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), Contractor shall ensure that any subcontractors that create, receive, maintain, or transmit Confidential Information on behalf of Contractor agree to the same restrictions, conditions, and requirements that apply to Contractor with respect to such information.
- (o) **NOTICE OF LEGAL PROCEEDINGS:** If Contractor or any of its employees, agents, or subcontractors is legally required in any administrative, regulatory or judicial proceeding to disclose any Confidential Information, contractor shall give the Department prompt notice (unless it has a legal obligation to the contrary) so that the Department may seek a protective order or other appropriate remedy. In the event that such protective order is not obtained, Contractor shall furnish only that portion of the information that is legally required and shall disclose the Confidential Information in a manner reasonably designed to preserve its confidential nature.
- (p) **MITIGATION:** The Contractor shall take immediate steps to mitigate any harmful effects of the suspected or actual unauthorized use, disclosure, or loss of any Confidential Information provided to Contractor under this Contract. The Contractor shall reasonably cooperate with the Department's efforts to comply with the breach notification requirements of HIPAA, to seek appropriate injunctive relief or otherwise prevent or curtail such suspected or actual unauthorized use, disclosure or loss, or to recover its Confidential Information, including complying with a reasonable corrective action plan, as directed by the Department.

Department Terms and Conditions

- (q) **COMPLIANCE REVIEWS:** The Department may conduct a compliance review of the Contractor's security procedures before and during this Contract term to protect Confidential Information.
- (r) **AMENDMENT:** The Parties agree to take such action as is necessary to amend the Contract as necessary for compliance with the HIPAA Rules and other applicable law.
- (s) **SURVIVAL:** The obligations of Contractor under this Section survive the termination of the underlying Contract.
- (t) **RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION:** Upon termination of this Contract for any reason, Contractor, with respect to Confidential Information received from ETF, another contractor of ETF, or created, maintained, or received by Contractor on behalf of ETF, shall:
 - 1. Retain only that Confidential Information which is necessary for Contractor to continue its proper management and administration or to carry out its legal responsibilities;
 - 2. Return to ETF or, if agreed to by ETF, destroy the remaining Confidential Information that Contractor still maintains in any form;
 - 3. Continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic Protected Health Information to prevent use or disclosure of the Protected Health Information, other than as provided for in this Subsection, for as long as Contractor retains the Protected Health Information;
 - 4. Not use or disclose the Confidential Information retained by Contractor other than for the purposes for which such Confidential Information was retained and subject to the same conditions set out above under Subsection (d) which applied prior to termination; and
 - 5. Return to ETF or, if agreed to by ETF, destroy the Protected Health Information retained by Contractor when it is no longer needed by Contractor for its proper management and administration or to carry out its legal responsibilities.
 - 6. If required by ETF, transmit the Confidential Information to another contractor of ETF.

23.0 INDEMNIFICATION:

- 23.1 **SCOPE OF INDEMNIFICATION FOR INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT:** In the event of a claim against the Parties for Intellectual Property Rights Infringement associated with a claim for benefits, Contractor agrees to defend, indemnify and hold harmless Board and Department ("Indemnified Parties") from and against any and all claims, actions, loss, damage, expenses, costs (including reasonable fees for Department's staff attorneys and/or attorneys from the Wisconsin Attorney General's Office) reasonable attorneys' fees otherwise incurred by Board, Department and/or the Wisconsin Attorney General's Office, court costs, and related reasonable legal expenses whether incurred in defending against such claims or enforcing this Section.
- 23.2 **SCOPE OF OTHER INDEMNIFICATION:** In addition to the foregoing Section, Contractor shall defend, indemnify and hold harmless the Indemnified Parties from and against any and all claims, actions, loss, damage, expenses, costs (including reasonable fees for Department's staff attorneys and/or attorneys from the Wisconsin Attorney General's Office) reasonable attorneys' fees otherwise incurred by Department and/or the Wisconsin Attorney General's Office, court costs, and related reasonable legal expenses whether incurred in defending against such claims or enforcing this Section, or liability arising from or in connection with the following: (a) Contractor's performance of or failure to perform any duties or obligations under any agreement between Contractor and any third party; (b) injury to persons (including death or illness) or damage to property caused by the act or omission of Contractor or Contractor Personnel; (c) any claims or losses for Services rendered by any subcontractor, person, or firm performing or supplying Services, materials, or supplies in connection with the Contractor's performance of this Contract; (d) any claims or losses resulting to any person or third party entity injured or damaged by the Contractor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under this Contract in a manner not authorized by this Contract, or by Federal or State statutes or regulations; and (e) any failure of the Contractor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.
- 23.3 **INDEMNIFICATION NOTICE:** Department shall give Contractor prompt written notice of such claim, suit, demand, or action (provided that a failure to give such prompt notice will not relieve Contractor of its indemnification obligations hereunder except to the extent Contractor can demonstrate actual, material prejudice to its ability to mount a defense as a result of such failure). Department will cooperate, assist, and consult with Contractor in the defense or investigation of any claim made or suit filed against Department resulting from Contractor's performance under the Contract.
- 23.4 **NO INDEMNIFICATION OBLIGATIONS:** Contractor shall as soon as practicable, notify Department of any claim made or suit filed against Contractor resulting from Contractor's obligations under this Contract if such claim may involve the Department. Department has no obligation to provide legal counsel or defense to

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Contractor if a suit, claim, or action is brought against Contractor or its subcontractors as a result of Contractor's performance of its obligations under this Contract. In addition, Department has no obligation for the payment of any judgments or the settlement of any claims against Contractor arising from or related to this Contract. Department has not waived any right or entitlement to claim sovereign immunity under this Contract.

23.5 CONTRACTOR'S DUTY TO INDEMNIFY: Contractor shall comply with its obligations to indemnify, defend and hold the Indemnified Parties harmless with regard to claims, damages, losses and/or expenses arising from a claim for benefits under the Plan as provided herein. Contractor shall be entitled to control the defense of any such claim and to defend or settle any such claim, in its sole discretion, with counsel of its own choosing; however, Contractor shall consult with Department regarding its defense of any claim and not settle or compromise any claim or action in a manner that imposes restrictions or obligations on Department, requires any financial payment by Department, or grants rights or concessions to a third party without first obtaining Department's prior written consent. Contractor shall have the right to assert any and all defenses on behalf of the Indemnified parties, including sovereign immunity.

In carrying out any provision of this Contract or in exercising any power or authority granted to the Contractor thereby, there shall be no liability upon the Department, it being understood that in such matters the Department acts as an agent of the State.

The Contractor shall at all times comply with and observe all federal and state laws and regulations which are in effect during the period of this Contract and which in any manner affect the work or its conduct.

24.0 EQUITABLE RELIEF: The Contractor acknowledges and agrees that the unauthorized use, disclosure, or loss of Confidential Information may cause immediate and irreparable injury to the individuals whose information is disclosed and to the State, which injury shall not be compensable by money damages and for which there is not an adequate remedy available at law. Accordingly, the parties specifically agree that the Department, on its own behalf or on behalf of the affected individuals, shall be entitled to obtain injunctive or other equitable relief to prevent or curtail any such breach, threatened or actual, without posting security and without prejudice to such other rights as may be available under this Contract or under applicable law.

25.0 RIGHT TO PUBLISH OR DISCLOSE: Throughout the term of this Contract, the Contractor must secure the Department's written approval prior to the release of any information which pertains to work or activities covered by this Contract.

The parties agree that it is a breach of this Contract to disclose any information to any person that the Department or its governing boards may not disclose under Wis. Stat. § 40.07. Contractor acknowledges that it will be liable for damage or injury to persons who's Confidential Information is disclosed by any officer, employee, agent, or subcontractor of the Contractor without proper authorization.

26.0 TIME IS OF THE ESSENCE: Timely provision of the Services required under this Contract shall be of the essence of the Contract, including the provisions of the Services within the time agreed or on a date specified herein.

27.0 IDENTIFICATION OF KEY PERSONNEL AND PERSONNEL CHANGES: The Department will designate a contract administrator, who shall have oversight for performance of the Department's obligations under this Contract. The Department shall not change the person designated without prior written notification to the Contractor.

The State of Wisconsin reserves the right to approve all individuals assigned to this project. The Contractor agrees to use its best effort to minimize personnel changes during the Contract term.

At the time of contract negotiations, the Contractor shall furnish the Department with names of all key personnel assigned to perform work under this Contract and furnish the Department with criminal background checks.

The Contractor will designate a contract administrator who shall have executive and administrative oversight for performance of the Contractor's obligations under this Contract. The Contractor shall not change this designation without prior written notice to the Department.

The Contractor may not divert key personnel for any period of time except in accordance with the procedure identified in this section. The Contractor shall provide a notice of proposed diversion or replacement to the single person of contact (SPOC) at least sixty (60) days in advance, together with the name and qualifications of the person(s) who will take the place of the diverted or replaced staff. At least thirty (30) days before the proposed diversion or replacement, the Department shall notify the SPOC whether the proposed diversion or replacement is approved or rejected, and if rejected shall provide reasons for the rejection. Such approval by the Department shall not be unreasonably withheld or delayed.

Replacement staff shall be on-site within two (2) weeks of the departure date of the person being replaced. The Contractor shall provide the Department with reasonable access to any staff diverted by the Contractor.

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Replacement of key personnel shall be with persons of equal ability and qualifications. The Department has the right to conduct separate interviews of proposed replacements for key personnel. The Department shall have the right to approve, in writing, the replacement of key personnel. Such approval shall not be unreasonably withheld. Failure of the Contractor to promptly replace key personnel within thirty (30) Calendar Days after departure shall entitle the Department to terminate this Contract. The notice and justification must include identification of proposed substitute key personnel and must provide sufficient detail to permit evaluation of the impact of the change on the project and/or maintenance.

Any of the Contractor's staff that the Department deems unacceptable shall be promptly and without delay removed by the Contractor from the project and replaced by the Contractor within thirty (30) Calendar Days by another employee with acceptable experience and skills subject to the prior approval of the Department. Such approval by the Department will not be unreasonably withheld or delayed.

An unauthorized change by the Contractor of any Contracted Personnel designed as key personnel will result in the imposition of liquidated damages, as defined in this Contract.

APPENDIX 1

APPENDIX 1
 State of Wisconsin Enrollment Data
 Enrollment Statistics for Employee Trust Fund Membership:
 Member Counts Segmented by Dependents, Subscribers, and Local and State Employee Types
 by Wisconsin County & Age Groups (January 2016 Membership)

WI STATE COUNTY & AGE GROUP	DEPENDENT								DEPENDENT Total	SUBSCRIBER						SUBSCRIBER Total	Grand Total
	LOCAL ANNUITANT	LOCAL CONTINUANT	LOCAL EMPLOYEE	STATE ANNUITANT	STATE CONTINUANT	STATE EMPLOYEE	STATE -GRAD ASSISTANT	LOCAL ANNUITANT		LOCAL CONTINUANT	LOCAL EMPLOYEE	STATE ANNUITANT	STATE CONTINUANT	STATE EMPLOYEE	STATE -GRAD ASSISTANT		
ADAMS	5		94	42		147		288	15		46	82		92		235	523
0-17			35			53		88									88
18+	5		59	42		94		200	15		46	82		92		235	435
ASHLAND	4		48	16		69		137	4	1	26	38		43		112	249
0-17			19			27		46									46
18+	4		29	16		42		91	4	1	26	38		43		112	203
BARRON	1		21	39		216		277	2		13	86		138		239	516
0-17			9			76		85									85
18+	1		12	39		140		192	2		13	86		138		239	431
BAYFIELD			12	39		127		178	1		12	75		76		164	342
0-17			7			58		65									65
18+			5	39		69		113	1		12	75		76		164	277
BROWN	16		213	296		2,146	4	2,675	33		117	605		1,225	14	1,994	4,669
0-17			82	4		948	1	1,035									1,035
18+	16		131	292		1,198	3	1,640	33		117	605		1,225	14	1,994	3,634
BUFFALO			48	11		63		122			29	24		32		85	207
0-17			23			20		43									43
18+			25	11		43		79			29	24		32		85	164
BURNETT				23		83		106				30		44		74	180
0-17				3		30		33									33
18+				20		53		73				30		44		74	147
CALUMET	3		71	20		355		449	7		43	46		159		255	704
0-17			24			162		186									186
18+	3		47	20		193		263	7		43	46		159		255	518
CHIPPEWA	4		69	109		1,139	2	1,323	4		39	353		654	3	1,053	2,376
0-17			31			471	1	503									503
18+	4		38	109		668	1	820	4		39	353		654	3	1,053	1,873
CLARK			36	13		226		275	2		16	21		105		144	419
0-17			16			111		127									127
18+			20	13		115		148	2		16	21		105		144	292
COLUMBIA	21	2	626	275	4	1,984	13	2,925	65	4	344	563	2	1,167	6	2,151	5,076
0-17			253	4	2	818	7	1,084									1,084
18+	21	2	373	271	2	1,166	6	1,841	65	4	344	563	2	1,167	6	2,151	3,992
CRAWFORD	9		248	25		283		565	11		123	51	1	152		338	903
0-17			103			120		223									223
18+	9		145	25		163		342	11		123	51	1	152		338	680
DANE	391	4	5,385	4,753	35	36,838	2,386	49,792	795	7	3,222	9,955	80	25,939	5,941	45,939	95,731
0-17	12	3	2,300	45	16	15,076	1,022	18,474									18,474
18+	379	1	3,085	4,708	19	21,762	1,364	31,318	795	7	3,222	9,955	80	25,939	5,941	45,939	77,257
DODGE	44		1,513	162	2	1,570	3	3,294	157	2	830	336	2	942	8	2,277	5,571
0-17	1		584			624	2	1,211									1,211
18+	43		929	162	2	946	1	2,083	157	2	830	336	2	942	8	2,277	4,360
DOOR	3		33	50		117	1	204	4		19	93		79	2	197	401
0-17			14			36		50									50
18+	3		19	50		81	1	154	4		19	93		79	2	197	351
DOUGLAS	3			88		511	2	604	3			199		311	3	516	1,120
0-17						202	1	203									203
18+	3			88		309	1	401	3			199		311	3	516	917
DUNN	3		53	185		1,124	3	1,368	3		30	325		687	12	1,057	2,425
0-17			23	3		446	1	473									473

APPENDIX 1
 State of Wisconsin Enrollment Data
 Enrollment Statistics for Employee Trust Fund Membership:
 Member Counts Segmented by Dependents, Subscribers, and Local and State Employee Types
 by Wisconsin County & Age Groups (January 2016 Membership)

WI STATE COUNTY & AGE GROUP	DEPENDENT								DEPENDENT Total	SUBSCRIBER						SUBSCRIBER Total	Grand Total
	LOCAL ANNUITANT	LOCAL CONTINUANT	LOCAL EMPLOYEE	STATE ANNUITANT	STATE CONTINUANT	STATE EMPLOYEE	STATE -GRAD ASSISTANT	LOCAL ANNUITANT		LOCAL CONTINUANT	LOCAL EMPLOYEE	STATE ANNUITANT	STATE CONTINUANT	STATE EMPLOYEE	STATE -GRAD ASSISTANT		
18+	3		30	182		678	2	895	3		30	325		687	12	1,057	1,952
EAU CLAIRE	2		181	433		2,457	21	3,094	13		101	778	4	1,476	29	2,401	5,495
0-17			93	6		1,013	9	1,121									1,121
18+	2		88	427		1,444	12	1,973	13		101	778	4	1,476	29	2,401	4,374
FLORENCE	1			3		21		25	1			2		10		13	38
0-17						6		6									6
18+	1			3		15		19	1			2		10		13	32
FOND DU LAC	6		247	229	2	2,281	7	2,772	15		124	459	1	1,278	4	1,881	4,653
0-17			113	5	2	939		1,059									1,059
18+	6		134	224		1,342	7	1,713	15		124	459	1	1,278	4	1,881	3,594
FOREST	2			10		32		44	1			16		18		35	79
0-17				1		11		12									12
18+	2			9		21		32	1			16		18		35	67
GRANT	12	2	781	151		1,569	2	2,517	42	2	382	281	2	857	5	1,571	4,088
0-17			327	5		672	1	1,005									1,005
18+	12	2	454	146		897	1	1,512	42	2	382	281	2	857	5	1,571	3,083
GREEN	16		906	103		860		1,885	29	4	505	162	1	498	2	1,201	3,086
0-17			357	6		331		694									694
18+	16	2	549	97		529		1,191	29	4	505	162	1	498	2	1,201	2,392
GREEN LAKE	5		55	47		413		520	8		26	64		230		328	848
0-17			32	3		189		224									224
18+	5		23	44		224		296	8		26	64		230		328	624
IOWA	10		474	93		654	3	1,234	35		263	172		387	6	863	2,097
0-17			166	272		272	2	440									440
18+	10		308	93		382	1	794	35		263	172		387	6	863	1,657
IRON				19		26		45	1			25		21		47	92
0-17						11		11									11
18+				19		15		34	1			25		21		47	81
JACKSON			85	33		430		548	2		44	67		243		356	904
0-17			44			185		229									229
18+			41	33		245		319	2		44	67		243		356	675
JEFFERSON	74		1,832	147	4	1,560	14	3,631	125	1	929	293	3	906	16	2,273	5,904
0-17	2		765		2	645	4	1,418									1,418
18+	72		1,067	147	2	915	10	2,213	125	1	929	293	3	906	16	2,273	4,486
JUNEAU	9		475	46		819		1,349	24		260	65	1	471		821	2,170
0-17			209	2		358		569									569
18+	9		266	44		461		780	24		260	65	1	471		821	1,601
KENOSHA	2		90	66		820	1	979	13		49	169		566	8	805	1,784
0-17			29			334		363									363
18+	2		61	66		486	1	616	13		49	169		566	8	805	1,421
KEWAUNEE	3		129	15		140		287	9		78	23		71		181	468
0-17			52			57		109									109
18+	3		77	15		83		178	9		78	23		71		181	359
LACROSSE	1	2	1,920	252		1,920	13	2,760	10	2	309	492		1,145	29	1,987	4,747
0-17		1	237	2		822	7	1,069									1,069
18+	1	1	335	250		1,098	6	1,691	10	2	309	492		1,145	29	1,987	3,678
LAFAYETTE	7	3	727	32		259		1,028	23	1	379	55	1	129	1	589	1,617
0-17		2	300			117		419									419
18+	7	1	427	32		142		609	23	1	379	55	1	129	1	589	1,198
LANGLADE	1		4	30		81		116	4		2	50		40		96	212

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0-17			2			30		32									32
18+	1		2	30		51		84	4		2	50		40		96	180
LINCOLN			6	68		402		476	4		3	131		228		366	842
0-17				1		162		163									163
18+			6	67		240		313	4		3	131		228		366	679
MANITOWOC			18	28		277	1	324	6		9	71		163	3	252	576
0-17			8			110		118									118
18+			10	28		167	1	206	6		9	71		163	3	252	458
MARATHON	3		26	86		831	2	948	9		13	211		456	10	699	1,647
0-17			9			349	1	359									359
18+	3		17	86		482	1	589	9		13	211		456	10	699	1,288
MARINETTE	11		204	28		144		387	21		107	50		89		267	654
0-17			63			63		126									126
18+	11		141	28		81		261	21		107	50		89		267	528
MARQUETTE	6		349	28		248		631	36	1	193	56		155		441	1,072
0-17			145	1		90		236									236
18+	6		204	27		158		395	36	1	193	56		155		441	836
MENOMINEE						3		3				1		2		3	6
0-17						2		2									2
18+						1		1				1		2		3	4
MILWAUKEE	87		351	503	7	6,371	404	7,723	103		245	1,219	8	4,767	913	7,255	14,978
0-17	14		154	13	3	2,796	177	3,157									3,157
18+	73		197	490	4	3,575	227	4,566	103		245	1,219	8	4,767	913	7,255	11,821
MONROE	5		294	31	3	527		860	8		153	74	2	290	1	528	1,388
0-17			126	3	2	257		388									388
18+	5		168	28	1	270		472	8		153	74	2	290	1	528	1,000
OCONTO	4	3	52	21		259		339	10	1	36	58		128	2	235	574
0-17		2	16	1		111		130									130
18+	4	1	36	20		148		209	10	1	36	58		128	2	235	444
ONEIDA	2		5	113		448		568	8		5	180		267		460	1,028
0-17				1		167		168									168
18+	2		5	112		281		400	8		5	180		267		460	860
OUT OF STATE - N/A	51		160	1,150	3	1,501	67	2,932	118		96	2,727	13	1,113	283	4,350	7,282
0-17	2		71	19		644	26	762									762
18+	49		89	1,131	3	857	41	2,170	118		96	2,727	13	1,113	283	4,350	6,520
OUTAGAMIE	46		779	104		1,419	6	2,354	57	3	386	200		763	10	1,419	3,773
0-17			323	4		664	3	994									994
18+	46		456	100		755	3	1,360	57	3	386	200		763	10	1,419	2,779
OZAUKEE	27		367	80	8	720	9	1,211	40		185	158	1	372	9	765	1,976
0-17			155	2	6	284	4	451									451
18+	27		212	78	2	436	5	760	40		185	158	1	372	9	765	1,525
PEPIN	1		83	5		80		169	7	1	47	15		41		111	280
0-17			29			24		53									53
18+	1		54	5		56		116	7	1	47	15		41		111	227
PIERCE			23	93	4	537		657			13	149	1	307	1	471	1,128
0-17			13	3	3	210		229									229
18+			10	90	1	327		428			13	149	1	307	1	471	899
POLK	1		4	5		117		127	3		2	17		61		83	210
0-17			1			47		48									48
18+	1		3	5		70		79	3		2	17		61		83	162

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PORTAGE	2		39	251		1,737	7	2,036	3		21	479	1	1,066	16	1,586	3,622
0-17			20	6		716	4	746									746
18+	2		19	245		1,021	3	1,290	3		21	479	1	1,066	16	1,586	2,876
PRICE	1		2	17		84		104	2		1	43		54		100	204
0-17			1			27		28									28
18+	1		1	17		57		76	2		1	43		54		100	176
RACINE	10		204	154	6	2,278	3	2,655	19		106	415	4	1,505	9	2,058	4,713
0-17			103	2	4	949	2	1,060									1,060
18+	10		101	152	2	1,329	1	1,595	19		106	415	4	1,505	9	2,058	3,653
RICHLAND	10		475	39		206	2	732	25	1	261	83		109	1	480	1,212
0-17	1		200	2		86	1	290									290
18+	9		275	37		120	1	442	25	1	261	83		109	1	480	922
ROCK	40	4	891	144		2,152	33	3,264	63	3	450	323	1	1,256	16	2,112	5,376
0-17	5	1	938	4		365	15	1,328				1				1	1,329
18+	35	3	526	140		1,214	18	1,936	63	3	450	322	1	1,256	16	2,111	4,047
RUSK				12		109		121				24		51		75	196
0-17						43		43									43
18+				12		66		78				24		51		75	153
SAUK	16	2	671	156		1,235	4	2,084	35	1	388	310	1	731	8	1,474	3,558
0-17		2	298	1		470	1	772									772
18+	16		373	155		765	3	1,312	35	1	388	310	1	731	8	1,474	2,786
SAWYER				26		56		82	1			61		39		101	183
0-17						18		18									18
18+				26		38		64	1			61		39		101	165
SHAWANO	4		176	24		170		374	7	1	90	55		101	2	256	630
0-17			71	2		71		144									144
18+	4		105	22		99		230	7	1	90	55		101	2	256	486
SHEBOYGAN	7		81	96	4	525		713	15		41	145	1	291	4	497	1,210
0-17			44		3	237		284									284
18+	7		37	96	1	288		429	15		41	145	1	291	4	497	926
ST. CROIX			29	74		587		690	1		13	132	1	332	1	480	1,170
0-17			14			243		257									257
18+			15	74		344		433	1		13	132	1	332	1	480	913
TAYLOR			2	6		106		114			1	20		51	1	73	187
0-17						54		54									54
18+			2	6		52		60			1	20		51	1	73	133
TREMPEALEAU	4	4	777	30		218		1,033	18	2	409	51		121	1	602	1,635
0-17			311			90		401									401
18+	4	4	466	30		128		632	18	2	409	51		121	1	602	1,234
VERNON	3		97	34	1	275	3	413	5		51	65	2	156	1	280	693
0-17			39			103	2	144									144
18+	3		58	34	1	172	1	269	5		51	65	2	156	1	280	549
VILAS	1		2	46		139		188	1		3	81		84		169	357
0-17				1		53		54									54
18+	1		2	45		86		134	1		3	81		84		169	303
WALWORTH	18	3	455	131		1,010	10	1,627	30	1	252	302	3	647	23	1,258	2,885
0-17	1	2	194	1		395	5	598									598
18+	17	1	261	130		615	5	1,029	30	1	252	302	3	647	23	1,258	2,287
WASHBURN	1		15	46		279		341	1		12	93		149	1	256	597
0-17			7	3		96		106									106

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18+	1		8	43		183		235	1		12	93		149	1	256	491		
WASHINGTON	14		376	70		691	6	1,157	24	1	189	146		379	13	752	1,909		
0-17	2		166	1		277	2	448									448		
18+	12		210	69		414	4	709	24	1	189	146		379	13	752	1,461		
WAUKESHA	41	6	825	326	3	2,658	45	3,904	89	3	442	639	3	1,488	51	2,715	6,619		
0-17	4	5	352	2	2	1,171	19	1,555									1,555		
18+	37	1	473	324	1	1,487	26	2,349	89	3	442	639	3	1,488	51	2,715	5,064		
WAUPACA	1		44	68		1,049		1,162	4		23	190	2	670	2	891	2,053		
0-17			16			403		419									419		
18+	1		28	68		646		743	4		23	190	2	670	2	891	1,634		
WAUSHARA	1		46	44		578		669	5		30	117		321		473	1,142		
0-17			20			224		244									244		
18+	1		26	44		354		425	5		30	117		321		473	898		
WINNEBAGO	2		237	410		3,835	26	4,510	13		132	836	2	2,432	27	3,442	7,952		
0-17			111	10		1,653	12	1,786									1,786		
18+	2		126	400		2,182	14	2,724	13		132	836	2	2,432	27	3,442	6,166		
WOOD	1		31	79		528	5	644	2		12	144	2	293	5	456	1,100		
0-17			13	2		218	2	235									235		
18+	1		18	77		310	3	409	2		12	144		293	5	456	865		
Grand Total	1,079	35	23,224	12,481	86	95,729	3,108	135,742	2,254	43	12,780	26,126	144	61,719	7,503	110,569	246,311		

APPENDIX 2

GHIP Locations

Employer Group Name	Headquarter/Primary Office					Total # of contracts for health insurance
	Address Line 1	City	State	ZIP	County	
UNIVERSITY OF WISCONSIN	660 W WASHINGTON AVE	MADISON	WI	53703-4703	DANE	32,767
CORRECTIONS, DEPT OF	3099 E WASHINGTON AVE	MADISON	WI	53707-7925	DANE	8,434
UW HOSP & CLINICS AUTHORITY	301 S WESTFIELD RD #350	MADISON	WI	53717-1731	DANE	7,247
HEALTH SERVICES, DEPT OF	1 W WILSON ST	MADISON	WI	53707-7850	DANE	5,138
TRANSPORTATION, DEPT OF	4802 SHEBOYGAN AVE RM 417	MADISON	WI	53707-7915	DANE	2,957
NATURAL RESOURCES, DEPT OF	101 S WEBSTER ST FL 5	MADISON	WI	53703-3474	DANE	2,246
WORKFORCE DEVELOPMENT, DEPT OF	PO BOX 7946	MADISON	WI	53707-7946	DANE	1,448
VETERAN AFFAIRS, DEPT OF	201 W WASHINGTON AVE FL 4	MADISON	WI	53703-2760	DANE	1,100
REVENUE, DEPT OF	2135 RIMROCK RD MS 6261	MADISON	WI	53708-8931	DANE	922
ADMINISTRATION, DEPT OF	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	751
CHILDREN AND FAMILIES, DEPT OF	PO BOX 8916	MADISON	WI	53708-8916	DANE	647
JUSTICE, DEPT OF	17 W MAIN ST	MADISON	WI	53707-7857	DANE	529
PUBLIC INSTRUCTION, DEPT OF	125 S WEBSTER ST	MADISON	WI	53703-3474	DANE	529
PUBLIC DEFENDERS OFFICE	315 N HENRY ST STE 2	MADISON	WI	53703-5205	DANE	513
AGRIC TRADE CONS PROT, DEPT OF	2811 AGRICULTURE DR	MADISON	WI	53708-8911	DANE	511
COURTS - CIRCUIT	110 E MAIN ST STE 430	MADISON	WI	53703-3328	DANE	507
DISTRICT ATTORNEYS	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	394
MILITARY AFFAIRS, DEPT OF	2400 WRIGHT ST	MADISON	WI	53708-0587	DANE	346
LEGIS ASSEMBLY CLERK	17 W MAIN ST STE 301	MADISON	WI	53708-8952	DANE	243
COURTS - APPEALS & SUPREME	110 E MAIN ST STE 430	MADISON	WI	53703-3328	DANE	241
EMPLOYEE TRUST FUNDS, DEPT OF	PO BOX 7931	MADISON	WI	53707-7931	DANE	217
SAFETY & PROFESS SVCS, DEPT OF	1400 E WASHINGTON AVE	MADISON	WI	53708-8935	DANE	192
LEGIS SENATE	17 W MAIN ST STE 301	MADISON	WI	53707-7882	DANE	155
HISTORICAL SOCIETY - STATE	816 STATE ST	MADISON	WI	53706-1417	DANE	139
INVESTMENT BOARD	PO BOX 7842	MADISON	WI	53707-7842	DANE	136
INSURANCE COMMISSIONRS OFFICE	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	129
WHEDA	201 W WASHINGTON AVE	MADISON	WI	53703-2727	DANE	122
PUBLIC SERVICE COMMISSION	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	113
FINANCIAL INSTITUTIONS, DEPT OF	101 E WILSON ST 9TH FLOOR	MADISON	WI	53707-7869	DANE	112
WISCONSIN ECON DEVELOP CORP	PO BOX 1687	MADISON	WI	53701-1687	DANE	83
LEGIS AUDIT BUREAU	22 E MIFFLIN ST STE 500	MADISON	WI	53703-4225	DANE	70
WI TECH COLLEGE SYS BOARD	4622 UNIVERSITY AVE	MADISON	WI	53705-2156	DANE	50
STATE FAIR PARK BOARD	640 S 84TH ST	WEST ALLIS	WI	53214-1438	MILWAUKEE	48
LEGIS REFERENCE BUREAU	1 E MAIN ST STE 200	MADISON	WI	53703-3382	DANE	44
EDUCATIONAL COMMUNICATIONS BD	101 E WILSON ST 9TH FLOOR	MADISON	WI	53707-7869	DANE	39
EMPLOYMENT RELATIONS, DEPT OF	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	34
AGING & LONG TERM CARE BD.	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	33
LEGIS TECHNOLOGY SVCS BUREAU	17 W MAIN ST STE 200	MADISON	WI	53703-3960	DANE	32
GOVERNMENT ACCOUNTABILITY BD	PO BOX 7869	MADISON	WI	53707-7869	DANE	27
LEGIS FISCAL BUREAU	1 E MAIN ST STE 301	MADISON	WI	53703-5119	DANE	27
TOURISM, DEPT OF	PO BOX 7869	MADISON	WI	53707-7869	DANE	25
WISCRAFT INC.	5316 W STATE ST	MILWAUKEE	WI	53208-2620	MILWAUKEE	25
EXECUTIVE OFFICE	101 E WILSON 9TH FL	MADISON	WI	53707-7869	DANE	24
LEGIS COUNCIL	1 E MAIN ST #401	MADISON	WI	53701-2536	DANE	16
LEGIS ASSY - SGT. AT ARMS	17 W MAIN ST RM 301	MADISON	WI	53703-3960	DANE	13
HIGHER EDUCATIONAL AIDS BOARD	131 W WILSON ST	MADISON	WI	53707-7885	DANE	9
BD FOR PEOPLE WITH DEV DIS	PO BOX 7869	MADISON	WI	53707-7869	DANE	8
BRD OF COMMSRS OF PUBLIC LANDS	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	8
EMPLOYMENT RELATIONS COMM	4868 HIGH CROSSING BLVD	MADISON	WI	53704-7403	DANE	7
HEALTH & EDUC FACILITIES AUTH	18000 W SARAH LN STE 300	BROOKFIELD	WI	53045-5841	WAUKESHA	4
JUDICIAL COMMISSION	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	2
LIEUTENANT GOVERNORS OFFICE	101 E WILSON 9TH FL	MADISON	WI	53707-7869	DANE	2
LOWER WIS. STATE RIVERWAY BD.	PO BOX 7869	MADISON	WI	53707-7869	DANE	2

Employer Group Name	Headquarter/Primary Office					Total # of contracts for health insurance
	Address Line 1	City	State	ZIP	County	
SECRETARY OF STATES OFFICE	101 E WILSON ST FL 9	MADISON	WI	53707-7879	DANE	2
FOX RIVER NAVIGATION SYS AUTH	1008 AUGUSTINE ST	KAUKAUNA	WI	54130-1608	OUTAGAMIE	1
JUDICIAL COUNCIL	101 E WILSON ST 9TH FL	MADISON	WI	53707-7869	DANE	1
TREASURERS OFFICE - STATE	PO BOX 7869	MADISON	WI	53707-7869	DANE	1

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
MADISON, CITY OF	210 MLK JR BLVD RM 406		MADISON	WI	53703-3345	DANE	2,600
DODGE COUNTY	127 E OAK ST STOP 1		JUNEAU	WI	53039-1329	DODGE	698
TREMPEALEAU COUNTY	36245 MAIN ST		WHITEHALL	WI	54773-9139	TREMPEALEAU	444
JEFFERSON COUNTY	311 S CENTER AVE		JEFFERSON	WI	53549-1701	JEFFERSON	442
MONONA GROVE SCHOOL DISTRICT	5301 MONONA DR		MONONA	WI	53716-3126	DANE	419
GREEN COUNTY	1016 16TH AVE		MONROE	WI	53566-1702	GREEN	324
CONTINUUS / SOUTHWEST FAMILY CARE ALLIANCE	28526 US HWY 14		LONE ROCK	WI	53556-5114	RICHLAND	301
RICHLAND COUNTY	181 W SEMINARY ST	PO BOX 310	RICHLAND CENTER	WI	53581-0310	RICHLAND	257
BLACKHAWK VTAE DISTRICT	6004 S COUNTY ROAD G		JANESVILLE	WI	53546-9458	ROCK	249
LAFAYETTE COUNTY	626 MAIN ST	PO BOX 40	DARLINGTON	WI	53530-0040	LAFAYETTE	246
WESTERN WISCONSIN CARES	1407 ST ANDREW ST #100		LA CROSSE	WI	54603-2378	LACROSSE	240
JUNEAU COUNTY	220 E STATE ST RM 203		MAUSTON	WI	53948-1347	JUNEAU	197
JEFFERSON S. D.	206 S TAFT AVE		JEFFERSON	WI	53549-1453	JEFFERSON	192
IOWA COUNTY	222 N IOWA ST STE 102		DODGEVILLE	WI	53533-1557	IOWA	186
CESA #5, PORTAGE	626 E SLIFER ST		PORTAGE	WI	53901-1224	COLUMBIA	164
WATERTOWN, CITY OF	106 JONES ST	PO BOX 477	WATERTOWN	WI	53094-0477	JEFFERSON	164
CUDAHY, CITY OF	5050 S LAKE DR		CUDAHY	WI	53110-2045	MILWAUKEE	157
KAUKAUNA, CITY OF	201 W 2ND ST	PO BOX 890	KAUKAUNA	WI	54130-0890	OUTAGAMIE	146
LANCASTER COMM SCH DIST	925 W MAPLE ST STE 1		LANCASTER	WI	53813-1562	GRANT	142
FITCHBURG, CITY OF	5520 LACY RD		FITCHBURG	WI	53711-5318	DANE	140
MARQUETTE COUNTY	77 W PARK ST	PO BOX 129	MONTELLO	WI	53949-0129	MARQUETTE	139
CRAWFORD COUNTY	225 N BEAUMONT RD STE 210		PR DU CHIEN	WI	53821-1445	CRAWFORD	126
GLENDALE, CITY OF	5909 N MILWAUKEE RIV PKWY		GLENDALE	WI	53209-3815	MILWAUKEE	119
OCONOMOWOC, CITY OF	174 E WISCONSIN AVE		OCONOMOWOC	WI	53066-3034	WAUKESHA	112
MEQUON, CITY OF	11333 N CEDARBURG RD		MEQUON	WI	53092-1930	OZAUKEE	103
FENNIMORE COMMUNITY SD	1397 9TH ST		FENNIMORE	WI	53809-1413	GRANT	101
FORT ATKINSON, CITY OF	101 N MAIN ST		FORT ATKINSON	WI	53538-1861	JEFFERSON	93
BARABOO, CITY OF	135 4TH ST		BARABOO	WI	53913-2184	SAUK	92
GREEN BAY METRO SEW DIST	2231 N QUINCY ST		GREEN BAY	WI	54302-1248	BROWN	91
MARINETTE, CITY OF	1905 HALL AVE		MARINETTE	WI	54143-1716	MARINETTE	91
ONALASKA, CITY OF	415 MAIN ST		ONALASKA	WI	54650-2953	LACROSSE	91
MONROE, CITY OF	1110 18TH AVE		MONROE	WI	53566-1850	GREEN	86
MONTELLO SCHOOL DISTRICT	222 FOREST LN		MONTELLO	WI	53949-9390	MARQUETTE	85
GRAND CHUTE, TOWN OF(OUTAGAME)	1900 W GRAND CHUTE BLVD		GRAND CHUTE	WI	54913-9613	OUTAGAMIE	83
REEDSBURG, CITY OF	134 S LOCUST ST	PO BOX 490	REEDSBURG	WI	53959-0490	SAUK	83
DARLINGTON COMM SCHOOL DIST	11630 CENTER HILL RD		DARLINGTON	WI	53530-9231	LAFAYETTE	81

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
LITTLE CHUTE, VILLAGE OF	108 W MAIN ST		LITTLE CHUTE	WI	54140-1750	OUTAGAMIE	81
MENASHA, TOWN OF (WINNEBAGO)	2000 MUNICIPAL DR		NEENAH	WI	54956-5663	WINNEBAGO	75
PORTAGE, CITY OF	115 W PLEASANT ST		PORTAGE	WI	53901-1742	COLUMBIA	74
GRAFTON, VILLAGE OF	860 BADGER CIR		GRAFTON	WI	53024-9436	OZAUKEE	70
ALGOMA, CITY OF	416 FREMONT ST		ALGOMA	WI	54201-1353	KEWAUNEE	69
TOMAH, CITY OF	819 SUPERIOR AVE STE 2		TOMAH	WI	54660-2046	MONROE	69
WAUPUN, CITY OF	201 E MAIN ST		WAUPUN	WI	53963-2019	DODGE	68
PEPIN COUNTY	740 7TH AVE W	PO BOX 39	DURAND	WI	54736-0039	PEPIN	66
VERONA, CITY OF	111 LINCOLN ST		VERONA	WI	53593-1520	DANE	66
SE WIS REG PLANNING COMM	W239N1812 ROCKWOOD DR	PO BOX 1607	WAUKESHA	WI	53187-1607	WAUKESHA	63
JEFFERSON, CITY OF	317 S MAIN ST		JEFFERSON	WI	53549-1772	JEFFERSON	61
WAUNAKEE, VILLAGE OF	500 W MAIN ST		WAUNAKEE	WI	53597-1104	DANE	60
SPARTA, CITY OF	201 W OAK ST		SPARTA	WI	54656-2148	MONROE	58
DELAVAN, CITY OF	123 S 2ND ST	PO BOX 465	DELAVAN	WI	53115-0465	WALWORTH	57
WHITEWATER, CITY OF	312 W WHITEWATER ST	PO BOX 178	WHITEWATER	WI	53190-0178	WALWORTH	57
SHAWANO, CITY OF	127 S SAWYER ST		SHAWANO	WI	54166-2433	SHAWANO	55
LAKE MILLS, CITY OF	200D WATER ST		LAKE MILLS	WI	53551-1632	JEFFERSON	52
OREGON, VILLAGE OF	117 SPRING ST		OREGON	WI	53575-1451	DANE	50
HARTLAND, VILLAGE OF	210 COTTONWOOD AVE		HARTLAND	WI	53029-2017	WAUKESHA	48
MUKWONAGO, VILLAGE OF	440 RIVER CREST COURT	PO BOX 206	MUKWONAGO	WI	53149-0206	WAUKESHA	47
FOX POINT, VILLAGE OF	7200 N SANTA MONICA BLVD		FOX POINT	WI	53217-3505	MILWAUKEE	46
HORICON, CITY OF	404 E LAKE ST		HORICON	WI	53032-1245	DODGE	45
MOUNT HOREB, VILLAGE OF	138 E MAIN ST		MOUNT HOREB	WI	53572-2138	DANE	43
RICHLAND CENTER, CITY OF	450 S MAIN ST		RICHLAND CENTER	WI	53581-2545	RICHLAND	43
SOUTH CENTRAL LIBRARY SYSTEM	4610 S BILTMORE LN # 101		MADISON	WI	53718-2153	DANE	42
WISCONSIN DELLS, CITY OF	300 LA CROSSE ST		WISCONSIN DELLS	WI	53965-1568	COLUMBIA	42
DELAFIELD, CITY OF	500 GENESEE ST		DELAFIELD	WI	53018-1817	WAUKESHA	41
PEWAUKEE, VILLAGE OF	235 HICKORY ST		PEWAUKEE	WI	53072-3533	WAUKESHA	41
YORKVILLE JT SCH DIST #2 ETAL	18621 WASHINGTON AVE		UNION GROVE	WI	53182-9642	RACINE	40
EVANSVILLE, CITY OF	31 S MADISON ST	PO BOX 76	EVANSVILLE	WI	53536-0076	ROCK	37
LAKE DELTON, VILLAGE OF	50 WISC DELLS PKWYS	PO BOX 87	LAKE DELTON	WI	53940-0087	SAUK	36
WATERLOO, CITY OF	136 N MONROE ST		WATERLOO	WI	53594-1125	JEFFERSON	35
BELOIT, TOWN OF	2871 S AFTON RD		BELOIT	WI	53511-8666	ROCK	34
MCFARLAND, VILLAGE OF	5915 MILWAUKEE ST	PO BOX 110	MC FARLAND	WI	53558-0110	DANE	33
EDGERTON, CITY OF	12 ALBION ST		EDGERTON	WI	53534-1866	ROCK	31
JACKSON, VILLAGE OF	N168W20733 MAIN ST	PO BOX 637	JACKSON	WI	53037-0637	WASHINGTON	31
WEST MILWAUKEE, VILLAGE OF	4755 W BELOIT RD		WEST MILWAUKEE	WI	53214-3517	MILWAUKEE	31
HOLMEN, VILLAGE OF	421 S MAIN ST	PO BOX 158	HOLMEN	WI	54636-0158	LACROSSE	30
SLINGER, VILLAGE OF	300 SLINGER RD		SLINGER	WI	53086-9022	WASHINGTON	30

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
DODGEVILLE, CITY OF	100 E FOUNTAIN ST		DODGEVILLE	WI	53533-1750	IOWA	29
KIMBERLY, VILLAGE OF	515 W KIMBERLY AVE		KIMBERLY	WI	54136-1335	OUTAGAMIE	28
OSHKOSH HOUSING AUTHORITY	600 MERRITT AVE STOP 1	PO BOX 397	OSHKOSH	WI	54903-0397	WINNEBAGO	28
MAUSTON, CITY OF	303 MANSION ST		MAUSTON	WI	53948-1329	JUNEAU	27
NIAGARA, CITY OF	1029 ROOSEVELT RD	PO BOX 24	NIAGARA	WI	54151-0024	MARINETTE	25
BARABOO DISTRICT AMBULANCE	120 5TH ST	PO BOX 195	BARABOO	WI	53913-0195	SAUK	24
DELEVAN, TOWN OF	5621 TOWN HALL RD		DELAVAN	WI	53115-3712	WALWORTH	24
GREENVILLE, TOWN OF(OUTAGAMIE)	W6860 PARKVIEW DR	PO BOX 60	GREENVILLE	WI	54942-0060	OUTAGAMIE	24
BOSCOBEL, CITY OF	1006 WISCONSIN AVE		BOSCOBEL	WI	53805-1532	GRANT	23
COTTAGE GROVE, VILLAGE OF	221 E COTTAGE GROVE RD		COTTAGE GROVE	WI	53527-9619	DANE	23
FONTANA-ON-GENEVA-LAKE, VILLAGE OF	175 VALLEY VIEW DR	PO BOX 200	FONTANA	WI	53125-0200	WALWORTH	23
MAYVILLE, CITY OF	15 S SCHOOL ST	PO BOX 273	MAYVILLE	WI	53050-0273	DODGE	23
LA CROSSE CITY HOUSING AUTH	1307 BADGER ST	PO BOX 1053	LA CROSSE	WI	54602-1053	LACROSSE	22
MILW AREA DOM ANIMAL CTRL COMM	3839 W BURNHAM ST		WEST MILWAUKEE	WI	53215-2026	MILWAUKEE	22
NORTH CAPE CONS SCH DIST	11926 COUNTY ROAD K		FRANKSVILLE	WI	53126-9691	RACINE	22
OUTAGAMIE CO HOUSING AUTH	3020 E WINSLOW AVE		APPLETON	WI	54911-8994	OUTAGAMIE	22
SAUKVILLE, VILLAGE OF	639 E GREEN BAY AVE		SAUKVILLE	WI	53080-2013	OZAUKEE	22
EAST CENTRAL WIS REG PLAN COMM	400 AHNAIP ST STE 100		MENASHA	WI	54952-3388	WINNEBAGO	21
FENNIMORE, CITY OF	860 LINCOLN AVE		FENNIMORE	WI	53809-1538	GRANT	21
OCONOMOWOC, TOWN OF	W359N6812 BROWN ST		OCONOMOWOC	WI	53066-1108	WAUKESHA	21
OCONTO FALLS, CITY OF	500 N CHESTNUT AVE		OCONTO FALLS	WI	54154-1111	OCONTO	21
SEYMOUR, CITY OF	328 N MAIN ST		SEYMOUR	WI	54165-1312	OUTAGAMIE	21
BRODHEAD, CITY OF	1111 W 2ND AVE	PO BOX 168	BRODHEAD	WI	53520-0168	GREEN	20
JUNEAU, CITY OF	150 MILLER ST STE 1	PO BOX 163	JUNEAU	WI	53039-0163	DODGE	20
SOMERS, TOWN	7511 12TH ST	PO BOX 197	SOMERS	WI	53171-0197	KENOSHA	20
LODI, CITY OF	130 S MAIN ST		LODI	WI	53555-1119	COLUMBIA	19
DARLINGTON, CITY OF	627 MAIN ST STE 9	PO BOX 207	DARLINGTON	WI	53530-0207	LAFAYETTE	18
FOND DU LAC HOUS AUTH	15 N MARR ST STE OFC		FOND DU LAC	WI	54935-3441	PIERCE	18
KEWASKUM, VILLAGE OF	204 1ST ST	PO BOX 38	KEWASKUM	WI	53040-0038	WASHINGTON	18
KEWAUNEE, CITY OF	401 5TH ST		KEWAUNEE	WI	54216-1838	KEWAUNEE	18
SAUK CITY, VILLAGE OF	726 WATER ST STE 2		SAUK CITY	WI	53583-1465	SAUK	18
MARSHALL, VILLAGE OF	130 S PARDEE ST	PO BOX 45	MARSHALL	WI	53559-0045	DANE	17
NEW GLARUS, VILLAGE OF	PO BOX 399		NEW GLARUS	WI	53574-0399	GREEN	17
PRAIRIE DU SAC, VILLAGE OF	335 GALENA ST		PRAIRIE DU SAC	WI	53578-1008	SAUK	17
SHAWANO MUNICIPAL UTILITIES	122 N SAWYER ST	PO BOX 436	SHAWANO	WI	54166-0436	SHAWANO	17
THIENSVILLE, VILLAGE OF	250 ELM ST		THIENSVILLE	WI	53092-1602	OZAUKEE	17
WALWORTH CNTY METRO SEW DIST	975 W WALWORTH AVE		DELAVAN	WI	53115-1547	WALWORTH	17
BRISTOL, VILLAGE OF	19801 83RD ST		BRISTOL	WI	53104-9601	KENOSHA	16
CROSS PLAINS, VILLAGE OF	2417 BREWERY RD	PO BOX 97	CROSS PLAINS	WI	53528-0097	DANE	16

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
JOHNSON CREEK, VILLAGE OF	125 DEPOT ST	PO BOX 238	JOHNSON CREEK	WI	53038-0238	JEFFERSON	16
WISCONSIN COUNTIES ASSOCIATION	22 E MIFFLIN ST STE 900		MADISON	WI	53703-4247	DANE	16
DELLS-DELTON EMS COMM	45 MILLER DR	PO BOX 716	LAKE DELTON	WI	53940-0716	SAUK	15
ELROY, CITY OF	225 MAIN ST		ELROY	WI	53929-1251	JUNEAU	15
MINERAL POINT, CITY OF	137 HIGH ST STE 1		MINERAL POINT	WI	53565-1387	IOWA	15
NEW LISBON, CITY OF	232 W PLEASANT ST	PO BOX 218	NEW LISBON	WI	53950-0218	JUNEAU	15
SHOREWOOD HILLS, VILLAGE OF	810 SHOREWOOD BLVD		MADISON	WI	53705-2115	DANE	15
SUMMIT, TOWN OF	2911 N DOUSMAN RD		OCONOMOWOC	WI	53066-4705	WAUKESHA	15
UNION GROVE, VILLAGE OF	925 15TH AVE		UNION GROVE	WI	53182-1427	RACINE	15
WASHBURN, CITY OF	119 WASHINGTON AVE	PO BOX 638	WASHBURN	WI	54891-0638	BAYFIELD	15
WAUNAKEE WATER & LIGHT	322 MORAVIAN VALLEY RD	PO BOX 70	WAUNAKEE	WI	53597-0070	DANE	15
BRILLION, CITY OF	130 CALUMET ST		BRILLION	WI	54110-1118	CALUMET	14
MUSCODA, VILLAGE OF	206 N WISCONSIN AVE	PO BOX 206	MUSCODA	WI	53573-0206	GRANT	14
NORTHWEST REGIONAL PLAN COMM	1400 S RIVER ST		SPOONER	WI	54801-8692	WASHBURN	14
WINNECONNE, VILLAGE OF	30 S 1ST ST	PO BOX 488	WINNECONNE	WI	54986-0488	WINNEBAGO	14
BUTLER, VILLAGE OF	12621 W HAMPTON AVE		BUTLER	WI	53007-1791	WAUKESHA	13
CUBA CITY, CITY OF	108 N MAIN ST		CUBA CITY	WI	53807-1538	GRANT	13
WESTFIELD, VILLAGE OF	129 E 3RD ST	PO BOX 250	WESTFIELD	WI	53964-0250	MARQUETTE	13
ADAMS, CITY OF	101 N MAIN ST	PO BOX 1009	ADAMS	WI	53910-1009	ADAMS	12
BELLEVILLE, VILLAGE	24 W MAIN ST	PO BOX 79	BELLEVILLE	WI	53508-0079	DANE	12
DUNN, TOWN OF (DANE)	4156 COUNTY ROAD B		MC FARLAND	WI	53558-9754	DANE	12
GENEVA, TOWN OF (WALWORTH)	N3496 COMO RD		LAKE GENEVA	WI	53147-2617	WALWORTH	12
LA POINTE, TOWN OF (ASHLAND)	240 BIG BAY RD	PO BOX 270	LA POINTE	WI	54850-0270	ASHLAND	12
LINN, TOWN OF	W3728 FRANKLIN WALSH ST	PO BOX 130	ZENDA	WI	53195-0130	WALWORTH	12
MAPLE BLUFF, VILLAGE OF	18 OXFORD PL		MADISON	WI	53704-5955	DANE	12
SAUK PRAIRIE POLICE COMM	726 WATER ST STE A		SAUK CITY	WI	53583-1465	SAUK	12
WINDSOR, TOWN OF	4084 MUELLER RD		DEFORREST	WI	53532-2332	DANE	12
WRIGHTSTOWN, VILLAGE OF	352 HIGH ST		WRIGHTSTOWN	WI	54180-1130	BROWN	12
CHENEQUA, VILLAGE OF	N55W31275 COUNTY ROAD K		HARTLAND	WI	53029-9305	WAUKESHA	11
CUMBERLAND UTILITIES	1265 2ND AVE	PO BOX 726	CUMBERLAND	WI	54829-0726	BARRON	11
HEART OF THE VALLEY MET SEW DIST	801 THILMANY RD		KAUKAUNA	WI	54130-1642	OUTAGAMIE	11
INDIANHEAD FED LIBR SYS	1538 TRUAX BLVD		EAU CLAIRE	WI	54703-1571	EAU CLAIRE	11
ASHLAND COUNTY HOUSING AUTH	PO BOX 349		MELLEN	WI	54546-0349	ASHLAND	10
CAMPBELL, TOWN OF (LA CROSSE)	2219 BAINBRIDGE ST		LA CROSSE	WI	54603-1356	LACROSSE	10
CLINTON, VILLAGE OF	301 CROSS ST	PO BOX 129	CLINTON	WI	53525-0129	ROCK	10
DEER-GROVE EMS DIST	4030 COUNTY RD N STE 1		COTTAGE GROVE	WI	53527-8305	DANE	10
EAST TROY, TOWN OF	N9330 STEWART SCHOOL RD	PO BOX 872	EAST TROY	WI	53120-0872	WALWORTH	10
LAKE HALLIE, VILLAGE OF	13033 30TH AVE		CHIPPEWA FALLS	WI	54729-7376	CHIPPEWA	10
MERTON, TOWN OF	W314N7624 STATE ROAD 83	PO BOX 128	NORTH LAKE	WI	53064-0128	WAUKESHA	10

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
OUTAGAMIE WAUPACA FED LIB SYS	225 N ONEIDA ST		APPLETON	WI	54911-4717	OUTAGAMIE	10
PARDEEVILLE, VILLAGE OF	114 LAKE ST		PARDEEVILLE	WI	53954-8035	COLUMBIA	10
POYNETTE, VILLAGE OF	106 S MAIN ST	PO BOX 95	POYNETTE	WI	53955-0095	COLUMBIA	10
RANDOLPH, VILLAGE OF	248 W STROUD ST		RANDOLPH	WI	53956-1272	COLUMBIA	10
SHARON, VILLAGE OF	125 PLAIN ST	PO BOX 379	SHARON	WI	53585-0379	WALWORTH	10
SHELBY, TOWN OF (LA CROSSE)	2800 WARD AVE		LA CROSSE	WI	54601-7426	LACROSSE	10
SPRING GREEN, VILLAGE OF	154 N LEXINGTON ST	PO BOX 158	SPRING GREEN	WI	53588-0158	SAUK	10
WALWORTH, VILLAGE OF	227 N MAIN ST	PO BOX 400	WALWORTH	WI	53184-0400	WALWORTH	10
DELAVAN LAKE SANITARY DISTRICT	2990 COUNTY ROAD F S		DELAVAN	WI	53115-3789	WALWORTH	9
GRAND CHUTE-MENASHA WS SEW COM	1965 BUTTE DES MORTS BCH		NEENAH	WI	54956-1208	WINNEBAGO	9
LAKE COUNTRY FIRE & RESCUE	115 MAIN ST		DELAFIELD	WI	53018-1319	WAUKESHA	9
MANAWA, CITY OF	500 S BRIDGE ST	PO BOX 248	MANAWA	WI	54949-0248	WAUPACA	9
PRAIRIE FARM, VILLAGE OF	530 RIVER AVE S		PRAIRIE FARM	WI	54762-9791	BARRON	9
RACINE COUNTY HOUSING AUTH	837 MAIN ST		RACINE	WI	53403-1522	RACINE	9
WIS MUNI MUTUAL INS CO	4785 HAYES RD STE 200		MADISON	WI	53704-7364	DANE	9
ALBANY, VILLAGE OF	206 N WATER ST		ALBANY	WI	53502-9430	GREEN	8
CHIPPEWA FIRE DIST	13143 30TH AVE		CHIPPEWA FALLS	WI	54729-7377	CHIPPEWA	8
DEFOREST AREA FIRE BOARD DIST	305 E HOLUM ST		DEFOREST	WI	53532-1311	DANE	8
DELAFIELD-HARTL WATER POL CNTL	416 BUTLER DR		DELAFIELD	WI	53018-1871	WAUKESHA	8
EPHRAIM, VILLAGE OF	PO BOX 138		EPHRAIM	WI	54211-0138	DOOR	8
LEAGUE OF WISCONSIN MUNICIPALITIES	131 WEST WILSON		MADISON	WI	53703-2715	DANE	8
MAYVILLE, CITY OF	15 S SCHOOL ST	PO BOX 273	MAYVILLE	WI	53050-0273	DODGE	8
MEQUON - THIENSVILLE LIBRARY	11345 N CEDARBURG RD		MEQUON	WI	53092-1930	OZAUKEE	8
MUKWONAGO, TOWN OF	W320S8315 BEULAH RD		MUKWONAGO	WI	53149-9235	WAUKESHA	8
NORTH CENTRAL WIS REG PLAN COM	210 MCCLELLAN ST STE 210		WAUSAU	WI	54403-4820	MARATHON	8
PRINCETON, CITY OF	531 S FULTON ST	PO BOX 53	PRINCETON	WI	54968-0053	GREEN LAKE	8
SHEBOYGAN CITY HOUSING AUTH	611 N WATER ST OFC	PO BOX 1052	SHEBOYGAN	WI	53082-1052	SHEBOYGAN	8
STEVENS POINT CITY HOUS AUTH	1300 BRIGGS CT OFC		STEVENS POINT	WI	54481-2883	PORTAGE	8
WINDING RIVER LIBRARY SYS	800 MAIN ST		LA CROSSE	WI	54601-4122	LACROSSE	8
BROOKLYN, VILLAGE OF	102 N RUTLAND AVE	PO BOX 189	BROOKLYN	WI	53521-0189	GREEN	7
COMBINED LOCKS, VILLAGE OF	405 WALLACE ST		COMBINED LOCKS	WI	54113-1129	OUTAGAMIE	7
DEERFIELD, VILLAGE OF	4 N MAIN ST	PO BOX 66	DEERFIELD	WI	53531-0066	DANE	7
EASTERN SHORES LIB SYS	4632 S TAYLOR DR		SHEBOYGAN	WI	53081-1107	SHEBOYGAN	7
GRESHAM, VILLAGE OF	1126 MAIN ST	PO BOX 50	GRESHAM	WI	54128-0050	SHAWANO	7
HAZEL GREEN, VILLAGE OF	PO BOX 367		HAZEL GREEN	WI	53811-0367	GRANT	7
MAZOMANIE, VILLAGE OF	133 CRESCENT ST	PO BOX 26	MAZOMANIE	WI	53560-0026	DANE	7
MIDDLETON, TOWN OF	7555 W OLD SAUK RD		VERONA	WI	53593-9700	DANE	7
MONTELLO, CITY OF	20 UNDERWOOD AVE	PO BOX 39	MONTELLO	WI	53949-0039	MARQUETTE	7
NORWAY SANITARY DISTRICT #1	6419 HEG PARK RD		WIND LAKE	WI	53185-2735	RACINE	7

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
OCONOMOWOC LAKE, VILLAGE OF	35328 PABST RD		OCONOMOWOC	WI	53066-4516	WAUKESHA	7
PADDOCK LAKE, VILLAGE OF	6969 236TH AVE		SALEM	WI	53168-9624	KENOSHA	7
SHIOCTON, VILLAGE OF	N5605 STATE HIGHWAY 76	PO BOX 96	SHIOCTON	WI	54170-0096	OUTAGAMIE	7
WONEWOC, VILLAGE OF	200 WEST ST	PO BOX 37	WONEWOC	WI	53968-0037	JUNEAU	7
ADRC OF THE NORTHWOODS	PO BOX 400		RHINELANDER	WI	54501-0400	ONEIDA	6
ALGOMA SANITARY DIST	3477 MILLER DR		OSHKOSH	WI	54904-7877	WINNEBAGO	6
BELMONT, VILLAGE OF	222 S MOUND AVE	PO BOX 6	BELMONT	WI	53510-0006	LAFAYETTE	6
BLACK EARTH, VILLAGE OF	1210 MILLS ST	PO BOX 347	BLACK EARTH	WI	53515-0347	DANE	6
BURLINGTON, TOWN OF	32288 BUSHNELL RD		BURLINGTON	WI	53105-9426	RACINE	6
CRIVITZ, VILLAGE OF	800 HENRIETTE AVE	PO BOX 727	CRIVITZ	WI	54114-0727	MARINETTE	6
DARIEN, VILLAGE OF	24 WISCONSIN ST	PO BOX 97	DARIEN	WI	53114-0097	WALWORTH	6
EAGLE, VILLAGE OF	820 E MAIN ST	PO BOX 295	EAGLE	WI	53119-0295	WAUKESHA	6
FONTANA/WALWORTH WATER POL CTL COMM	N840 CHILSON RD	PO BOX 850	WALWORTH	WI	53184-0850	WALWORTH	6
OREGON AREA FIRE - EMS DIST	117 SPRING ST		OREGON	WI	53575-1451	DANE	6
SOUTHWESTERN WIS REG PLAN COMM	20 S COURT ST	PO BOX 262	PLATTEVILLE	WI	53818-0262	GRANT	6
TREMPEALEAU COUNTY HOUSING AUTH	PO BOX 295		WHITEHALL	WI	54773-0295	TREMPEALEAU	6
VERNON, TOWN OF (WAUKESHA)	W249S8910 CENTER DR		BIG BEND	WI	53103-8900	WAUKESHA	6
WISCONSIN VALLEY LIBRARY SRV	300 N 1ST ST		WAUSAU	WI	54403-5405	MARATHON	6
BAY-LAKE REGIONAL PLAN COMM	425 S ADAMS ST STE 201		GREEN BAY	WI	54301-4117	BROWN	5
BLUE MOUNDS, VILLAGE OF	PO BOX 189		BLUE MOUNDS	WI	53517-0189	DANE	5
CEDAR GROVE, VILLAGE OF	22 WILLOW AVE	PO BOX 426	CEDAR GROVE	WI	53013-0426	SHEBOYGAN	5
CONSOL KOSHKONONG SANITARY DIS	328 E ELLENDALE RD		EDGERTON	WI	53534-9092	ROCK	5
EDGERTON FIRE PROT DIST	621 N MAIN ST		EDGERTON	WI	53534-1562	ROCK	5
FALL RIVER, VILLAGE OF	641 S MAIN ST	PO BOX 37	FALL RIVER	WI	53932-0037	COLUMBIA	5
GIBRALTER, TOWN OF (DOOR)	4097 HIGHWAY 42	PO BOX 850	FISH CREEK	WI	54212-0850	DOOR	5
LOMIRA, VILLAGE OF	425 S WATER ST		LOMIRA	WI	53048-9581	DODGE	5
MIDDLETON FIRE DISTRICT	7426 HUBBARD AVE		MIDDLETON	WI	53562-3118	DANE	5
MILWAUKEE CO FED LIB SYS	709 N 8TH ST		MILWAUKEE	WI	53233-2414	MILWAUKEE	5
MONTICELLO, VILLAGE OF	PO BOX 147		MONTICELLO	WI	53570-0147	GREEN	5
MT HOREB AREA FIRE DEPT	120 S 1ST ST		MOUNT HOREB	WI	53572-1949	DANE	5
NICOLET FEDERATED LIBRARY SYS	515 PINE ST FL 3		GREEN BAY	WI	54301-5139	BROWN	5
NORTH SHORE WATER COMMISSION	400 W BENDER RD		GLENDALE	WI	53217-4103	MILWAUKEE	5
NORWAY, TOWN OF (RACINE)	6419 HEG PARK RD		WIND LAKE	WI	53185-2735	RACINE	5
OOSTBURG, VILLAGE OF	PO BOX 700227		OOSTBURG	WI	53070-0227	SHEBOYGAN	5
RIO, VILLAGE OF	207 LINCOLN AVE	PO BOX 276	RIO	WI	53960-0276	COLUMBIA	5
SAUK COUNTY HOUSING AUTHORITY	1211 8TH ST	PO BOX 147	BARABOO	WI	53913-0147	SAUK	5
SURING, VILLAGE OF	640 E MAIN ST	PO BOX 31	SURING	WI	54174-0031	OCONTO	5

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
VANGUARD ELECTRIC UTILITY COMM.	PO BOX 393		BLACK EARTH	WI	53515-0393	DANE	5
WASHINGTON, TOWN (EAU CLAIRE)	5750 OLD TOWN HALL RD		EAU CLAIRE	WI	54701-8948	EAU CLAIRE	5
WESTPORT, TOWN OF (DANE)	5387 MARY LAKE RD		WAUNAKEE	WI	53597-9128	DANE	5
BENTON, VILLAGE OF	244 RIDGE AVE STE 101		BENTON	WI	53803-8023	LAFAYETTE	4
BLACK CREEK, VILLAGE OF	301 N MAPLE ST		BLACK CREEK	WI	54106-9791	OUTAGAMIE	4
BLANCHARDVILLE, VILLAGE OF	208 MASON ST	PO BOX 9	BLANCHARDVILLE	WI	53516-0009	LAFAYETTE	4
CAMBRIA, VILLAGE	111 W EDGEWATER ST	PO BOX 295	CAMBRIA	WI	53923-0295	COLUMBIA	4
GREEN LAKE SANITARY DISTRICT	N5295 COUNTY ROAD TT		PRINCETON	WI	54968-8753	GREEN LAKE	4
IXONIA, TOWN OF	W1195 MARIETTA AVE	PO BOX 109	IXONIA	WI	53036-0109	JEFFERSON	4
JACKSON, TOWN OF (WASHINGTON)	3146 DIVISION RD		JACKSON	WI	53037-9711	WASHINGTON	4
LAC DU FLAMBEAU, TOWN (VILAS)	109 OLD ABE RD	PO BOX 68	LAC DU FLAMBEAU	WI	54538-0068	VILAS	4
LAKESHORES LIBRARY SYSTEM	29134 EVERGREEN DR		WATERFORD	WI	53185-5116	RACINE	4
LENA, VILLAGE OF	117 E MAIN ST		LENA	WI	54139-9486	OCONTO	4
MARINETTE CITY HOUSING AUTH	1520 LUDINGTON ST APT 100		MARINETTE	WI	54143-1325	MARINETTE	4
MID-MORAINNE MUNICIPAL COURT	1625 E WASHINGTON ST #100		WEST BEND	WI	53095-2601	WASHINGTON	4
NECEDAH, VILLAGE OF	100 CENTER ST	PO BOX 371	NECEDAH	WI	54646-0371	JUNEAU	4
OREGON, TOWN OF (DANE)	1138 UNION RD		OREGON	WI	53575-2742	DANE	4
ROSENDALE, VILLAGE OF	211 N GRANT ST	PO BOX 424	ROSENDALE	WI	54974-0424	FOND DU LAC	4
SHAWANO COUNTY HOUSING AUTH	1259 ENGEL DR		SHAWANO	WI	54166-3748	SHAWANO	4
SILVER LAKE SANITARY DIST	N1702 19TH AVE	PO BOX 357	WAUTOMA	WI	54982-0357	WAUSHARA	4
VERONA, TOWN OF (DANE)	335 N NINE MOUND RD		VERONA	WI	53593-1035	DANE	4
VIENNA, TOWN OF (DANE)	7161 COUNTY ROAD I		DEFOREST	WI	53532-1959	DANE	4
WALWORTH CO HOUSING AUTHORITY	735 N WISCONSIN ST STE 1		ELKHORN	WI	53121-1136	WALWORTH	4
WEST BARABOO, VILLAGE OF	500 CEDAR ST		BARABOO	WI	53913-1181	SAUK	4
ADDISON, TOWN OF (WASHINGTON)	127 FIRST ST	PO BOX 481	ALLENTON	WI	53002-0481	WASHINGTON	3
ALBION, TOWN OF (DANE)	620 ALBION RD		EDGERTON	WI	53534-9539	DANE	3
AMHERST, VILLAGE OF	161 MILL ST	PO BOX 36	AMHERST	WI	54406-0036	PORTAGE	3
BLOOMING GROVE, TOWN OF (DANE)	1880 S STOUGHTON RD		MADISON	WI	53716-2258	DANE	3
BROWNSVILLE, VILLAGE OF	514 RAILROAD ST	PO BOX 308	BROWNSVILLE	WI	53006-0308	DODGE	3
BURKE, TOWN OF (DANE)	5365 REINER RD		MADISON	WI	53718-6347	DANE	3
CAMP DOUGLAS, VILLAGE OF	304 CENTER ST	PO BOX 294	CAMP DOUGLAS	WI	54618-0294	JUNEAU	3
DODGE COUNTY HOUSING AUTHORITY	491 E CENTER ST OFC		JUNEAU	WI	53039-1374	DODGE	3
DOUSMAN FIRE DISTRICT	107 S MAIN ST		DOUSMAN	WI	53118-9557	WAUKESHA	3
HIGHLAND, VILLAGE OF	530 MAIN ST	PO BOX 284	HIGHLAND	WI	53543-0284	IOWA	3
IRON RIDGE, VILLAGE OF	PO BOX 247		IRON RIDGE	WI	53035-0247	DODGE	3
LA VALLE, TOWN OF	218 COMMERCIAL ST	PO BOX 30	LA VALLE	WI	53941-0030	SAUK	3
LINDEN, VILLAGE OF	PO BOX 469		LINDEN	WI	53553-0469	IOWA	3

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
LYONS, TOWN OF(WALWORTH)	PO BOX 337		LYONS	WI	53148-0337	WALWORTH	3
MISSISSIPPI RIVER REG PLAN COM	1707 MAIN ST STE 435		LA CROSSE	WI	54601-4286	LACROSSE	3
MONROE CITY HOUSING AUTHORITY	800 13TH AVE APT 244		MONROE	WI	53566-1444	GREEN	3
SCOTT, TOWN OF (BROWN)	2621 JODY DR		NEW FRANKEN	WI	54229-9602	BROWN	3
SHAWANO HOUSING AUTH, CITY OF	951 E ELIZABETH ST OFC		SHAWANO	WI	54166-3180	SHAWANO	3
SOUTHWEST WIS LIBRARY SYSTEM	1300 INDUSTRIAL DR STE 2		FENNIMORE	WI	53809-9579	GRANT	3
SPRINGFIELD, TOWN OF (DANE)	6157 COUNTY ROAD P		DANE	WI	53529-9760	DANE	3
W WAUKESHA CO MUNI COURT	174 E WISCONSIN AVE		OCONOMOWOC	WI	53066-3034	WAUKESHA	3
WEST BEND, TOWN OF(WASHINGTON)	6355 COUNTY ROAD Z		WEST BEND	WI	53095-9201	WASHINGTON	3
WILSON, TOWN OF (SHEBOYGAN)	5935 S BUSINESS DR		SHEBOYGAN	WI	53081-8930	SHEBOYGAN	3
WIND POINT, VILLAGE OF	215 E 4 MILE RD		RACINE	WI	53402-2625	RACINE	3
WIS DELLS-LAKE DELTON SEW COMM	50 WISC DELLS PKWY S	PO BOX 87	LAKE DELTON	WI	53940-0087	SAUK	3
WYOCENA, VILLAGE OF	165 E DODGE ST	PO BOX 913	WYOCENA	WI	53969-0913	COLUMBIA	3
ALLENTON SANITARY DIST	127 FIRST ST	PO BOX 481	ALLENTON	WI	53002-0481	WASHINGTON	2
ARLINGTON, VILLAGE OF	200 COMMERCIAL ST	PO BOX 207	ARLINGTON	WI	53911-0207	COLUMBIA	2
ASHIPPUN, TOWN OF (DODGE)	PO BOX 206		ASHIPPUN	WI	53003-0206	DODGE	2
AVOCA, VILLAGE OF	401 WISCONSIN ST	PO BOX 188	AVOCA	WI	53506-0188	IOWA	2
BLUE RIVER, VILLAGE OF	201 CLINTON ST	PO BOX 217	BLUE RIVER	WI	53518-0217	GRANT	2
BROWNTOWN, VILLAGE OF	110 S MILL ST		BROWNTOWN	WI	53522-9540	GREEN	2
CLYMAN, VILLAGE OF	713 MORGAN ST	PO BOX 129	CLYMAN	WI	53016-0129	DODGE	2
COBB, VILLAGE OF	501 BENSON ST	PO BOX 158	COBB	WI	53526-0158	IOWA	2
DELTON, TOWN OF	30 WISCONSIN DELLS PKWY S	PO BOX 148	LAKE DELTON	WI	53940-0148	SAUK	2
DICKEYVILLE, VILLAGE OF	500 EAST AVE	PO BOX 219	DICKEYVILLE	WI	53808-0219	GRANT	2
EDGERTON CITY HOUSING AUTH	800 ELM DR OFC		EDGERTON	WI	53534-1248	ROCK	2
ERIN, TOWN OF (WASHINGTON)	1846 STATE ROAD 83		HARTFORD	WI	53027-9774	WASHINGTON	2
HUDSON CITY HOUSING AUTHORITY	1015 2ND ST OFC		HUDSON	WI	54016-1282	ST. CROIX	2
JEFFERSON HOUS AUTH, CITY OF	431 N ELIZABETH AVE STE 1		JEFFERSON	WI	53549-2215	JEFFERSON	2
LAFAYETTE, TOWN OF	N6221 TAMARACK CT		ELKHORN	WI	53121-4009	WALWORTH	2
LAKE COMO SANITARY DISTRICT	N3420 DELL PL		LAKE GENEVA	WI	53147-2657	WALWORTH	2
MANITOWOC CITY HOUS AUTH	1433 N 6TH ST OFC		MANITOWOC	WI	54220-2086	MANITOWOC	2
MID-WIS FED LIBRARY SYS	PO BOX 177		HORICON	WI	53032-0177	DODGE	2
NEW GLARUS, TOWN OF	1101 STATE HIGHWAY 69	PO BOX 448	NEW GLARUS	WI	53574-0448	GREEN	2
NORTH FREEDOM, VILLAGE OF	105 N MAPLE ST	PO BOX 300	NORTH FREEDOM	WI	53951-0300	SAUK	2
NORTHERN MORAIN UTILITY COMM	N7025 COUNTY ROAD P	PO BOX 217	GLENBEULAH	WI	53023-0217	SHEBOYGAN	2
PLEASANT SPRING, SANITARY DIST	1838 OAKVIEW DR		STOUGHTON	WI	53589-3379	DANE	2
PLEASANT SPRINGS, TOWN (DANE)	2354 COUNTY RD N STE 1		STOUGHTON	WI	53589-2875	DANE	2
QUINCY, TOWN OF (ADAMS)	2599 COUNTY ROAD Z		FRIENDSHIP	WI	53934-9617	ADAMS	2
RICHLAND CENTER HOUSING AUTH	701 W SEMINARY ST OFC		RICHLAND CENTER	WI	53581-2169	RICHLAND	2

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
ROCK SPRINGS, VILLAGE OF	110 E BROADWAY	PO BOX 26	ROCK SPRINGS	WI	53961-0026	SAUK	2
RUTLAND, TOWN OF (DANE)	4177 OLD STAGE RD		BROOKLYN	WI	53521-9473	DANE	2
SOUTH WAYNE, VILLAGE OF	107 E CENTER ST	PO BOX 305	SOUTH WAYNE	WI	53587-0305	LAFAYETT E	2
SULLIVAN, TOWN OF	N3866 WEST ST		SULLIVAN	WI	53178-9621	JEFFERSON	2
SULLIVAN, VILLAGE OF	500 MADISON AVENUE	PO BOX 6	SULLIVAN	WI	53178-0006	JEFFERSON	2
TRENTON, TOWN OF	1071 HIGHWAY 33		WEST BEND	WI	53095-8958	WASHINGTON	2
WALES/GENESEE JT FIRE BD	600 S WALES RD	PO BOX 96	WALES	WI	53183-0096	WAUKESHA	2
WALWORTH, TOWN OF (WALWORTH)	W6741 BRICK CHURCH RD	PO BOX 386	WALWORTH	WI	53184-0386	WALWORTH	2
WARRENS, VILLAGE OF	212 GEORGE ST	PO BOX 97	WARRENS	WI	54666-0097	MONROE	2
WAUNAKEE AREA EMS	201 N KLEIN DR	PO BOX 33	WAUNAKEE	WI	53597-0033	DANE	2
WESTERN RACINE CO SEWERAGE DISTRICT	1020 N RIVER RD	PO BOX 177	ROCHESTER	WI	53167-0177	RACINE	2
YORKVILLE, TOWN OF (RACINE)	925 15TH AVE		UNION GROVE	WI	53182-1427	RACINE	2
BERGEN, TOWN OF	W1402 SKYLINE LN		STODDARD	WI	54658-8950	VERNON	1
BRIGHAM, TOWN OF	407 BUSINESS ID		BARNEVELD	WI	53507-9752	IOWA	1
BROOKLYN. TOWN OF (GREEN)	400 W MAIN ST		BROOKLYN	WI	53521-9759	GREEN	1
BROTHERTOWN, TOWN OF	N2445 S TOWER RD		CHILTON	WI	53014-9000	CALUMET	1
CLARNO, TOWN OF (GREEN)	W6764 COUNTY ROAD B		MONROE	WI	53566-9745	GREEN	1
CLEAR LAKE, TOWN OF (POLK)	209 50TH AVE		CLAYTON	WI	54004-3506	POLK	1
COLEMAN, VILLAGE OF	202 E MAIN ST	PO BOX 52	COLEMAN	WI	54112-0052	MARINETTE	1
COUNTRY ESTATES SANITARY DIST	6978 PRAIRIE LN		BURLINGTON	WI	53105-8209	WALWORTH	1
CROSS PLAINS AREA EMS	PO BOX 152		CROSS PLAINS	WI	53528-0152	DANE	1
CROSS PLAINS, TOWN OF	3734 COUNTY ROAD P		CROSS PLAINS	WI	53528-9180	DANE	1
DANE COUNTY DIST #1 EMS	PO BOX 505		MAZOMANIE	WI	53560-0505	DANE	1
DUNKIRK, TOWN OF (DANE)	654 COUNTY RD N		STOUGHTON	WI	53589-4354	DANE	1
FARMINGTON, TOWN OF	E685 GRENLIE RD	PO BOX 264	WAUPACA	WI	54981-0264	WAUPACA	1
FREEDOM, TOWN OF (SAUK)	S4977 COUNTY ROAD D		ROCK SPRINGS	WI	53961-9606	SAUK	1
FULTON, TOWN OF (ROCK)	2738 W FULTON CENTER DR		EDGERTON	WI	53534-8528	ROCK	1
GERMANTOWN, TOWN OF	N7560 17TH AVE		NEW LISBON	WI	53950-9327	JUNEAU	1
HAUGEN, VILLAGE OF	104 3RD ST	PO BOX 234	HAUGEN	WI	54841-0234	BARRON	1
HOLLANDALE, VILLAGE OF	301 WALDWICK ST	PO BOX 55	HOLLANDALE	WI	53544-0055	IOWA	1
HUGHES, TOWN OF	67195 COUNTY HIGHWAY A	PO BOX 805	IRON RIVER	WI	54847-0805	BAYFIELD	1
KEGONSA SANITARY DISTRICT	PO BOX 486		STOUGHTON	WI	53589-0486	DANE	1
LA VALLE, VILLAGE OF	103 W MAIN ST	PO BOX 13	LA VALLE	WI	53941-0013	SAUK	1
LAC LA BELLE, VILLAGE OF	524 LAC LA BELLE DR		OCONOMOWOC	WI	53066-1529	WAUKESHA	1
LAKE MILLS CITY HOUSING AUTH	228 WATER ST OFC		LAKE MILLS	WI	53551-1677	JEFFERSON	1
LEBANON, TOWN OF	N1738 COUNTY ROAD R	PO BOX 24	LEBANON	WI	53047-0024	DODGE	1
LOMIRA, TOWN OF (DODGE)	N11392 COUNTY ROAD AY		BROWNSVILLE	WI	53006-1325	DODGE	1
LYONS SANITARY DISTRICT #2	5996 CLEARWATER CT	PO BOX 237	LYONS	WI	53148-0237	WALWORTH	1
MAZOMANIE, TOWN OF	711 W HUDSON ST		MAZOMANIE	WI	53560-9326	DANE	1

WPE Locations

As of 1/1/2016

Group Name	Address Line 1	Address Line 2	City	State	ZIP	County	Total # of contracts for health insurance
NEW GLARUS EMS	401 3RD ST	PO BOX 286	NEW GLARUS	WI	53574-0286	GREEN	1
OTTAWA, TOWN OF	W360S3337 STATE ROAD 67		DOUSMAN	WI	53118-9709	WAUKESH A	1
PELICAN, TOWN OF	5019 LASSIG RD		RHINELANDER	WI	54501-9207	ONEIDA	1
PRAIRIE DU SAC JT SEWER	335 GALENA ST		PRAIRIE DU SAC	WI	53578-1008	SAUK	1
RICHMOND, TOWN OF (WALWORTH)	W8776 TERRITORIAL RD		WHITEWATER	WI	53190-4129	WALWORTH	1
SCOTT, TOWN OF (SHEBOYGAN)	N193 CRANBERRY RD		RANDOM LAKE	WI	53075-1123	SHEBOYGAN	1
SOUTH MILWAUKEE CITY HOUS AUTH	2906 6TH AVE		SOUTH MILWAUKEE	WI	53172-3316	MILWAUKEE	1
SPRINGDALE, TOWN OF	2379 TOWN HALL RD		MOUNT HOREB	WI	53572-2454	DANE	1
VERMONT, TOWN OF (DANE)	4017 COUNTY ROAD JJ		BLACK EARTH	WI	53515-9729	DANE	1
WATERFORD SAN DIST, TOWN OF	415 N MILWAUKEE ST		WATERFORD	WI	53185-4434	RACINE	1
WATERTOWN CITY HOUSING AUTH	201 N WATER ST OFC		WATERTOWN	WI	53094-7717	JEFFERSON	1
WAUNAKEE AREA FIRE DIST	401 W 2ND ST	PO BOX 472	WAUNAKEE	WI	53597-0472	DANE	1
DOVER, TOWN OF	4110 S BEAUMONT AVE		KANSASVILLE	WI	53139-9522	RACINE	-
LITTLE CHUTE, VILLAGE OF	108 W MAIN ST		LITTLE CHUTE	WI	54140-1750	OUTAGAMIE	-
ONALASKA COMM DEVL P AUTH	415 MAIN ST		ONALASKA	WI	54650-2953	LACROSSE	-
SLINGER HOUSING AUTH	205 SLINGER RD OFC		SLINGER	WI	53086-9447	WASHINGTON	-
WAUZEKA, VILLAGE OF	213B E FRONT ST	PO BOX 344	WAUZEKA	WI	53826-0344	CRAWFORD	-
WEST CENTRAL WI REGIONAL PLAN COMM	800 WISCONSIN ST UNIT 9		EAU CLAIRE	WI	54703-3521	EAU CLAIRE	-
WINDSOR SANITARY DISTRICT 1	6716 PARK ST	PO BOX 473	WINDSOR	WI	53598-0473	DANE	-

Location Detail UW

Campus Type	Campus Name/Location
Other	UW System Administration, Madison
Other	UW Extension
Other	UW Colleges
4 yr campus	UW - Eau Claire
4 yr campus	UW - Green Bay
4 yr campus	UW - LaCrosse
4 yr campus	UW - Madison
4 yr campus	UW - Milwaukee
4 yr campus	UW - Oshkosh
4 yr campus	UW - Parkside
4 yr campus	UW - Platteville
4 yr campus	UW - River Falls
4 yr campus	UW - Stevens Point
4 yr campus	UW - Stout
4 yr campus	UW - Superior
4 yr campus	UW - Whitewater
2 yr campus	UW-Baraboo/Sauk County
2 yr campus	UW-Barron County
2 yr campus	UW-Fond du Lac
2 yr campus	UW-Fox Valley
2 yr campus	UW-Manitowoc
2 yr campus	UW-Marathon County
2 yr campus	UW-Marinette
2 yr campus	UW-Marshfield/Wood County
2 yr campus	UW-Richland
2 yr campus	UW-Rock County
2 yr campus	UW-Sheboygan
2 yr campus	UW-Washington County
2 yr campus	UW-Waukesha



APPENDIX 3 DEPARTMENT OF CORRECTIONS (DOC) WORK LOCATIONS

Correctional Centers

Wisconsin Corr Cntr System
3099 E. Washington Ave.
Madison, WI 53708

Black River Corr Cntr
W6898 E. Staffon Rd.
Black River Falls, WI 54615

Drug Abuse Corr Cntr
1305 North Dr.
Winnebago, WI 54985

Felmers O Chaney Corr Cntr
2825 N. 30th St.
Milwaukee, WI 53210

Flambeau Corr Cntr
N671 Cty. Rd. M
Hawkins, WI 54530

Gordon Corr Cntr
10401 E. Cty. Rd. G
Gordon, WI 54838

John C Burke Corr Cntr
900 S. Madison St.
Waupun, WI 53963

Kenosha Corr Cntr
6353 14th Ave.
Kenosha, WI 53143

Marshall Sherrer Corr Cntr
1318 N. 14th St.
Milwaukee, WI 53205

McNaughton Corr Cntr
8500 Rainbow Rd.
Lake Tomahawk, WI 54539

Milwaukee Women's Corr
Cntr
615 W. Keefe Ave.
Milwaukee, WI 53212

Oregon Corr Cntr
5140 Hwy. M
Oregon, WI 53575

Robert Ellsworth Corr Cntr
21425-A Spring St.
Union Grove, WI 53182
Saint Croix Corr Cntr

1859 N. 4th St.
New Richmond, WI 54017

Sanger Powers Corr Cntr
N8375 County Line Rd.
Oneida, WI 54155

Thompson Corr Cntr
434 State Farm Rd.
Deerfield, WI 53531

Winnebago Corr Cntr
4300 Sherman Rd.
Winnebago, WI 54985

St Croix Correctional Center
1859 N 4th Street
New Richmond, WI 54017

Correctional Institutions/Facilities (Adult)

Chippewa Valley Correctional
Treatment Facility
2909 E. Park Ave.
Chippewa Falls, WI 54729

Columbia Corr Inst
2925 Columbia Dr.
Portage, WI 53901

Dodge Corr Inst
1 W. Lincoln St.
Waupun, WI 53963

Fox Lake Corr Inst
W10237 Lake Emily Rd.
Fox Lake, WI 53933

Green Bay Corr Inst
2833 Riverside Dr.
Green Bay, WI 54307

Jackson Corr Inst
N6500 Hapek Rd.
Black River Falls, WI 54615

Kettle Moraine Corr Inst
W9071 Forest Dr.
Plymouth, WI 53073

Milwaukee Secure Detention
Facility
1015 N. 10th St.

Milwaukee, WI 53233

New Lisbon Corr Inst
2000 Progress Rd.
New Lisbon, WI 53950

Oakhill Corr Inst
5212 Hwy. M
Oregon, WI 53575

Oshkosh Corr Inst
1730 W. Snell Rd.
Oshkosh, WI 54901

Prairie du Chien Corr Inst
500 E. Parrish St.
Prairie du Chien, WI 53821

Racine Corr Inst
2019 Wisconsin St.
Sturtevant, WI 53177

Racine Youthful Offender
Correctional Facility
1501 Albert St.
Racine, WI 53404

Redgranite Corr Inst
1006 Cty. Rd. EE
Redgranite, WI 54970

Stanley Corr Inst
100 Corrections Dr.
Stanley, WI 54768

Sturtevant Transitional
Facility
9351 Rayne Rd.
Sturtevant, WI 53177

Taycheedah Corr Inst
751 Cty. Rd. K
Fond du Lac, WI 54936

Waupun Corr Inst
200 S. Madison St.
Waupun, WI 53963

Wisconsin Secure Program
Facility
1101 Morrison Dr.
Boscobel, WI 53805

Juvenile Detention Facilities

APPENDIX 3

DEPARTMENT OF CORRECTIONS (DOC) WORK LOCATIONS

Copper Lake School
W4380 Copper Lake Road
Irma, WI 54442

Lincoln Hills School
W4380 Copper Lake Road,
Irma, WI 54442

**Correctional Farm
Operations**

Waupun Dairy
900 S. Madison St.
Waupun, WI 53963

Oneida State Farm
N8375 County Line Rd.
Oneida, WI 54155

Oregon Farm
5140 Cty. Hwy. M
Oregon, WI 53575

Waupun Farm
W6199 State Hwy. 49 East
Waupun, WI 53963

Industries Distribution Cntr
510 Industrial Dr.
Waupun, WI 53963

DOC Offices

Central Office
3099 E. Washington Ave.
Madison, WI 53708

Probation and Parole

SOUTHERN (1) MADISON
2418 Crossroads Dr #1400
Madison, WI 53718

Dane County Intake Office
210 Martin Luther King Jr.
Blvd.
Madison WI 53703

Unit 101 & 107
818 W Badger Rd, Ste. 200
Madison, WI 53713

Unit 102 & 113
2565 E. Johnson St.
Madison, WI 53704

Unit 104 & 112
5706 Odana Rd, 2nd Fl.
Madison, WI 53719

Unit 105 & 117
2837 Liberty Ln.
Janesville, WI 53545

Unit 106 & 108
1146 Grant St.
Beloit, WI 53511

Unit 108
2841 6th Street
Monroe, WI 53566

Unit 110
512 East Washington Ave.
Madison, WI 53703

Unit 120
7017 Raywood Rd.
Madison, WI 53713

Unit 121
2016 Pike Drive, Suite #8
Fitchburg, WI 53713

4633 Verona Road
Suite B
Madison, WI 53711

714 Vera Ct. #2
Madison, WI 53704

1410 Northpoint Drive
Suite B
Madison, WI 53704

2351 Allied Dr. #129
Madison, WI 53711

101 Deer Valley Rd. #1
Madison, WI 53713

SOUTHEASTERN (2)
MILWAUKEE
9531 Rayne Rd.
Sturtevant, WI 53177

Unit 202
220 South County Rd H
Suite C
Elkhorn 53121

Unit 206
Elkhorn, WI 53121
220 South County Rd H
Suite C

Unit 209, 211 & 221
9531 Rayne Rd.
Sturtevant, WI 53177

Unit 210

Burlington, WI 53105
317 N Dodge St

Unit 215 & 220
4911 88th Ave, Ste. C
Kenosha, WI 53144

Unit 217 & 219
1212 60th St.
Kenosha, WI 53140

Unit 230
1567 19th Ave.
Kenosha, WI 53140

Unit 280 & 290 & 270
800 Center St, Rm. 216
Racine, WI 53403

Sixth Street COP House
1522 6th St.
Racine, WI 53403

Mead Street COP House
1750 Mead St.
Racine, WI 53403

Geneva/Hamilton COP
House
1140 Geneva St.
Racine, WI 53404

Davis Street COP House
1009 Davis Pl.
Racine, WI 53403

Law Enforcement Center
717 Wisconsin Ave.
Racine, WI 53403

MILWAUKEE (3)
MILWAUKEE
4160 N Port Washington Rd
Glendale, WI 53212
Unit 301 (Intake Office), 330
819 N. 6th St, #120
Milwaukee, WI 53203

Unit 302,314,315,318,322
6645 West Mill Rd
Milwaukee, WI 53218

Unit 303 (Jail Support Unit),
305, 308, 316, 320, 324, 323
819 N. 6th St.
Milwaukee, WI 53203

Unit 306,307,309,317,324
3073 S Chase Ave
Building 42, Suite 150
Milwaukee, WI 53207

APPENDIX 3

DEPARTMENT OF CORRECTIONS (DOC) WORK LOCATIONS

Unit 310, 311 & 313 4160 N Port Washington Rd Milwaukee, WI 53212	Waupaca, WI 54981	PO Box 68 Alma 54610
Unit 325 600 W. Walnut St. North Milwaukee, WI 53212	Unit 408 & 414 2000 American Blvd Suite B DePere, WI 54115	Unit 503 740 7 th Ave W PO Box 39 Durand, WI 54736
Region 3 Office, Units 312, 319, 326, 335, 336, 328, 329, 333, 326, 332, 334 (re-Entry & FDOATP), 350, 331, 337 4160 N. Port Washington Rd. Glendale, WI 53212	Unit 408 2783 Freedom Rd PO Box 365 Oneida, WI 54155	Unit 504 2700 College Dr. Rice Lake, WI 54868
Office of Detention Facilities 819 N. 6 th St, 5 th Fl. Milwaukee, WI 53203	Unit 409 940 Maritime Dr. Manitowoc, WI 54220	Unit 506 1310 N 14 th St Suite 260 Superior, WI 54880
Sex Offender Registry Office 10930 W. Potter Rd, Ste. B Wauwatosa, WI 53226	Unit 412 820 S Lansing Ave Sturgeon Bay, WI 54235	Unit 507 4 E. Main St. Black River Falls, WI 54615
NORTHEASTERN (4) MENASHA 1360 American Dr. Neenah, WI 54956	Unit 412 1008 Marquette Dr Kewaunee, WI 54216	Unit 507-Neillsville Office 410 Hewett St, Rm. 102 Neillsville, WI 54456
Regional Support Office, Unit 411, 401 240 Ohio St. Oshkosh, WI 54902	Unit 413 2646 N. Packerland Dr. Green Bay, WI 54307	Unit 508 941 Mallard Ln. #105 Balsam Lake, WI 54810
Regional Support Office (2), Unit 410, 445, 416 1348 American Dr. Neenah, WI 54956	Unit 415 5600 W Grande Market Dr Appleton, WI 54913	Unit 509 770 Technology Way Chippewa Falls, WI 54729
Juvenile Services 2107 W Spenser St Appleton, WI 54914	Unit 416 24 S Madison St Chilton, WI 53014	Unit 510 770 Technology Way Suite 200 Chippewa Falls, WI 54729
Unit 402 2902 N. Mason St. Appleton, WI 54914	NORTHWESTERN (5) EAU CLAIRE 770 Technology Way Suite 500 Chippewa Falls, WI 54729	Unit 510 19225 Dewey St Whitehall, WI 54773
Unit 403 200 N. Jefferson St, Ste. 328 Green Bay, WI 54301	Unit 501 & 505 2240 East Ridge Center Eau Claire 54701	Unit 511 802 Northland Dr Spooner, WI 54801
Unit 404 5600 Grande Market Appleton, WI 54913	Unit 501 310 W Main Suite B Ellsworth, WI 54011	Unit 511 25108 State Rd 35 Siren, WI 54872
Unit 406 & 405 200 N. Jefferson St, Ste. 201 Green Bay, WI 54301	Unit 502 2100 O'Neil Rd, Ste. 300 Hudson, WI 54016	Unit 511 North Business Center N5273 State 27 Suite 2 Ladysmith, WI 54848
Unit 407 922 Churchill St.	Unit 503 Menomonie, WI 54751 3655 Schneider Ave SE Menomonie, WI 54751	NORTHERN (6) RHINELANDER 2187 N. Stevens St, Ste. B Rhineland, WI 54501
	Unit 503 Alma Office 407 S 2 nd St	Unit 601 200 Depot Dr. Ashland, WI 54806

APPENDIX 3

DEPARTMENT OF CORRECTIONS (DOC) WORK LOCATIONS

Unit 601-Hurley Office 300 Taconite St, Ste. 117 Hurley, WI 54534	Marinette, WI 54143	300 S. Peach Ave, Ste. 2 Marshfield, WI 54449
Unit 602 2187 N. Stevens St, Ste. B Rhineland, WI 54501	EASTERN (7) WAUKESHA 141 NW Barstow St, Rm. 126 Waukesha, WI 53188	Unit 812 225 W. Alona Ln. Lancaster, WI 53813
Lac du Flambeau Office 623 Peacepipe Rd. Lac du Flambeau, WI 54538 Unit 603	Unit 704 25 Third St Fond du Lac 54935	Unit Prairie du Chien Office 1500 E. Lessard St. Prairie du Chien, WI 53821 Unit 815
Unit 603 420 Commerce Loop Eagle River 54521	Unit 706 25 3 rd St. Fond du Lac, WI 54935	Unit Viroqua Office 200 Fairlane Dr. Viroqua, WI 54665 Unit 815
Unit 606, 614 & 604 Courthouse, Rm. 48 C012 500 Forest St. Wausau, WI 54402	Unit 705 & 716 220 Seippel Blvd, Ste. 2 Beaver Dam, WI 53916	Unit 810 260 Eastridge Dr, Ste. 2 Portage, WI 53901
Unit 605 15735 Hwy 63 Hayward, WI 54843	Unit 707, 711, 714 & 710 1900 Pewaukee Rd, Ste. 1 Waukesha, WI 53188	Unit Adams Office 111 E. North St. Adams, WI 53910 Unit 819
Unit 605 126 Cherry St Courthouse Room 2 Phillips 54555	Unit 708, 712 3422 Wilgus Ave. Sheboygan, WI 53081	Unit 811 1000 Log Lodge Ct. West Baraboo, WI 53913
Unit 607 1004 E. 1 st St. Merrill, WI 54452	Unit 709 & 716 163 W. Rockwell St. Jefferson, WI 53549	Unit New Lisbon Office 304 Bickford St, Ste. 1 New Lisbon, WI 53920 Unit 819
Unit 607-Medford Office 224 S. 2 nd St. Medford, WI 54451	Unit 713 & 717 273 S. 17 th Ave. West Bend, WI 53095	Unit 812 1109 Professional Dr. Dodgeville, WI 53533
Unit 615 1340 E. Green Bay Street Suite 200 Shawano, WI 54166	Unit 715 501 Dekora Woods Blvd. Saukville, WI 53080	Unit 812-Darlington Office 15701 County K Darlington, WI 53530
Unit 615-Antigo Office 838 Clermont St. Antigo, WI 54409 Unit 604	SOUTHCENTRAL (8) WAUTOMA 427 E. Tower Dr, Ste. 200 Wautoma, WI 54982	Unit Richland Center Office 26136 Executive Ln, Ste. D Richland Center, WI 53581 Unit 815
Unit 602 201 Pioneer Street Crandon, WI 54520	Unit 806 820 Industrial Dr, Ste. 6 Sparta, WI 54656	Unit 813 427 E. Tower Dr, Ste. 300 Wautoma, WI 54982
Unit 616 203 Smith Ave Oconto, WI 54153	Unit 806-Tomah Office 203 E. Clifton Tomah, WI 54660	Unit 813-Green Lake Office 745 South Street, Suite 1 Green Lake, WI 54941
Unit 617 3540 Old Peshtigo Rd	Unit 807 1001 Maple Bluff Rd, Ste. 3 Stevens Point, WI 54481	Unit 813 & 804-Montello Office N3829 Hwy. 22 South Montello, WI 53949
	Unit 808 & 804 131 24 th St. South Wisconsin Rapids, WI 54494	
	Unit 808-Marshfield Office	

APPENDIX 3
DEPARTMENT OF CORRECTIONS (DOC) WORK LOCATIONS

Unit 814 & 805
333 Vine Street
La Crosse, WI 54601

Department of Employee Trust Funds
P.O. Box 7931
Madison, WI 53707-7931

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Board of Commissioners of Public Lands		7271 Main Street		Lake Tomahawk	WI	54539
Board of Commissioners of Public Lands		125 South Webster Street	GEF III, Room 200	Madison	WI	53703
Board on Aging and Long Term Care		1402 Pankratz Street	Suite 111	Madison	WI	53704
Department of Safety and Professional Services		201 West Washington Ave.		Madison	WI	53703
Department of Administration		101 E. Wilson Street		Madison	WI	53703
Department of Agriculture, Trade and Consumer Protection		2811 Agriculture Drive		Madison	WI	53708
Department of Agriculture, Trade and Consumer Protection		404 Tower Ave.		Superior	WI	54480
Department of Agriculture, Trade and Consumer Protection		3601 Galleon Run		Madison	WI	53718
Department of Agriculture, Trade and Consumer Protection		2915 Post Road		Stevens Point	WI	54481
Department of Agriculture, Trade and Consumer Protection		718 W. Clairemont Ave.		Eau Claire	WI	54701
Department of Agriculture, Trade and Consumer Protection		807 5th Ave.		Antigo	WI	54409
Department of Children and Families		201 East Washington Ave.		Madison	WI	54703
Department of Children and Families		200 N. Jefferson	Suite 525	Green Bay	WI	54301
Department of Children and Families		2187 North Stevens	Suite C	Rhineland	WI	54501
Department of Children and Families		141 NW Barstow	Room 159	Waukesha	WI	53188
Department of Children and Families		125 S. Webster	Room P21	Madison	WI	53708
Department of Children and Families		610 Gibson Street	Suite 2	Eau Claire	WI	54701
Department of Children and Families	ADRC	108 East North Street		Friendship	WI	53934
Department of Children and Families	ADRC	630 Sanborn Ave.		Ashland	WI	54806
Department of Children and Families	ADRC	335 Monroe Ave.		Barron	WI	54812
Department of Children and Families	ADRC	117 E. 5th Street		Washburn	WI	54891
Department of Children and Families	ADRC	300 S. Adams Street		Green Bay	WI	54301
Department of Children and Families	ADRC	407 South Second Street		Alma	WI	54610
Department of Children and Families	ADRC	7410 County Road K	#180	Siren	WI	54872
Department of Children and Families	ADRC	206 Court Street		Chilton	WI	53014
Department of Children and Families	ADRC	711 N. Bridge Street	Room 118	Chippewa Falls	WI	54729
Department of Children and Families	ADRC	517 Court Street	Room 202	Neilsville	WI	54456
Department of Children and Families	ADRC	2652 Murphy Road		Portage	WI	53901
Department of Children and Families	ADRC	225 N. Beaumont Road	Suite 118	Prairie du Chien	WI	53821
Department of Children and Families	ADRC	127 E. Oak Street		Juneau	WI	53039
Department of Children and Families	ADRC	1316 North 14th Street		Superior	WI	54880
Department of Children and Families	ADRC	808 Main Street		Menomonie	WI	54751
Department of Children and Families	ADRC	721 Oxford Ave.	Room 1550	Eau Claire	WI	54703
Department of Children and Families	ADRC	50 N. Portland Street		Fond du Lac	WI	54935
Department of Children and Families	ADRC	300 South Lake Street		Crandon	WI	54520
Department of Children and Families	ADRC	8820 Highway 35/61 South		Lancaster	WI	53813
Department of Children and Families	ADRC	N3152 State Road 82		Monroe	WI	53566
Department of Children and Families	ADRC	571 County Road A		Green Lake	WI	54941
Department of Children and Families	ADRC	303 W. Chapel Street		Dodgeville	WI	53533
Department of Children and Families	ADRC	300 Taconite Street	Suite 201	Hurley	WI	54534
Department of Children and Families	ADRC	410 Highway 54 West		Black River Falls	WI	54615
Department of Children and Families	ADRC	1541 Annex Road		Jefferson	WI	53549
Department of Children and Families	ADRC	220 E. La Crosse Street		Mauston	WI	53948
Department of Children and Families	ADRC	8600 Sheridan Road	Suite 500	Kenosha	WI	53143
Department of Children and Families	ADRC	810 Lincoln Street		Kewaunee	WI	54216
Department of Children and Families	ADRC	300 4th Street North		La Crosse	WI	54601
Department of Children and Families	ADRC	627 Main Street		Darlington	WI	53530
Department of Children and Families	ADRC	1225 Langlade Road		Antigo	WI	54409
Department of Children and Families	ADRC	607 N. Sales Street	Suite 206	Merrill	WI	54452
Department of Children and Families	ADRC	4319 Expo Drive		Manitowoc	WI	54221
Department of Children and Families	ADRC	1000 Lakeview Drive		Wausau	WI	54403
Department of Children and Families	ADRC	2500 Hall Ave.		Marinette	WI	54143
Department of Children and Families	ADRC	428 Underwood Ave.		Montello	WI	53949
Department of Children and Families	ADRC	W3272 Wolf River Road		Kishena	WI	54135
Department of Children and Families	ADRC	1220 W. Vilet Street, Suite 300		Milwaukee	WI	53205
Department of Children and Families	ADRC	14305 County Highway B		Sparta	WI	54656

**APPENDIX 4
State Work Locations (non-DOC)**

Agency	Department	Address1	Address2	City	State	Zip
Department of Children and Families	ADRC	7436 Rea Road		Oconto Falls	WI	54153
Department of Children and Families	ADRC	100 W. Keenan Street		Rhineland	WI	54501
Department of Children and Families	ADRC	401 S. Elm Street		Appleton	WI	54911
Department of Children and Families	ADRC	121 W. Main Street		Port Washington	WI	53074
Department of Children and Families	ADRC	740 7th Ave.		Durand	WI	54736
Department of Children and Families	ADRC	412 W. Kinne Street		Ellsworth	WI	54011
Department of Children and Families	ADRC	100 Polk County Plaza	#60	Balsam Lake	WI	54810
Department of Children and Families	ADRC	1519 Water Street		Stevens Point	WI	54481
Department of Children and Families	ADRC	104 S. Eyder Ave.		Phillips	WI	54555
Department of Children and Families	ADRC	14200 Washington Ave.		Sturtevant	WI	53177
Department of Children and Families	ADRC	221 W. Seminary Street		Richland Center	WI	53581
Department of Children and Families	ADRC	331 Minter Ave. East	Suite C260	Ladysmith	WI	54848
Department of Children and Families	ADRC	1101 Carmichael Road		Hudson	WI	54016
Department of Children and Families	ADRC	505 Broadway Street		Baraboo	WI	53913
Department of Children and Families	ADRC	10610 Main Street		Hayward	WI	54843
Department of Children and Families	ADRC	607 E. Elizabeth Street		Shawano	WI	54166
Department of Children and Families	ADRC	650 Forest Ave.		Sheboygan Falls	WI	53085
Department of Children and Families	ADRC	845 B. East Broadway		Medford	WI	54451
Department of Children and Families	ADRC	36245 Main Street		Whitehall	WI	54773
Department of Children and Families	ADRC	402 Courthouse Square		Viroqua	WI	54665
Department of Children and Families	ADRC	521 Wall Street		Eagle River	WI	54521
Department of Children and Families	ADRC	W4051 County Road NN		Elkhorn	WI	53121
Department of Children and Families	ADRC	850 W. Beaverbrook Ave.	Suite 4	Spooner	WI	54801
Department of Children and Families	ADRC	333 E. Washington Street	Suite 1000	West Bend	WI	53095
Department of Children and Families	ADRC	500 Riverview Ave.		Waukesha	WI	53188
Department of Children and Families	ADRC	811 Harding Street		Waupaca	WI	54981
Department of Children and Families	ADRC	209 S. Saint Marie Street		Wautoma	WI	54982
Department of Children and Families	ADRC	220 Washington Ave.		Oshkosh	WI	54903
Department of Children and Families	ADRC	220 3rd Ave. Suite	Suite 1	Wisconsin Rapids	WI	54495
Department of Children and Families	ADRC	300 S. Peach	Suite 1	Marshfield	WI	54449
Department of Children and Families	ADRC	72772 Elm Street		Odanah	WI	54861
Department of Children and Families	ADRC	5450 Kay Yo Lane		Crandon	WI	54520
Department of Children and Families	ADRC	808 Red Iron Road		Black River Falls	WI	54615
Department of Children and Families	ADRC	13394 W. Trepania Road		Hayward	WI	54843
Department of Children and Families	ADRC	125 Old Abe Road		Lac du Flambeau	WI	54538
Department of Children and Families	ADRC	88385 Pike Road, Highway 13		Bayfield	WI	54814
Department of Children and Families	ADRC	N8651 Maplewood Street		Bowler	WI	54116
Department of Employee Trust Funds		801 West Badger Road		Madison	WI	53713
Department of Financial Institutions (DFI)		345 West Washington Ave.		Madison	WI	53703
Department of Health Services	Northern Wisconsin Center for the Developmentally Disabled	2820 East Park Ave.		Chippewa Falls	WI	54729
Department of Health Services	Department of Health Services	1 West Wilson Street		Madison	WI	53707
Department of Health Services	Central Wisconsin Center for the Developmentally Disabled	317 Knutson Drive		Madison	WI	53704
Department of Health Services	Southern Wisconsin Center for the Developmentally Disabled	2415 Spring Street		Union Grove	WI	53182
Department of Health Services	Mendota Mental Health Institute	301 Troy Drive		Madison	WI	53704
Department of Health Services	Winnebago Mental Health Institute	1300 South Drive		Winnebago	WI	54985
Department of Health Services	Mendota Juvenile Treatment Center	301 Troy Drive		Madison	WI	53704
Department of Health Services	Sand Ridge Secure Treatment Center	1111 North Road		Mauston	WI	53948
Department of Health Services	Wisconsin Resource Center	1505 North Drive		Winnebago	WI	54985
Department of Justice		17 West Main Street		Madison	WI	53707
Department of Justice		2445 Darwin Road		Madison	WI	53764
Department of Justice		4626 University Ave.		Madison	WI	53705
Department of Natural Resources	Field Office	N1929 Trout Spring Road		Adell	WI	53001
Department of Natural Resources	Field Office	407 S. 2nd Street, Box 88		Alma	WI	54610
Department of Natural Resources	Satellite Office	223 E. Steinfest Road		Antigo	WI	54409
Department of Natural Resources	Field Office	2269 W. Brewster Street		Appleton	WI	54914
Department of Natural Resources	Satellite Office	2501 Golf Course Road		Ashland	WI	54806

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Department of Natural Resources	Field Office	550 Industrial Drive		Augusta	WI	54722
Department of Natural Resources	Field Office	1715 County Highway X, Box 156		Babcock	WI	54413
Department of Natural Resources	Field Office	13081 State Park Lane		Bagley	WI	53801
Department of Natural Resources	Satellite Office	890 Spruce Street		Baldwin	WI	54002
Department of Natural Resources	Field Office	941 Mallard Lane	Room 104	Balsam Lake	WI	54810
Department of Natural Resources	Field Office	8310 County Highway F		Bancroft	WI	54921
Department of Natural Resources	Field Office	505 Broadway	Room 202	Baraboo	WI	53913
Department of Natural Resources	Field Office	E10320 Ferndell Road		Baraboo	WI	53913
Department of Natural Resources	Field Office	S5975 Park Road		Baraboo	WI	53913
Department of Natural Resources	Field Office	52820 State Highway 27		Barnes	WI	54873
Department of Natural Resources	Field Office	Highway 27 & County Trunk N		Barnes	WI	54873
Department of Natural Resources	Field Office	127 S. 4th Street		Barron	WI	54812
Department of Natural Resources	Field Office	141 S. 3rd Street, Box 589		Bayfield	WI	54814
Department of Natural Resources	Field Office	531 Highway D		Belgium	WI	53004
Department of Natural Resources	Field Office	122 N. Pearl Street, Box 343		Berlin	WI	54923
Department of Natural Resources	Satellite Office	910 Highway 54 E		Black River Falls	WI	54615
Department of Natural Resources	Field Office	8495 Lake Road		Blanchardville	WI	53516
Department of Natural Resources	Field Office	4530 Mounds Park Road, Box 98		Blue Mounds	WI	53517
Department of Natural Resources	Field Office	5350 Highway 133 E. Box 305		Boscobel	WI	53805
Department of Natural Resources	Field Office	4125 County Highway M		Boulder Junction	WI	54512
Department of Natural Resources	Field Office	310 W. Rollerman Street, Box 41		Bowler	WI	54416
Department of Natural Resources	Field Office	6250 S. Ranger Road		Brule	WI	54820
Department of Natural Resources	Field Office	Box 310, 13847 E. Hatchery Road		Brule	WI	54820
Department of Natural Resources	Field Office	Route 1, Box 268		Camp Douglas	WI	54618
Department of Natural Resources	Field Office	N1765 County Highway G		Campbellsport	WI	53010
Department of Natural Resources	Field Office	Box 658		Cassville	WI	53806
Department of Natural Resources	Field Office	18127 County Trunk O, Box 360		Chippewa Falls	WI	54729
Department of Natural Resources	Field Office	711 N. Bridge Box 550		Chippewa Falls	WI	54729
Department of Natural Resources	Field Office	117 S. Riverside Drive		Cornell	WI	54732
Department of Natural Resources	Field Office	23125 255th Street, Box 158		Cornell	WI	54732
Department of Natural Resources	Field Office	404 N. Lake Street, Box 351		Crandon	WI	54520
Department of Natural Resources	Field Office	Route 2		Crivitz	WI	54114
Department of Natural Resources	Satellite Office	1341 2nd Ave		Cumberland	WI	54829
Department of Natural Resources	Field Office	1845 Center Drive		Darlington	WI	53530
Department of Natural Resources	Field Office	N846 W329 County Highway C		Delafield	WI	53018
Department of Natural Resources	Satellite Office	1500 N. Johns Street		Dodgeville	WI	53533
Department of Natural Resources	Field Office	4175 State Road 23 N		Dodgeville	WI	53533
Department of Natural Resources	Field Office	740 7th Ave. W, Box 39		Durand	WI	54736
Department of Natural Resources	Field Office	591 W39091 Highway 59		Eagle	WI	53118
Department of Natural Resources	Field Office	1861 Highway 45 N		Eagle River	WI	54521
Department of Natural Resources	Satellite Office	1300 W. Clairemont		Eau Claire	WI	54702
Department of Natural Resources	Field Office	10,000 Ellendale Road		Edgerton	WI	53534
Department of Natural Resources	Field Office	475 County Highway NP		Ellison Bay	WI	54210
Department of Natural Resources	Field Office	130 N. Chestnut, Box 428		Ellsworth	WI	54011
Department of Natural Resources	Field Office	9462 Shore Road, Box 218		Fish Creek	WI	54212
Department of Natural Resources	Satellite Office	3911 Fish Hatchery		Fitchburg	WI	53711
Department of Natural Resources	Field Office	4842 Forestry Drive		Florence	WI	54121
Department of Natural Resources	Field Office	Box 374		Fond du Lac	WI	54935
Department of Natural Resources	Field Office	S2965 State Road 35		Fountain City	WI	54629
Department of Natural Resources	Field Office	Highway 13		Friendship	WI	53934
Department of Natural Resources	Field Office	Box 186		Gay Mills	WI	54631
Department of Natural Resources	Field Office	N5775 Gilman road		Gilman	WI	54433
Department of Natural Resources	Field Office	County Highway Y, Box 60		Gordon	WI	54838
Department of Natural Resources	Field Office	325 Highway 70, Box 367		Grantsburg	WI	54840
Department of Natural Resources	Field Office	2640 S. Webster		Green Bay	WI	54301
Department of Natural Resources	Satellite Office	2984 Shawano		Green Bay	WI	54313

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Department of Natural Resources	Field Office	3533 Kettle Moraine Road		Hartford	WI	53027
Department of Natural Resources	Satellite Office	10220 State Highway 27		Hayward	WI	54843
Department of Natural Resources	Field Office	16133 Nursery Road		Hayward	WI	54843
Department of Natural Resources	Field Office	N7725 Highway 28		Horicon	WI	53032
Department of Natural Resources	Field Office	1034 County Trunk A		Hudson	WI	54016
Department of Natural Resources	Satellite Office	2514 Morse Street		Janesville	WI	53545
Department of Natural Resources	Field Office	26313 Burlington Road		Kansasville	WI	53139
Department of Natural Resources	Field Office	Box 670		Keshena	WI	54135
Department of Natural Resources	Field Office	N3884 Ransom Moore Lane		Kewaunee	WI	54216
Department of Natural Resources	Field Office	2630 Fanta Reed Road		La Crosse	WI	54603
Department of Natural Resources	Satellite Office	3550 Mormon Coulee Rd.		La Crosse	WI	54601
Department of Natural Resources	Field Office	Box 143		La Pointe	WI	54850
Department of Natural Resources	Satellite Office	N4103 Highway 27		Ladysmith	WI	54848
Department of Natural Resources	Field Office	1452 Highway H		Lake Geneva	WI	53147
Department of Natural Resources	Field Office	1213 Main Street		Lake Mills	WI	53551
Department of Natural Resources	Field Office	302 S. Main Street		Lake Mills	WI	53551
Department of Natural Resources	Field Office	14865 Hatchery Lane		Lakewood	WI	54138
Department of Natural Resources	Field Office	150 W. Alona Lane	Suite 3	Lancaster	WI	53813
Department of Natural Resources		101 South Webster Street		Madison	WI	53707
Department of Natural Resources	Service Center	101 South Webster Street		Madison	WI	53703
Department of Natural Resources		2421 Darwin Road		Madison	WI	53704
Department of Natural Resources		2801 Progress Road		Madison	WI	53716
Department of Natural Resources		3911 Fish Hatchery		Madison	WI	53711
Department of Natural Resources	Field Office	650 Prairie Street		Mauston	WI	53948
Department of Natural Resources	Field Office	660 Wheelock Street		Medford	WI	54451
Department of Natural Resources	Field Office	Cooper Falls Park		Mellen	WI	54546
Department of Natural Resources	Field Office	N7475 High Cliff Road		Menasha	WI	54952
Department of Natural Resources	Field Office	921 Brickyard Road		Menomonie	WI	54751
Department of Natural Resources	Field Office	5291 State House Circle		Mercer	WI	54547
Department of Natural Resources	Field Office	1110 E. 10th Street		Merrill	WI	54452
Department of Natural Resources	Field Office	N1895 Council Grounds Drive		Merrill	WI	54452
Department of Natural Resources	Field Office	S2148 County S		Milladore	WI	54454
Department of Natural Resources	Service Center	2300 N. Dr. Martin Luther King Jr. Dr.		Milwaukee	WI	53212
Department of Natural Resources	Field Office	600 E. Greenfield Ave.		Milwaukee	WI	53204
Department of Natural Resources	Field Office	6141 N. Hopkins		Milwaukee	WI	53209
Department of Natural Resources	Field Office	Highway 77 East, Box 246		Minong	WI	54859
Department of Natural Resources	Field Office	2220 E. County Highway V		Mishicot	WI	54228
Department of Natural Resources	Field Office	363 Church Street		Montello	WI	53949
Department of Natural Resources	Field Office	400 Birth Street, Box 247		Necedah	WI	54646
Department of Natural Resources	Field Office	W8450 Buckhorn Park Ave.		Necedah	WI	54646
Department of Natural Resources	Field Office	400 Hewitt Street		Neillsville	WI	54456
Department of Natural Resources	Field Office	13394 County Highway M		New Auburn	WI	54757
Department of Natural Resources	Field Office	WW5508 County Highway NN		New Glarus	WI	53574
Department of Natural Resources	Field Office	Industrial Parkway Box 96		Oconto Falls	WI	54154
Department of Natural Resources	Field Office	Box 99		Ontario	WI	54651
Department of Natural Resources	Field Office	E13660 State Road 33		Ontario	WI	54651
Department of Natural Resources	Field Office	2517 93rd Ave.		Osceola	WI	54020
Department of Natural Resources	Satellite Office	625 E. County Road Y	Suite 700	Oshkosh	WI	54901
Department of Natural Resources	Satellite Office	875 S. 4th Ave.		Park Falls	WI	54552
Department of Natural Resources	Field Office	N18225 Highway 141		Pembine	WI	54156
Department of Natural Resources	Satellite Office	101 N. Ogden Road	Suite A	Peshtigo	WI	54157
Department of Natural Resources	Field Office	104 Eyder Ave.		Phillips	WI	54555
Department of Natural Resources	Satellite Office	1155 Pilgrim Road		Plymouth	WI	53073
Department of Natural Resources	Field Office	Box 139, N7104 Levee Road		Portage	WI	53901
Department of Natural Resources	Field Office	E. Mullett Street		Portage	WI	53901
Department of Natural Resources	Field Office	N3344 Stebbins Road		Poyette	WI	53955

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Department of Natural Resources	Field Office	1500 E. Lessard Street		Prairie du Chien	WI	53821
Department of Natural Resources	Field Office	Railroad Ave., Box 238		Prentice	WI	54556
Department of Natural Resources	Service Center	107 Sutliff Ave.		Rhineland	WI	54501
Department of Natural Resources	Field Office	Boyce Drive		Rhineland	WI	54501
Department of Natural Resources	Field Office	Hansen Lake Road		Rhineland	WI	54501
Department of Natural Resources	Field Office	1850 Bohman Drive	Suite D	Richland Center	WI	53581
Department of Natural Resources	Field Office	W11983 820th Ave.		River Falls	WI	54022
Department of Natural Resources	Field Office	647 Lakeland road		Shawano	WI	54166
Department of Natural Resources	Field Office	1020 Beach Park Lane		Sheboygan	WI	53081
Department of Natural Resources	Field Office	N7630 State Park Road		Sherwood	WI	54169
Department of Natural Resources	Field Office	820 Industrial Drive	Suite 4	Sparta	WI	54656
Department of Natural Resources	Service Center	810 W. Maple Street		Spooner	WI	54801
Department of Natural Resources	Field Office	5808 County C		Spring Green	WI	53588
Department of Natural Resources	Field Office	5808 County C		Spring Green	WI	53588
Department of Natural Resources	Field Office	201 River Street, Box 397		St. Croix Falls	WI	54024
Department of Natural Resources	Field Office	301 Cedar Street		Stevens Point	WI	54481
Department of Natural Resources	Field Office	2405 Door Creek Road		Stoughton	WI	53589
Department of Natural Resources	Satellite Office	110 S. Neenah Ave.		Sturgeon Bay	WI	54235
Department of Natural Resources	Field Office	3275 Clark Lake Road		Sturgeon Bay	WI	54235
Department of Natural Resources	Field Office	3740 Park Drive		Sturgeon Bay	WI	54235
Department of Natural Resources	Satellite Office	9531 Rayne Road	Suite 4	Sturtevant	WI	53177
Department of Natural Resources	Satellite Office	1701 N. 4th Street		Superior	WI	54880
Department of Natural Resources	Field Office	6294 S. State Road 35, Box 435		Superior	WI	54880
Department of Natural Resources	Field Office	310 N. Superior Ave.		Tomah	WI	54660
Department of Natural Resources	Field Office	518 W. Somo Ave.		Tomahawk	WI	54487
Department of Natural Resources	Field Office	W26247 Sullivan Road		Tremplealeau	WI	54661
Department of Natural Resources	Field Office	9400 County Highway O		Two Rivers	WI	54241
Department of Natural Resources	Field Office	220 Airport Road		Viroqua	WI	54665
Department of Natural Resources	Field Office	203 E. Bayfield Street		Washburn	WI	54891
Department of Natural Resources	Field Office	Route 1, Box 118A		Washington Island	WI	54246
Department of Natural Resources	Satellite Office	141 NW Barstow Street	Room 180	Waukesha	WI	53188
Department of Natural Resources	Field Office	5140 County Highway M		Waunakee	WI	53597
Department of Natural Resources	Field Office	N2480 Hartman Creek		Waupaca	WI	54981
Department of Natural Resources	Field Office	4200 Park Road		Wausau	WI	54401
Department of Natural Resources	Satellite Office	5301 Rib Mountain Dr		Wausau	WI	54401
Department of Natural Resources	Field Office	Box 199, 1025 Highway C		Wausaukee	WI	54177
Department of Natural Resources	Field Office	26387 Lakeland Ave. S., Box 51		Webster	WI	54893
Department of Natural Resources	Field Office	Highway 2 & County Highway U		Wentworth	WI	54894
Department of Natural Resources	Field Office	220 W. Park Street		Westfield	WI	53964
Department of Natural Resources	Field Office	W1269 Fish Hatchery Road		White Lake	WI	54491
Department of Natural Resources	Field Office	W1961 Highway 64		White Lake	WI	54491
Department of Natural Resources	Field Office	19225 Dewey Street		Whitehall	WI	54773
Department of Natural Resources	Field Office	N5871 State Road 22		Wild Rose	WI	54984
Department of Natural Resources	Field Office	N6154 State Road 22		Wild Rose	WI	54984
Department of Natural Resources	Field Office	3395 Sherman Road, Box 22		Winnebago	WI	54985
Department of Natural Resources	Field Office	W1613 County Road W		Winter	WI	54986
Department of Natural Resources	Field Office	1242 River Road, Box 31		Wisconsin Dells	WI	53965
Department of Natural Resources	Satellite Office	473 Griffith Ave.		Wisconsin Rapids	WI	54494
Department of Natural Resources	Field Office	473 Griffith Ave.		Wisconsin Rapids	WI	54494
Department of Natural Resources	Satellite Office	8770 Highway J		Woodruff	WI	54568
Department of Natural Resources	Field Office	8831 Hatchery Road		Woodruff	WI	54568
Department of Public Instruction		125 South Webster Street		Madison	WI	53707
Department of Revenue (DOR)	Equalization Bureau	610 Gibson Street	Suite 7	Eau Claire	WI	54701
Department of Revenue (DOR)	DOR Taxpayer Assistance Offices	265 W. Northland Ave.		Appleton	WI	54911
Department of Revenue (DOR)	DOR Taxpayer Assistance Offices	718 Clairmont Ave.		Eau Claire	WI	54701
Department of Revenue (DOR)	DOR Taxpayer Assistance Offices	200 N. Jefferson St.		Green Bay	WI	54301

**APPENDIX 4
State Work Locations (non-DOC)**

Agency	Department	Address1	Address2	City	State	Zip
Department of Revenue (DOR)		2135 Rimrock Rd.		Madison	WI	53713
Department of Revenue (DOR)	DOR Taxpayer Assistance Offices	819 N. 6th Street		Milwaukee	WI	53203
Department of Revenue (DOR)	DOR Taxpayer Assistance Offices	710 Third St.		Wausau	WI	54403
Department of Revenue (DOR)		800 Roosevelt Road	Building E-Suite 118	Glen Ellyn	IL	
Department of Revenue (DOR)		8120 Penn Ave. South	Suite 100N	Bloomington	MN	
Department of Tourism (TOURISM)	Regional Center	Interstate 90 Rest Area		Beloit	WI	53512
Department of Tourism (TOURISM)	Regional Center	US Highway 12		Genoa City	WI	53128
Department of Tourism (TOURISM)	Regional Center	4050 State Road 11	Suite 1	Hazel Green	WI	53811
Department of Tourism (TOURISM)	Regional Center	2221 Crestview Dr.		Hudson	WI	54016
Department of Tourism (TOURISM)	Regional Center	US Highway 51 Rest Area		Hurley	WI	54534
Department of Tourism (TOURISM)	Regional Center	23223 Lakeshore Dr.		La Crosse	WI	54603
Department of Tourism (TOURISM)		201 West Washington Ave.		Madison	WI	53708
Department of Tourism (TOURISM)	Regional Center	1680 Bridge Street		Marinette	WI	54143
Department of Tourism (TOURISM)	Regional Center	10519 120th Ave.		Pleasant Prairie	WI	53158
Department of Tourism (TOURISM)	Regional Center	211 South Main Street		Prairie du Chien	WI	53821
Department of Tourism (TOURISM)	Regional Center	US Highway 53 & US Highway 2		Superior	WI	54880
Department of Transportation (DOT)	DMV Location	203 N. 1st Street		Abbotsford	WI	54405
Department of Transportation (DOT)	DMV Location	478 North Oak Street		Adams	WI	53910
Department of Transportation (DOT)	DMV Location	514 4th Street		Algoma	WI	54201
Department of Transportation (DOT)	DMV Location	407 South 2nd Street		Alma	WI	54610
Department of Transportation (DOT)	DMV Location	950 Elden Avenue		Amery	WI	54001
Department of Transportation (DOT)	DMV Location	2124 Clermont St.		Antigo	WI	54409
Department of Transportation (DOT)	DMV Location	711 West Association Drive		Appleton	WI	54914
Department of Transportation (DOT)	DMV Location	720 W. Northland Ave.		Appleton	WI	54914
Department of Transportation (DOT)	DMV Location	2501 Golf Course Road		Ashland	WI	54806
Department of Transportation (DOT)	DMV Location	1000 Log Lodge Ct.		Baraboo	WI	53913
Department of Transportation (DOT)	DMV Location	N7146 E. Plaza Dr.		Beaver Dam	WI	53916
Department of Transportation (DOT)	DMV Location	2727 Prairie Ave.		Beloit	WI	53511
Department of Transportation (DOT)	DMV Location	W832 State Road 91		Berlin	WI	54923
Department of Transportation (DOT)	DMV Location	618 East Main Street		Black River Falls	WI	54615
Department of Transportation (DOT)	DMV Location	104 Southside Shopping Center		Chilton	WI	53014
Department of Transportation (DOT)	DMV Location	110 South Lake Ave.		Crandon	WI	54520
Department of Transportation (DOT)	DMV Location	197 Christensen Drive		Darlington	WI	53530
Department of Transportation (DOT)	State Patrol	911 W. North St.		DeForest	WI	53532
Department of Transportation (DOT)	DMV Location	316 West Spring Street		Dodgeville	WI	53533
Department of Transportation (DOT)	DMV Location	116 West Main Street		Durand	WI	54736
Department of Transportation (DOT)	DMV Location	302 West Pine Street		Eagle River	WI	54521
Department of Transportation (DOT)	DMV Location	3115 Melby St.		Eau Claire	WI	54703
Department of Transportation (DOT)	State Patrol	5005 S. 53rd South		Eau Claire	WI	54701
Department of Transportation (DOT)	Northwest Region Office	718 W. Clairemont Ave.		Eau Claire	WI	54701
Department of Transportation (DOT)	DMV Location	835 S. Lincoln St.		Elkhorn	WI	53121
Department of Transportation (DOT)	DMV Location	179 East Main Street		Ellsworth	WI	54011
Department of Transportation (DOT)	DMV Location	4793 Forestry Drive		Florence	WI	54121
Department of Transportation (DOT)	DMV Location	833 S. Rolling Meadows Dr.		Fond du Lac	WI	54937
Department of Transportation (DOT)	State Patrol	851 S. Rolling Meadows Dr.		Fond du Lac	WI	54936
Department of Transportation (DOT)	DMV Location	101 North Main Street		Fort Atkinson	WI	53538
Department of Transportation (DOT)	State Patrol Academy	95 S. 10th Ave.		Fort McCoy	WI	54656
Department of Transportation (DOT)	DMV Location	942 Vanderperren Way		Green Bay	WI	54304
Department of Transportation (DOT)	Northeast Region Office	944 Vanderperren Way		Green Bay	WI	54304
Department of Transportation (DOT)	DMV Location	5500 W. Grange Ave.		Greendale	WI	53129
Department of Transportation (DOT)	DMV Location	15918 West 5th Street		Hayward	WI	54843
Department of Transportation (DOT)	DMV Location	2100 O'Neil Road	Suite 100	Hudson	WI	54016
Department of Transportation (DOT)	DMV Location	1200 10th Ave.		Hurley	WI	54534
Department of Transportation (DOT)	DMV Location	7615 Railroad Street		Iron River	WI	54847
Department of Transportation (DOT)	DMV Location	645 S. Wright Rd.		Janesville	WI	53546
Department of Transportation (DOT)	DMV Location	4911 88th Ave.	Suite A	Kenosha	WI	53144

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Department of Transportation (DOT)	DMV Location	W2727 Our Childrens Road		Keshena	WI	54135
Department of Transportation (DOT)	Southwest Region Office	3550 Mormon Coulee Rd.		La Crosse	WI	54601
Department of Transportation (DOT)	DMV Location	N5273 Hwy 27	Suite 1	Ladysmith	WI	54848
Department of Transportation (DOT)	DMV Location	300 S. 1st Street		Luck	WI	54853
Department of Transportation (DOT)	DMV Location	2001 Bartillon Dr.		Madison	WI	53704
Department of Transportation (DOT)	Madison Office	2101 Wright St.		Madison	WI	53704
Department of Transportation (DOT)	Truax Building Complex	3502 Kinsman Street		Madison	WI	53704
Department of Transportation (DOT)		3623 Pierstorff		Madison	WI	53707
Department of Transportation (DOT)	State Patrol Division Headquarters	4802 Sheboygan Ave	Room 551	Madison	WI	53707
Department of Transportation (DOT)	Hill Farms State Transportation Bldg.	4802 Sheboygan Ave.		Madison	WI	53707
Department of Transportation (DOT)	DMV Location	4802 Sheboygan Ave.		Madison	WI	53072
Department of Transportation (DOT)	DMV Location	6514 Odana Road	Suite 4	Madison	WI	53719
Department of Transportation (DOT)	DMV Location	621 Reed Ave.		Manitowoc	WI	54220
Department of Transportation (DOT)	DMV Location	503 S. Cherry Ave.		Marshfield	WI	54449
Department of Transportation (DOT)	DMV Location	318 East State Street		Mauston	WI	53948
Department of Transportation (DOT)	DMV Location	624 South 8th Street		Medford	WI	54451
Department of Transportation (DOT)	DMV Location	393 Red Cedar Street	Suite 7	Menomonie	WI	54751
Department of Transportation (DOT)	DMV Location	100 South Mill Street	Suite 103	Merrill	WI	54452
Department of Transportation (DOT)	DMV Location	2701 S. Chase Ave.		Milwaukee	WI	53207
Department of Transportation (DOT)	DMV Location	6073 N. Teutonia Ave.		Milwaukee	WI	53209
Department of Transportation (DOT)	DMV Location	7301 W. Mill Rd.		Milwaukee	WI	53218
Department of Transportation (DOT)	DMV Location	819 N. 6th Street	Room 190	Milwaukee	WI	53203
Department of Transportation (DOT)	DMV Location	415 Menominee Street		Minocqua	WI	54548
Department of Transportation (DOT)	DMV Location	815 1st Ave.		Monroe	WI	53566
Department of Transportation (DOT)	DMV Location	400 Hewitt Street		Neillsville	WI	54456
Department of Transportation (DOT)	DMV Location	156 East 1st Street		New Richmond	WI	54017
Department of Transportation (DOT)	DMV Location	200 West South Street		Oconomowoc	WI	53066
Department of Transportation (DOT)	DMV Location	1008 Pecor Street		Oconto	WI	54153
Department of Transportation (DOT)	DMV Location	9477 Hwy 16 E		Onalaska	WI	54650
Department of Transportation (DOT)	DMV Location	2301 Omro Rd.		Oshkosh	WI	54904
Department of Transportation (DOT)	DMV Location	330 South 4th Avenue		Park Falls	WI	54552
Department of Transportation (DOT)	DMV Location	101 N. Ogden Road		Peshigo	WI	54157
Department of Transportation (DOT)	DMV Location	2019 Golf Road		Pewaukee	WI	53072
Department of Transportation (DOT)	DMV Location	174 South Eyder Ave.		Phillips	WI	54555
Department of Transportation (DOT)	DMV Location	Hwy. 151, Industrial Park	31 Means Dr.	Platteville	WI	53818
Department of Transportation (DOT)	DMV Location	513 W. Grand Ave.		Port Washington	WI	53074
Department of Transportation (DOT)	DMV Location	260 East Ridge Dr.		Portage	WI	53901
Department of Transportation (DOT)	DMV Location	65 Riverside Square	Suite 6	Prairie du Chien	WI	53821
Department of Transportation (DOT)	DMV Location	600 West Main Street		Reedsburg	WI	53959
Department of Transportation (DOT)	State DOT Building	510 Hanson Lake Rd.		Rhineland	WI	54501
Department of Transportation (DOT)	DMV Location	735 West Ave.		Rice Lake	WI	54868
Department of Transportation (DOT)	DMV Location	26136 Executive Lane	Suite A	Richland Center	WI	53581
Department of Transportation (DOT)	DMV Location	730 Monroe Street		Sauk City	WI	53583
Department of Transportation (DOT)	DMV Location	501 N. Dekora Woods Blvd.		Saukville	WI	53080
Department of Transportation (DOT)	DMV Location	1340 E. Green Bay St.		Shawano	WI	54166
Department of Transportation (DOT)	DMV Location	3603 Kohler Memorial Dr.		Sheboygan	WI	53081
Department of Transportation (DOT)	DMV Location	24248 Highways 35/70	Unit A	Siren	WI	54872
Department of Transportation (DOT)	DMV Location	1835 College Ave.		South Milwaukee	WI	53172
Department of Transportation (DOT)	State Patrol	7102 Green Valley Rd.		Spooner	WI	54801
Department of Transportation (DOT)	DMV Location	W7074 Green Valley Road		Spooner	WI	54801
Department of Transportation (DOT)	DMV Location	239 East 1st Ave.		Stanley	WI	54768
Department of Transportation (DOT)	DMV Location	1001 Maple Bluff Road	Suite 2	Stevens Point	WI	54481
Department of Transportation (DOT)	DMV Location	1009 Egg Harbor Rd.		Sturgeon Bay	WI	54235
Department of Transportation (DOT)	DMV Location	9531 Rayne Road		Sturtevant	WI	53177
Department of Transportation (DOT)	Superior Office	1701 N. 4th St.		Superior	WI	54880
Department of Transportation (DOT)	DMV Location	1701 N. 4th St.		Superior	WI	54880

**APPENDIX 4
State Work Locations (non-DOC)**

Agency	Department	Address1	Address2	City	State	Zip
Department of Transportation (DOT)	DMV Location	1021 North Superior Ave.		Tomah	WI	54660
Department of Transportation (DOT)	State Patrol	23928 Lester McMullen Dr.		Tomah	WI	54660
Department of Transportation (DOT)	DMV Location	1316 North Main Street		Viroqua	WI	54665
Department of Transportation (DOT)	DMV Location	1001 South 3rd St.		Watertown	WI	53094
Department of Transportation (DOT)	Southeast Region Office	141 NW Barstow Street		Waukesha	WI	53187
Department of Transportation (DOT)	State Patrol	21115 Hwy 18		Waukesha	WI	53186
Department of Transportation (DOT)	DMV Location	400 S. West Ave.		Waukesha	WI	53186
Department of Transportation (DOT)	DMV Location	1300 E. Royalton St.		Waupaca	WI	54981
Department of Transportation (DOT)	State Patrol	2805 Martin Ave.		Wausau	WI	54401
Department of Transportation (DOT)	DMV Location	5301 Rib Mountain Dr		Wausau	WI	54401
Department of Transportation (DOT)	DMV Location	715 West Main Street		Wautoma	WI	54982
Department of Transportation (DOT)	DMV Location	1516 W. Paradise Dr.		West Bend	WI	53095
Department of Transportation (DOT)	DMV Location	438 Industrial Drive		Westfield	WI	53964
Department of Transportation (DOT)	DMV Location	18620 Hobson St.		Whitehall	WI	54773
Department of Transportation (DOT)	Wisconsin Rapids Office	1681 2nd Avenue South		Wisconsin Rapids	WI	54495
Department of Transportation (DOT)	DMV Location	208 W. Vinal Street		Wittenberg	WI	54499
Department of Veterans Affairs		201 West Washington Ave.		Madison	WI	53707
Department of Veterans Affairs	Veterans Home			Chippewa Falls	WI	54729
Department of Veterans Affairs	Veterans Home	N2665 County Road QQ		King	WI	54946
Department of Veterans Affairs	Veterans Home	21425 G Spring Street		Union Grove	WI	53182
Department of Workforce Development (DWD)	UI Appleton Adjudication	47 Park Place	Suite 600	Appleton	WI	54914
Department of Workforce Development (DWD)	UI Fox Valley Hearing Office and Worker's Comp	54 Park Place	2nd Floor and Suite 900	Appleton	WI	54914
Department of Workforce Development (DWD)	UI Eau Claire Adjudication And Hearing Office	715 S. Bartstow	Suite 1 and Suite 2	Eau Claire	WI	54701
Department of Workforce Development (DWD)	WI Job Center	422 Third Street		Ashland	WI	54806
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	823 W. Main Street	Suite 1	Ashland	WI	54806
Department of Workforce Development (DWD)	Sauk County Job Center; Division of Vocational Rehabilitation	522 South Blvd.		Baraboo	WI	53913
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	109 Henry Street		Beaver Dam	WI	53916
Department of Workforce Development (DWD)	Chippewa County Job Center	770 Scheidler Rd.		Chippewa Falls	WI	54729
Department of Workforce Development (DWD)	La Fayette County Job Center	627 Main St.		Darlington	WI	53530
Department of Workforce Development (DWD)	Iowa County Job Center; Division of Vocational Rehabilitation	201 S. Iowa St.		Dodgeville	WI	53533
Department of Workforce Development (DWD)	Eau Claire County Job Center; Division of Vocational Rehabilitation	221 W. Madison St.	Suite 140B; Suite 140-C	Eau Claire	WI	54703
Department of Workforce Development (DWD)	Walworth County Job Center; Division of Vocational Rehabilitation	1000 E. Centralia St.		Elkhorn	WI	53121
Department of Workforce Development (DWD)	Pierce County Job Center	388 West Main Street	Suite 1	Ellsworth	WI	54011
Department of Workforce Development (DWD)	SWTC Job Center	1800 Bronson Blvd.		Fennimore	WI	53809
Department of Workforce Development (DWD)	Fond du Lac Job Center; Division of Vocational Rehabilitation	349 Peters Ave.		Fond du Lac	WI	54935
Department of Workforce Development (DWD)	WI Job Center - Green Bay	701 Cherry Street		Green Bay	WI	54301
Department of Workforce Development (DWD)	WI Job Center - Sawyer Co. - Hayward	15618 Windrose Ln.	Suite 108	Hayward	WI	54843
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	15954 Rivers Edge Drive	Suite 204C	Hayward	WI	54843
Department of Workforce Development (DWD)	Rock County Job Center; Division of Vocational Rehabilitation	1900 Center Ave.		Janesville	WI	53546
Department of Workforce Development (DWD)	Jefferson County Job Center; Division of Vocational Rehabilitation	874 Collins Road		Jefferson	WI	53549
Department of Workforce Development (DWD)	Kenosha County Job Center; Division of Vocational Rehabilitation	8600 Sheridan Rd.		Kenosha	WI	53143
Department of Workforce Development (DWD)	Grant County Job Center	8820 Highway 35/61 South		Lancaster	WI	53813
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	124 N. 6th Street		La Crosse	WI	54601
Department of Workforce Development (DWD)	WI Job Center; Division of Vocational Rehabilitation	108 W Second St. North		Ladysmith	WI	54848
Department of Workforce Development (DWD)	Dane County Job Center; Division of Vocational Rehabilitation	1819 Aberg Ave.		Madison	WI	53704
Department of Workforce Development (DWD)		201 East Washington Ave.	GEF I, Central Office	Madison	WI	53703
Department of Workforce Development (DWD)	UI Hearing Office	3319 West Beltline Highway		Madison	WI	53713
Department of Workforce Development (DWD)	UI Madison Call Center	460 Science Dr.		Madison	WI	53711
Department of Workforce Development (DWD)	WI Job Center	237 Broadway Street	Suite C	Berlin	WI	54923
Department of Workforce Development (DWD)	Manitowoc County Job Center; Division of Vocational Rehabilitation	3733 Dewey St.		Manitowoc	WI	54220
Department of Workforce Development (DWD)	WI Job Center - Marinette; Division of Vocational Rehabilitation	1604 University Dr.	Suite A	Marinette	WI	54143
Department of Workforce Development (DWD)	WI Job Center - Marshfield	630 South Central Ave.		Marshfield	WI	54449
Department of Workforce Development (DWD)	WI Job Center; Division of Vocational Rehabilitation	624 E. College Ave.		Medford	WI	54451
Department of Workforce Development (DWD)	Fox Valley Equal Rights; Fox Cities Workforce Development Center; Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	WI	54952
Department of Workforce Development (DWD)	Dunn County Job Center	401 Technology Dr. East	Suite 200	Menomonie	WI	54751

**APPENDIX 4
State Work Locations (non-DOC)**

Agency	Department	Address1	Address2	City	State	Zip
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	3655 Schneider Ave. SE		Menomonie	WI	54751
Department of Workforce Development (DWD)	Workforce Development Center; Division of Vocational Rehabilitation	5555 W. Highland Rd.		Mequon	WI	53092
Department of Workforce Development (DWD)	Milwaukee YW Works; Division of Vocational Rehabilitation	1915 N. Martin Luther King Jr. Dr.	Suite 149	Milwaukee	WI	53212
Department of Workforce Development (DWD)	Milwaukee JC South; Division of Vocational Rehabilitation	2701 S. Chase Ave.	Suite C	Milwaukee	WI	53207
Department of Workforce Development (DWD)	Milwaukee JC North	4030 N. 29th Street		Milwaukee	WI	53216
Department of Workforce Development (DWD)	UI Milwaukee Call Center	6081 N. Teutonia Ave.		Milwaukee	WI	53209
Department of Workforce Development (DWD)	UI Field Audit	6083 N. Teutonia Ave.		Milwaukee	WI	53209
Department of Workforce Development (DWD)	Milwaukee Northwest Job Center; Division of Vocational Rehabilitation	7900 W. Burleigh Street		Milwaukee	WI	53222
Department of Workforce Development (DWD)	UI Milwaukee Hearing; Worker's Comp; Milwaukee Equal Rights	819 N. 6th Street	ROOM 382, ROOM 330, Room 732	Milwaukee	WI	53203
Department of Workforce Development (DWD)	Green County Job Center	N3152 State Road 81		Monroe	WI	53566
Department of Workforce Development (DWD)	Clark County Job Center	501 Hewitt Street		Neillsville	WI	54456
Department of Workforce Development (DWD)	Oshkosh Area Workforce Development Center; Division of Vocational Rehabilitation	315 Algoma Blvd.	Suite 108	Oshkosh	WI	54901
Department of Workforce Development (DWD)	Workforce Development Center	892 Main St.	Suite J	Pewaukee	WI	53072
Department of Workforce Development (DWD)	Columbia County Job Center; Division of Vocational Rehabilitation	2875 Village Road	Suite 200	Portage	WI	53091
Department of Workforce Development (DWD)	WI Job Center	1408 Pine Ridge Road		Phillips	WI	54555
Department of Workforce Development (DWD)	WI Job Center - Crawford County	225 N. Beaumont Road	Suite 124	Prairie du Chien	WI	53821
Department of Workforce Development (DWD)	Racine County Workforce Dev. Center	1717 Taylor Ave.		Racine	WI	53403
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	1516 S. Green Bay Road	Suite 100	Racine	WI	53406
Department of Workforce Development (DWD)	Northern Advantage Job Center	100 W. Keenan St.		Rhineland	WI	54501
Department of Workforce Development (DWD)	North Advantage Job Center; Division of Vocational Rehabilitation	51A N. Brown Street		Rhineland	WI	54501
Department of Workforce Development (DWD)	Barron County Job Center	113 N. Main St.	Suite 6	Rice Lake	WI	54868
Department of Workforce Development (DWD)	Barron County Job Center; Division of Vocational Rehabilitation	331 S. Main Street	Suite 6	Rice Lake	WI	54868
Department of Workforce Development (DWD)	Richland SWTC Job Center Annex; Division of Vocational Rehabilitation	26220 Executive Lane		Richland Center	WI	53581
Department of Workforce Development (DWD)	St. Croix Valley Job Center	186 County Road U		River Falls	WI	54022
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	707 E. Elizabeth St.		Shawano	WI	54166
Department of Workforce Development (DWD)	WI Job Center - Sheboygan; Division of Vocational Rehabilitation	3620 Wilgus Ave.		Sheboygan	WI	53081
Department of Workforce Development (DWD)	WI Job Center - Portage County	1001 Maple Bluff Road	Suite 1	Stevens Point	WI	54481
Department of Workforce Development (DWD)	Door County Job Center; Division of Vocational Rehabilitation	1300 Egg Harbor Road	Suite 124	Sturgeon Bay	WI	54235
Department of Workforce Development (DWD)	WI Job Center Superior; Division of Vocational Rehabilitation	1805 N. 14th St.	Suite 1; Suite 2	Superior	WI	54880
Department of Workforce Development (DWD)	Tomah/Sparta Job Center; Division of Vocational Rehabilitation	120 Milwaukee Street		Tomah	WI	54660
Department of Workforce Development (DWD)	WI Job Center; Division of Vocational Rehabilitation	220 S. Main St.	Room 120	Viroqua	WI	54665
Department of Workforce Development (DWD)	Division of Vocational Rehabilitation	141 NW Barstow Street	Room 157	Waukesha	WI	53188
Department of Workforce Development (DWD)	Waupaca Area Job Center	1979 Godfrey Drive		Waupaca	WI	54981
Department of Workforce Development (DWD)	Marathon county Job Center; Division of Vocational Rehabilitation	364 Grand Ave.		Wausau	WI	54403
Department of Workforce Development (DWD)	Wauzara County Job Center; Division of Vocational Rehabilitation	205 E. Main St.	Suite 23	Wautoma	WI	54982
Department of Workforce Development (DWD)	Workforce Development Center; Division of Vocational Rehabilitation	2200 Green Tree Rd.		West Bend	WI	53090
Department of Workforce Development (DWD)	WI Job Center; Division of Vocational Rehabilitation	2821 S. 8th St.		Wisconsin Rapids	WI	54495
Division of Gaming		3319 West Beltline Highway		Madison	WI	53713
Division of Hearings and Appeals		715 South Barstow Street	Suite 3	Eau Claire	WI	54701
Division of Hearings and Appeals		5005 University Avenue	Suite 201	Madison	WI	53705
Division of Hearings and Appeals		819 N. 6th Street	Room 92	Milwaukee	WI	53203
Document Sales & Distribution		4622 University Ave.		Madison	WI	53703
Educational Approval Board		201 West Washington Ave.		Madison	WI	53708
Educational Communications Board (ECB)		3319 West Beltline Highway		Madison	WI	53713
Elections Board		17 West Main Street	Suite 310	Madison	WI	53701
Employment Relations Commission		4868 High Crossing Blvd.		Madison	WI	53704
Ethics Board		44 E. Mifflin Street	Suite 601	Madison	WI	53703
Executive Office (Governor)		115 East State Capitol		Madison	WI	53702
Government Accountability Board		212 East Washington Ave.		Madison	WI	53707
Judicial Commission		110 East Main Street	Suite 700	Madison	WI	53703
Legislative Technology Services		17 West Main Street		Madison	WI	53702
National Community Service Board	Serve Wisconsin	1 West Wilson Street	Room 456	Madison	WI	53702
State Energy Office		610 North Whitney Way		Madison	WI	53707
Office of the Commissioner of Insurance (OCI)		125 South Webster Street		Madison	WI	53072
Office of the State Treasurer		1 South Pinckney Street	Suite 550	Madison	WI	53703

APPENDIX 4
State Work Locations (non-DOC)

Agency	Department	Address1	Address2	City	State	Zip
Public Service Commission (PSC)		610 North Whitney Way		Madison	WI	53707
State Fair Park		640 S. 84th St.		West Allis	WI	53214
Tax Appeals Commission		5005 University Avenue	Suite 110	Madison	WI	53705
University of Wisconsin-Parkside		900 Wood Road		Kenosha	WI	53141
Wisconsin Arts Board		201 West Washington Ave.		Madison	WI	53703
Wisconsin Historical Society	Circus World Museum	550 Water Street		Baraboo	WI	53913
Wisconsin Historical Society	First Capitol	19101 County Highway G		Belmont	WI	53510
Wisconsin Historical Society	Stonefield	12195 Highway VV		Cassville	WI	53806
Wisconsin Historical Society	Old World Wisconsin	W372 S9727 Highway 67		Eagle	WI	53119
Wisconsin Historical Society	Wade House	W7824 Center Street		Greenbush	WI	53026
Wisconsin Historical Society	Madeline Island Historical Museum	226 Colonel Woods Ave.		La Pointe	WI	54850
Wisconsin Historical Society		816 State Street		Madison	WI	53706
Wisconsin Historical Society	Pendarvis	114 Shake Rag Street		Mineral Point	WI	53565
Wisconsin Historical Society	Reed School	US Highway 10 and Cardinal Ave.		Neillsville	WI	54456
Wisconsin Historical Society	Villa Louis	521 N. Villa Louis Road		Prairie du Chien	WI	53821
Wisconsin Historical Society	H.H. Bennett Studio	215 Broadway		Wisconsin Dells	WI	53965
Wisconsin Investment Board		121 East Wilson St.		Madison	WI	53703
Wisconsin Department of Financial Institutions		345 W. Washington Ave.		Madison	WI	53703
Wisconsin Government Accountability Board (GAB)		212 East Washington Ave.	Third Floor	Madison	WI	53703

APPENDIX 5



Health Insurance
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Version 1.4
Last Updated: 3/15/2016

Revision History

Date	Version	Description	Author
11/29/2007	1.0	Created document.	Clay Rehm
12/6/2010	1.1	Updated document to put in new format, and to identify 5010 changes in red.	Clay Rehm
7/18/2011	1.2	Changed all instances of 005010X220 to 005010X220A1 to reflect updated version of the specification. Changed field ISA11 to reflect modified purpose/usage.	Jeff Gruber
7/20/2011	1.2	Correction: Coverage Expiration Date 2300 DTP*349 is situational, not required.	Jeff Gruber
9/19/2011	1.3	Change logic for Loop 2310 segment NM1 element NM102 to place '2' in the element when the Provider Identifier (NM109) and Provider First Name (NM104) are empty. See 'Summary of 5010 Changes' section.	Jeff Gruber
11/15/2011	1.3	Changed wording for value of element ISA08 in response to a request from an insurer for a special value in that element. Fixed INS01 element value for dependents, should be 'N'.	Jeff Gruber
7/23/2012	1.3	Updated element HD03 to reflect the fact that some of the health plans are sending 'MM'.	Jeff Gruber
3/15/2016	1.4	Updated documentation for new REF*QQ segment	Jeff Kelm

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Introduction

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) includes requirements that national standards be established for electronic health care transactions, and national identifiers for providers, health plans, and employers. The Department has adopted standards to support the electronic exchange of administrative and financial health care transactions between covered entities.

The intent of these standards is to improve the efficiency and effectiveness of the nation's health care system by encouraging widespread use of electronic data interchange standards in health care. The intent of the law is that all electronic transactions for which standards are specified must be conducted according to the standards. These standards were not imposed arbitrarily but were developed by processes that included significant public and private sector input.

Document Purpose

This Guide serves as an ETF specific companion document to the 834 Benefit Enrollment and Maintenance Transaction Set Implementation Guide. This document provides information related to specific and clarifies the exchange of information on HIPAA transactions between the ETF's system and its trading partners. ETF defines trading partners as covered entities that either submit or retrieve HIPAA batch transactions to and from ETF. This Companion Guide provides information about the 834 Benefit Enrollment and Maintenance that is specific to ETF and ETF's trading partners, but does not change the definition, data condition, or use of a data element or segment. This Companion Guide is intended for trading partner use in conjunction with the ANSI ASC X12N National Implementation Guide listed below. The ANSI ASC X12N Implementation Guides can be accessed at <http://www.wpc-edi.com>. • ASC X12N 834 (005010X220A1)

Intended Users

Companion Guides are intended for members of the technical staffs of trading partners who are responsible for electronic transaction/file exchanges. This document covers both the daily eligibility file sent from ETF to Health Plans, and the monthly Full File Compare (FFC) sent from health plans to ETF.

Relationship to HIPAA Implementation Guides

Companion Guides are intended to supplement the HIPAA Implementation Guides for each of the HIPAA transactions. Rules for format, content, and field values can be found in the Implementation Guides. This Companion Guide describes the technical interface environment with ETF, including connectivity requirements and protocols, and electronic interchange procedures. This guide also provides specific information on data elements and the values required for transactions sent to or received from ETF.

Companion Guides are intended to supplement rather than replace the standard Implementation Guide for each transaction set. The information in these documents is not intended to:

- Modify the definition, data condition, or use of any data element or segment in the standard Implementation Guides.
- Add any additional data elements or segments to the defined data set.
- Utilize any code or data values that are not valid in the standard Implementation Guides.

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- Change the meaning or intent of any implementation specifications in the standard Implementation Guides.

Summary of 5010 Changes

- ISA11 – replace U with ^
- ISA12 – replace 00401 with 00501
- GS08 – replace 004010X095A1 with 005010X220A1
- ST03 – new element is required, must be equal to value in GS08
- INS08 – new value of ‘AC’ is allowed
- For Standard Plan only, REF*QQ (Prior Coverage Months) was moved from Loop 2000 to Loop 2300
- For COB Other Insurance Company Name, renamed N1 segment to NM1 segment, and moved Loop 2320 to Loop 2330
- For element NM102 of segment NM1 in Loop 2310 ETF will set value to ‘2’ if both Provider Identifier and Provider First Name are absent, ‘1’ otherwise. **Note** – in the 4010 version ETF has always set this value to ‘1’. Due to more restrictive rules on Loop 2310 element NM104 in the 5010 version, setting NM102 to ‘2’ when provider ID and first name are not present will prevent issues with HIPAA validation errors.

ETF Specifications

This section covers the information that ETF and health plans will use to transmit eligibility data:

Segment	Element	Required or Situational	Name	ETF Comments / Values
ISA		R	Interchange Control Header	
	ISA01	R	Authorization Information Qualifier	00
	ISA02	R	Authorization Information	Spaces
	ISA03	R	Security Information Qualifier	00
	ISA04	R	Security Information	Spaces
	ISA05	R	Interchange ID Qualifier	30
	ISA06	R	Interchange Sender ID	Sender Federal Tax Id Number
	ISA07	R	Interchange ID Qualifier	30
	ISA08	R	Interchange Receiver ID	Receiver Federal Tax Id Number for most insurers, special value for some
	ISA09	R	Interchange Date	Creation Date
	ISA10	R	Interchange Time	Creation Time
	ISA11	R	Repetition Separator	^
	ISA12	R	Interchange Control Version Number	00501
	ISA13	R	Interchange Control Number	Control number assigned by sender
	ISA14	R	Acknowledgement Requested	1 (Yes)
	ISA15	R	Usage Indicator	P (Production Data) or T (Test Data)
	ISA16	R	Component Element Separator	
GS			Functional Group Header	
	GS01	R	Functional Identifier Code	BE
	GS02	R	Application Sender’s Code	Sender Code or Shortened Name

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	GS03	R	Application Receiver's Code	Receiver Shortened Name
	GS04	R	Date (Creation Date)	Creation Date of file
	GS05	R	Time (Creation Time)	Creation Time of file
	GS06	R	Group Control Number	Number assigned by ETF
	GS07	R	Responsibility Agency Code	X
	GS08	R	Identifier Code	005010X220A1
ST		R	Transaction Set Header	
	ST01	R	Transaction Set Identifier Code	834
	ST02	R	Transaction Set Control Number	Sequential number starting with 1
	ST03	R	Implementation Convention Reference	Same value as GS08
BGN		R	Beginning Segment	
	BGN01	R	Transaction Set Purpose Code	00 (double zero)
	BGN02	R	Reference Identification	Create Date YYYYMMDD + Current Time + Counter
	BGN03	R	Date	Create Date YYYYMMDD
	BGN04	R	Time	Create Time HHMM
	BGN08	R	Action Code	2 (Change) or 4 (Verify)
DTP		S	File Effective Date	
	DTP01	R	Date/Time Qualifier	007 (Effective)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
Loop 1000 A			Sponsor Name	
N1		R	Sponsor Name	
	N101	R	Entity Identifier Code	P5
	N102	R	Name	ETF
	N103	R	Identification Code Qualifier	FI (Federal Taxpayer ID number)
	N104	R	Identification Code	391103756
Loop 1000 B			Payer	
N1		R	Payer	
	N101	R	Entity Identifier Code	IN
	N102	S	Name	Health Plan Name
	N103	R	Identification Code Qualifier	FI (Federal Taxpayer ID number)
	N104	R	Identification Code	Health Plan Federal Taxpayer Identification Number
			SUBSCRIBER SEGMENTS	
Loop 2000			Member Level Detail	
INS		R	Member Level Detail	
	INS01	R	Member Indicator	Y
	INS02	R	Individual Relationship Code	18
	INS03	R	Maintenance Type Code	001, 021, 024, 025 or 030
	INS04	S	Maintenance Reason Code	Use values from Implementation Guide, use XN for FFC file
	INS05	R	Benefit Status Code	A, C or S

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	INS06	S	Medicare Plan Code	A, B, C or E
	INS07	S	COBRA Qualifying Event Code	1, 4, 5 or 7
	INS08	S	Employment Status Code	AC, FT, L1, PT, RT or TE
	INS09	N	Student Status Code	Not used
	INS10	S	Handicap Indicator	N or Y
	INS11	S	Date Time Period Format Qualifier	D8
	INS12	S	Death Date	Death Date YYYYMMDD
REF		R	Subscriber Identifier	
	REF01	R	Reference Identification Qualifier	0F
	REF02	R	Reference Identification	Subscriber SSN (Family ID)
REF		S	Member Policy Number	
	REF01	R	Reference Identification Qualifier	1L
	REF02	R	Reference Identification	Subscriber ETF 5 digit Employer Group Number
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	23
	REF02	R	Reference Identification	Subscriber ETF Member Id
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	3H
	REF02	R	Reference Identification	2 digit Health Carrier code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	ZZ
	REF02	R	Reference Identification	2 digit ETF Employee Type Code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	DX
	REF02	R	Reference Identification	2 digit ETF Coverage Type Code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	F6
	REF02	R	Reference Identification	Health Insurance Claim (HIC) Number (Medicare only)
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	QQ
	REF02	R	Reference Identification	5 digit Business Unit Number
DTP		S	Member Level Dates	
	DTP01	R	Date/Time Qualifier	338 (Medicare A Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
DTP		S	Member Level Dates	
	DTP01	R	Date/Time Qualifier	338 (Medicare B Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
Loop 2100 A			Member Name	
NM1		R	Member Name	
	NM101	R	Entity Identifier Code	IL
	NM102	R	Entity Type Qualifier	1
	NM103	R	Last Name	Subscriber's Last Name

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	NM104	S	First Name	Subscriber's First Name
	NM105	S	Middle Name	Subscriber's Middle Name
	NM106	N	Name Prefix	Not Used
	NM107	N	Name Suffix	Not Used
	NM108	S	Identification Code Qualifier	34
	NM109	S	Identification Code	Subscriber's SSN
PER		S	Member Communication Numbers	
	PER01	R	Contact Function Code	IP
	PER02	N	Name	Not Used
	PER03	R	Communication Number Qualifier	HP (Home Phone)
	PER04	R	Communication Number	Phone Number
N3		S	Member Residence Street Address	
	N301	R	Address Information	Address Line 1
	N302	S	Address Information	Address Line 2 (if present)
N4		R	Member City, State, Zip	
	N401	R	City Name	City Name
	N402	S	State or Province Code	State or Province Code
	N403	S	Postal Code	Postal Code
	N404	S	Country Code	Country Code
	N405	S	Location Qualifier	CY
	N406	S	Location Identifier	ETF County Code
DMG		S	Member Demographics	
	DMG01	R	Date Time Period Format Qualifier	D8
	DMG02	R	Member Birth Date	YYYYMMDD
	DMG03	R	Gender Code	F, M or U
	DMG04	S	Marital Status Code	B, D, I, M or W
Loop 2300		S	Health Coverage	
HD		S	Health Coverage	
	HD01	R	Maintenance Type Code	For FFC File use 030, otherwise use 001, 002, 021, 024, 025 or 026
	HD02	N	Maintenance Reason Code	Not Used
	HD03	R	Insurance Line Code	HLT or HMO or MM
	HD04	S	Plan Coverage Description	ETF Program Option Code and ETF Surcharge Code (i.e. P01S01)
	HD05	S	Coverage Level Code	IND or FAM
DTP		R	Health Coverage Dates	
	DTP01	R	Date/Time Qualifier	348 (Coverage Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
DTP		S	Health Coverage Dates	
	DTP01	R	Date/Time Qualifier	349 (Coverage Expiration Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Expiration Date YYYYMMDD
Loop 2310		S	Provider Information	

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Segment	Element	Required or Situational	Name	ETF Comments / Values
LX		S	Health Coverage	
	LX01	R	Assigned Number	1 (only one provider loop)
NM1		R	Provider Name	
	NM101	R	Entity Identifier Code	P3
	NM102	R	Entity Type Qualifier	2 if both Provider Identifier (NM109) and Provider First Name are absent, 1 otherwise
	NM103	R	Last Name	Provider Last Name or Clinic Name
	NM104	S	First Name	Provider First Name
	NM105	N	Middle Name	Not Used
	NM106	N	Name Prefix	Not Used
	NM107	N	Name Suffix	Not Used
	NM108	S	Identification Code Qualifier	SV for Care System, XX for NPI
	NM109	S	Identification Code	2 digit Care System code or 10 digit NPI
	NM110	R	Entity Relationship Code	25, 26 or 72
Loop 2320		S	Coordination of Benefits	
COB		S	COB	
	COB01	R	Payer Responsibility Sequence Number Code	P, S, T or U
	COB02	N	Reference Identification	Not Used
	COB03	R	COB Code	1, 5 or 6
DTP		S	COB Eligibility Dates	
	DTP01	R	Date/Time Qualifier	344 (COB Begin Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Begin Date YYYYMMDD
DTP		S	COB Eligibility Dates	
	DTP01	R	Date/Time Qualifier	345 (COB End Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	End Date YYYYMMDD
Loop 2330		S	Coordination of Benefits Related Entity	
NM1		S	COB Related Entity	
	NM101	R	Entity Identifier Code	IN
	NM102	R	Entity Type Qualifier	2
	NM103	R	Organization Name	Other Insurance Company Name
			DEPENDENT SEGMENTS	
Loop 2000			Member Level Detail	
INS		R	Member Level Detail	
	INS01	R	Member Indicator	N
	INS02	R	Individual Relationship Code	Not 18
	INS03	R	Maintenance Type Code	001, 021, 024, 025 or 030
	INS04	S	Maintenance Reason Code	Use values from Implementation Guide, use XN for FFC
	INS05	R	Benefit Status Code	A, C or S

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	INS06	S	Medicare Plan Code	A, B, C or E
	INS07	S	COBRA Qualifying Event Code	1, 4, 5 or 7
	INS08	S	Employment Status Code	AC, FT, L1, PT, RT or TE
	INS09	N	Student Status Code	Not used
	INS10	S	Handicap Indicator	N or Y
	INS11	S	Date Time Period Format Qualifier	D8
	INS12	S	Death Date	Death Date YYYYMMDD
REF		R	Subscriber Identifier	
	REF01	R	Reference Identification Qualifier	0F
	REF02	R	Reference Identification	Subscriber SSN (Family ID)
REF		S	Member Policy Number	
	REF01	R	Reference Identification Qualifier	1L
	REF02	R	Reference Identification	Subscriber ETF 5 digit Employer Group Number
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	23
	REF02	R	Reference Identification	Dependent ETF Member Id
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	3H
	REF02	R	Reference Identification	2 digit Health Carrier code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	ZZ
	REF02	R	Reference Identification	2 digit ETF Employee Type Code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	DX
	REF02	R	Reference Identification	2 digit ETF Coverage Type Code
REF		S	Member Supplemental Identifier	
	REF01	R	Reference Identification Qualifier	F6
	REF02	R	Reference Identification	Health Insurance Claim (HIC) Number (Medicare only)
DTP		S	Member Level Dates	
	DTP01	R	Date/Time Qualifier	338 (Medicare A Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
DTP		S	Member Level Dates	
	DTP01	R	Date/Time Qualifier	338 (Medicare B Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
Loop 2100 A			Member Name	
NM1		R	Member Name	
	NM101	R	Entity Identifier Code	IL
	NM102	R	Entity Type Qualifier	1
	NM103	R	Last Name	Dependent's Last Name
	NM104	S	First Name	Dependent's First Name
	NM105	S	Middle Name	Dependent's Middle Name
	NM106	N	Name Prefix	Not Used

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	NM107	N	Name Suffix	Not Used
	NM108	S	Identification Code Qualifier	34
	NM109	S	Identification Code	Dependent's SSN
PER		S	Member Communication Numbers	
	PER01	R	Contact Function Code	IP
	PER02	N	Name	Not Used
	PER03	R	Communication Number Qualifier	HP (Home Phone)
	PER04	R	Communication Number	Phone Number
N3		S	Member Residence Street Address	
	N301	R	Address Information	Address Line 1
	N302	S	Address Information	Address Line 2 (if present)
N4		R	Member City, State, Zip	
	N401	R	City Name	City Name
	N402	S	State or Province Code	State or Province Code
	N403	S	Postal Code	Postal Code
	N404	S	Country Code	Country Code
	N405	S	Location Qualifier	CY
	N406	S	Location Identifier	ETF County Code
DMG		S	Member Demographics	
	DMG01	R	Date Time Period Format Qualifier	D8
	DMG02	R	Member Birth Date	YYYYMMDD
	DMG03	R	Gender Code	F, M or U
	DMG04	S	Marital Status Code	B, D, I, M or W
Loop 2300		S	Health Coverage	
HD		S	Health Coverage	
	HD01	R	Maintenance Type Code	For FFC File use 030, otherwise use 001, 002, 021, 024, 025 or 026
	HD02	N	Maintenance Reason Code	Not Used
	HD03	R	Insurance Line Code	HLT or HMO or MM
	HD04	S	Plan Coverage Description	ETF Program Option Code and ETF Surcharge Code (i.e. P01S01)
	HD05	S	Coverage Level Code	IND or FAM
DTP		R	Health Coverage Dates	
	DTP01	R	Date/Time Qualifier	348 (Coverage Effective Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Effective Date YYYYMMDD
DTP		S	Health Coverage Dates	
	DTP01	R	Date/Time Qualifier	349 (Coverage Expiration Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Expiration Date YYYYMMDD
REF		S	Prior Coverage Months (only applicable to Standard Plan, if waiting period applies, and on daily file (not used on FFC))	
	REF01	R	Reference Identification Qualifier	QQ

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	REF02	R	Reference Identification	'06' (Prior coverage month count)
Loop 2310		S	Provider Information	
LX		S	Health Coverage	
	LX01	R	Assigned Number	1 (only one provider loop)
NM1		R	Provider Name	
	NM101	R	Entity Identifier Code	P3
	NM102	R	Entity Type Qualifier	2 if both Provider Identifier (NM109) and Provider First Name are absent, 1 otherwise
	NM103	R	Last Name	Provider Last Name or Clinic Name
	NM104	S	First Name	Provider First Name
	NM105	N	Middle Name	Not Used
	NM106	N	Name Prefix	Not Used
	NM107	N	Name Suffix	Not Used
	NM108	S	Identification Code Qualifier	SV for Care System, XX for NPI
	NM109	S	Identification Code	2 digit Care System code or 10 digit NPI
	NM110	R	Entity Relationship Code	25, 26 or 72
Loop 2320		S	Coordination of Benefits	
COB		S	COB	
	COB01	R	Payer Responsibility Sequence Number Code	P, S, T or U
	COB02	N	Reference Identification	Not Used
	COB03	R	COB Code	1, 5 or 6
DTP		S	COB Eligibility Dates	
	DTP01	R	Date/Time Qualifier	344 (COB Begin Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	Begin Date YYYYMMDD
DTP		S	COB Eligibility Dates	
	DTP01	R	Date/Time Qualifier	345 (COB End Date)
	DTP02	R	Date Time Period Format Qualifier	D8
	DTP03	R	Date Time Period	End Date YYYYMMDD
Loop 2330		S	Coordination of Benefits Related Entity	
NM1		S	COB Related Entity	
	NM101	R	Entity Identifier Code	IN
	NM102	R	Entity Type Qualifier	2
	NM103	R	Organization Name	Other Insurance Company Name
			Summary	
SE		R	Transaction Set Trailer	
	SE01	R	Number of Included Segments	Total number of segments
	SE02	R	Transaction Set Control Number	Should match ST02
GE			Functional Group Trailer	
	GE01	R	Number of Transaction Sets Included	Number of transaction sets

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Segment	Element	Required or Situational	Name	ETF Comments / Values
	GE02	R	Group Control Number	Should match GS06
IEA		R	Interchange Control Trailer	
	IEA01	R	Number of Included Functional Groups	Number of functional groups
	IEA02	R	Interchange Control Number	Control number

APPENDIX 6 REPORTING REQUIREMENTS

As required by the Contract, the Contractor must submit reports to ETF. Reports must be submitted by secure email to the ETF Program Manager or the ETF sFTP site as specified by the ETF Program Manager, in the format specified by the ETF Program Manager, and must be of the type and at the frequency indicated below. ETF reserves the right to modify reporting requirements as deemed necessary to monitor the Contract and programs. ETF will provide the Contractor with at least forty-five (45) days' notice prior to implementation of a report modification.

All report templates must receive ETF approval prior to use for a reporting requirement listed below.

Unless otherwise directed by ETF, the Contractor must submit reports as follows:

1. Weekly reports must be submitted by the first Tuesday following the end of the reporting week (a reporting week is Sunday through Saturday);
2. Monthly reports must be submitted by the 15th Day of the month following the reporting month;
3. Quarterly reports must be submitted by the 20th Day of the month following the end of the calendar quarter;
4. Semi-annual reports (every six (6) months) must be submitted by the 20th Day of July and January; and
5. Annual reports must be submitted within sixty (60) days after the end of the calendar year.

Unless otherwise requested by ETF, each report must be specific to data from the GHIP/WPE programs, not general data from the Contractor's book of business.

Required Reports	
1.	Biometric Screenings: Worksite Event Participation
	Frequency: Weekly
	Description: On the template provided by ETF, the Contractor must report details on the scheduled worksite screening events including: employer type, employer name, event date and times, event location, employer site coordinator contact name and email, maximum number of registrations, current registration numbers and, post event, final number of individuals screened.
2.	Program Requirements: Completion Rates
	Frequency: Monthly
	Description: On a template approved by ETF, the Contractor must report, at a minimum, current quarter and year-to-date completion rates for each of the program requirements and the completion rates for Participants who have met all program requirements.
3.	Monthly Webinars: Participation and Satisfaction
	Frequency: Monthly

Required Reports	
	Description: On a template approved by ETF, the Contractor must report details on webinar registration, actual attendance numbers, and participation satisfaction survey information for each of the Contractor-provided webinars.
4.	Performance Standards: Satisfaction Survey: Biometric Screening Site Coordinators
	Frequency: Monthly
	Description: On a template approved by ETF, the Contractor must report a summary of the completed surveys, including any comments submitted in the survey comment field and the name and contact information for the site coordinator who completed the survey
5.	Biometric Screenings: Summary Report
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must report aggregate data, at a minimum, on the risk stratification (e.g. high and moderate risk) of biometric screening results for the current calendar quarter and year-to-date.
6.	Health Coaching Utilization
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must report on utilization of health coaching services for the current quarter and year-to-date that, at a minimum, identifies the number of Participants utilizing coaching, including the type of coaching, total number of sessions, total number of Participants represented in the total number of sessions, and the referral source of coaching (health risk assessment, self-referral or Contractor outreach).
7.	Health Risk Assessment: Summary Report
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must report aggregate data for responses to the health risk assessment for the current quarter and year-to-date.
8.	Performance Standards: Satisfaction Surveys
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must report a summary of each of the required Participant surveys, the number distributed and completed, and including any comments submitted in the survey comment field. For each survey report, the Contractor must include a status report narrative and detailed report on the specified performance measure.
9.	Performance Standards: Member Inquiries and Customer Service
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must provide a summary for each of the required performance standards listed in Appendix 7 Performance Standards for Member

Required Reports	
	Inquiries and Customer Service. Each report must include a status report narrative and detailed information on each specified performance measure.
10.	Website and Web-portal Utilization
	Frequency: Quarterly
	Description: On a template approved by ETF, the Contractor must report web analytics and the Contractor analysis of the analytics for use of the website and web-portal features and resources.
11.	Incentive Payments: Taxable Income Reporting
	Frequency: Due on the 2 nd Friday of July for payments issued January through July 1 st and the 2 nd Friday of November for payments issued after July 1 st .
	Description: On the template provided by ETF, the Contractor must report all incentive payments issued to Participants for ETF distribution to employer group payroll centers for tax reporting purposes. The Contractor must link all payment records to the primary Subscriber and avoid duplication for instances of a reissued incentive.
12.	Year-End Program Reporting
	Frequency: Annually
	Description: On a template approved by ETF, the Contractor must provide a year-end report(s) that summarizes the health of the ETF population based on program data. The year-end report(s) must detail the health trends of repeat Participants, new Participants, and those engaging in specific types of coaching or program services. The report must include the Contractor analysis of which program interventions are impacting Participant health. In addition, the report shall compare the health trends of the ETF population to benchmarks of other similar populations.
13.	Incentive Payments: Reissue Requests and Inactive Cards
	Frequency: As needed
	Description: On a template approved by ETF, the Contractor must report on the number of requests that have been received for a reissue of the incentive payment. The Contractor must also report on the activity status of issued incentive cards or checks to determine inactivity.
14.	Other Reports: As specified by the Contract, or as needed to report on expanded services provided by the Contractor, the Contractor must submit additional reports, using templates approved by ETF, for monitoring program participation and outcomes.

APPENDIX 7 PERFORMANCE STANDARDS AND PENALTIES

Performance Standards	Penalties
A. Implementation Deadlines: assessed within three (3) months of due date	
1. Promotion and Communication Plan: Within ten (10) Business Days of the Contract start date, the Contractor has submitted the Annual Promotion and Communication Plan to the ETF Program Manager for review and approval.	\$500 per Day
2. Grievance Procedure: Within thirty (30) Days of the Contract start date, the Contractor has submitted the complaints and grievance process and procedures to the ETF Program Manager for review and approval.	\$500 per Day
3. Biometric Screening Protocols: Within thirty (30) Days of the Contract start date, the Contractor has submitted the biometric screening protocols to the ETF Program Manager for review and approval.	\$500 per Day
4. Website Design and Content: The Contractor must provide the ETF Program Manager with proposed website design and content in a test environment no later than September 16, 2016 for the It's Your Choice open enrollment period, listing basic information about the 2017 program, e.g. the transition to the Contractor and contact information for customer service.	\$500 per Day
5. Customer Service Staff: The Contractor's customer service staff for the program is established, trained and operational for the It's Your Choice open enrollment period no later than September 30, 2016.	\$500 per Day
6. Homepage Launch: The homepage of the website is completed, as determined by ETF, and launched for access by all Members no later than September 30, 2016 for the It's Your Choice open enrollment period.	\$500 per Day
7. Web-portal Testing: The proposed content for the web-portal, including health risk assessment must be provided to ETF and ready for initial testing no later than November 4, 2016.	\$500 per Day
8. Eligibility File: The daily and full file compare of the ETF HIPAA 834 eligibility files have been fully tested and are ready for program operation no later than November 11, 2016.	\$500 per Day
9. Biometric Screening: The Contractor must establish and make available to employer groups the process for scheduling 2017 biometric screening events no later than November 11, 2016;	\$500 per Day

Performance Standards		Penalties
	10. Data Transfers: Contractor data transfers are established, tested, and working correctly and securely with all participating health plans no later than December 2, 2016.	\$500 per Day
	11. Web-portal Launch: Contractor's web-portal is fully functional, and includes all the features specified in Section 5.6 F for the 2017 program year, and is available to all Members no later than December 2, 2016.	\$500 per Day
	12. Program Content: All program content that will be available at the time of the Program Launch date has received approval by ETF no later than December 16, 2016.	\$500 per Day
	13. Mailing Content: Content for January 2017 informational mailing to eligible program households has been approved by the ETF Program Manager and a January mail date scheduled no later than December 16, 2016.	\$500 per Day
	14. PBM Data Transfer: Contractor data transfers are established and tested with the PBM no later than March 3, 2017.	\$500 per Day
B. Notification of Data Breach: assessed quarterly		
	1. Notice: Contractor shall notify the ETF Program Manager and Privacy Officer within twenty-four (24) hours of identifying a breach, impermissible use, or impermissible disclosure of IPI or PHI.	\$2,500 - First violation \$5,000 - second violation \$10,000 - third and any additional violations \$100,000 annual maximum.
	2. First Notice: The Contractor shall notify the ETF Program Manager and Privacy Officer no less than one (1) Business Day before any external communications are made regarding a data breach.	\$2,500 - First violation \$5,000 - second violation \$10,000 - third and any additional violations \$100,000 annual maximum.
C. No Solicitation of ETF members: assessed quarterly		
	1. Contractor shall not use or disclose names, addresses, or other data for any purpose other than specifically provided for in the Contract.	\$1,000 per member solicited
D. Account Management: assessed quarterly		
	Responses to the ETF Program Manager and ETF Ombuds Staff: 1. Acknowledgment: One hundred percent (100%) of phone calls and emails from ETF to Contractor are returned by Account Lead, or designated back-up, by 5:00 p.m. on the next Business Day.	\$150 per incident
	2. Resolution: One hundred percent (100%) of ETF issues received by phone call or email are resolved by the Contractor within five (5) Business Days of receipt.	\$150 per incident
	3. Written Inquiries: The Contractor shall respond to one hundred percent (100%) of written inquiries from ETF received by mail within seven (7) Business Days of receipt.	\$250 per incident

E. Prior Approval of Member Materials: assessed quarterly		
	1. All Contractor communication materials must receive approval by the ETF Program Manager prior to distribution to eligible Members. These materials include, but may not be limited to: emails, letters, newsletters, fliers, posters, etc.	\$500 per incident
F. Biometric Screening Events: reported by on-site coordinator; assessed quarterly		
	1. Event Scheduling: The Contractor shall provide a biometric screening event for every employer request received sixty (60) Days prior to the event date.	\$1,500 per incident
	2. Length of Screening: Participants with pre-scheduled screening appointments shall complete their screening, including wait time, in a total of thirty (30) minutes or less. Participants that arrive more than five (5) minutes late are excluded from this measure and may be required by the Contractor to be rescheduled if such late arrival will jeopardize timely completion of subsequent screening appointments.	\$500 per incident
	3. Supplies: There shall be one hundred percent (100%) of screening kits available for scheduled screenings.	\$500 per incident
	4. Arrival: The Contractor staff shall be on site and prepared to conduct the initial screening for each screening event at least two (2) hours prior to event start time with all necessary tools and supplies (e.g., XXL BP cuffs, wastebaskets, appointment lists, screening equipment, forms, etc.); provided that Contractor is provided access to such screening site.	\$500 per incident
	5. Notification: The Contractor shall notify the ETF Program Manager (by phone or email) of complaints or issues that occurred at a screening event within one (1) Business Day.	\$500 per incident
G. Member Inquiries (including services provided by Contractor and/or any subcontractors): reported by Contractor and assessed quarterly		
	1. The Contractor shall handle ninety-eight percent (98%) of all Member issues with the program (e.g., technical problem, health risk assessment, etc.), without ETF involvement (where "ETF involvement" does not include situations where ETF staff received an initial call from a Member and passed the issue to Contractor or one of its subcontractors).	\$3,000 per quarter
H. Customer Service: reported by Contractor and assessed quarterly		
	1. Telephone Response Time: At least ninety percent (90%) of all calls to customer service will be answered within thirty (30) seconds; measured by the amount of time between the time a call is received into a customer service queue and the time the phone is answered by a customer service representative.	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).
	2. Call Abandonment Rate: Less than two percent (2%) of calls abandoned, measured by the percentage of calls that are not answered by administrator (caller hangs up before answer) divided by the number of calls received.	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).

	3. Notification of Disruption: Contractor shall notify the ETF Program Manager of any disruption in Customer Service center availability or toll-free access regardless of reason for disruption, within one (1) hour of realization that a problem exists.	\$2,500 per incident
	4. First call resolution rate: Ninety-five percent (95%) of calls to customer service will be handled to resolution on initial contact; measured by the number of calls that are completed without need for referral or follow-up action divided by the total number of calls received.	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).
	5. Open Call Resolution Turn-Around-Time: Ninety-five percent (95%) of customer service calls that require follow-up or research will be resolved within forty-eight (48) hours. Measured by the percent of open calls resolved in 'X' (the number of Business Days to resolve all calls).	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).
	6. Call Resolution Action Plan: Calls not resolved within forty-eight (48) hours will have an action plan for resolution submitted to the ETF Program Manager within five (5) Business Days of the call. The action plan shall include the target date of resolution.	\$2,500 per quarter
	7. Electronic Written Inquiry Response: Ninety-eight percent (98%) of customer service issues submitted by email, website and web-portal are responded to within two (2) Business Days.	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).
	8. Written Inquiry Response: Ninety-eight percent (98%) of all written inquiries sent via USPS are responded to within ten (10) Business Days of receipt.	\$2,500 per quarter for each percentage point below standard (maximum of \$12,500 per quarter).
	9. Call Center Access: Dedicated toll-free telephone access to customer service center available between 8:00 a.m. and 7:00 p.m., CST/CDT, Monday through Friday, at minimum, except for legal holidays.	\$2,500 per quarter
	10. Complaint and appeals processing: Contractor shall comply one hundred percent (100%) with ETF requirements. Written response to grievances must occur within thirty (30) Days.	\$2,500 per quarter
I. Surveys: reported by Contractor and assessed quarterly		
	1. Conducting Surveys: The Contractor shall conduct all surveys as specified in the Contract.	\$2,500 per quarter per survey requirement
	2. Satisfaction Surveys: The Contractor shall achieve a ninety-five percent (95%) satisfaction or better (defined as "top two-box" satisfaction/approval using an approved standard 5 point survey tool) on all surveys required by the Contract.	\$2,500 per quarter per survey requirement
J. Website and Web-portal: assessed quarterly		
	1. Website Updates: The ETF approved website structure, pages and content shall be available no later than two (2) weeks prior to the annual It's Your Choice open enrollment period.	\$500 per Day
	2. Web-Portal Updates: The ETF approved web-portal structure, pages and content for shall be ready to launch two (2) weeks prior to the specified annual launch date.	\$500 per Day

	3. Availability: With the exception of scheduled maintenance, the website and web-portal shall be available continuously. In the event of downtime, the Contractor shall immediately notify the ETF Program Manager of the expected duration of the downtime, post a notice on the website and provide a 24-hour “hot line” number.	\$3,000 per incident
	4. Approval of Changes: All content or navigation changes in the website and web-portal shall not occur without prior approval of the ETF Program Manager.	\$3,000 per incident
K. Data Management: assessed quarterly		
	1. Eligibility File: The Contractor shall accurately process all daily eligibility files received from ETF within two (2) Business Days of the file receipt.	\$500 per Day
	2. File Layout: The Contractor shall provide data to other vendors of the GHIP and WPE programs in the mutually agreed to format.	\$2,000 per incident
	3. Data Transfer: Contractor must establish all vendor to vendor data transfers within ninety (90) Days of written notification from ETF.	\$500 per Day
L. Reporting Requirements: assessed quarterly		
	1. Legislative Requests: The Contractor shall provide support to the Board and ETF in responding to information requests made by the Legislature. Responses to Legislative requests are due to ETF staff within two (2) Business Days.	\$500 per Day
	2. Submission of Standard Reports: All reports submitted by the Contractor shall be in the format agreed to with ETF and delivered on or before the reporting deadline.	\$500 per Day
	3. Accuracy of Standard Reports: The Contractor shall ensure ninety-five percent (95%) of all reports submitted to ETF are accurate and complete on first submission.	\$2,500 per quarter