

## Oneida Nation Family Care Member Handbook Supplement

Welcome to Oneida Nation, an Indian Health Care Provider that provides case management for the Family Care program. All Family Care Services will be provided through Lakeland Care and the Oneida Nation Long Term Care Case Management Program. The Oneida Nation has an agreement with Lakeland Care that allows enrolled Tribal members to continue to receive culturally acceptable/appropriate care management for their long term care needs.

Family Care is a Medicaid Long-term care program that helps frail elders and adults with physical, developmental or intellectual disabilities. People in the program receive services to help them live in their own home whenever possible. Family Care is funded by state and federal tax dollars.

When you become a Family Care member, a team of professionals from the Oneida Nation Long Term Care Case management program will be assigned to you to help you live as independently as possible. You are the center of your care team and you will be involved in **every part** of planning your care.

Your team will include YOU and a

- Registered Nurse
- Care Manager
- Other professionals, depending on your needs. Examples may include an occupational or physical therapist, or a mental health specialist
- Anyone else you want to be involved, including family members or friends

The Oneida Nation Long Term Care Case Management Program is a department located in the Oneida Community Health Center.

### **Oneida Community Health Center**

**525 Airport Road  
Oneida, WI 54155  
920-869-4995**

**Or**

**1-866-869-2711 x4995**

The hours of the Oneida Nation Long Term Care Case Management Program are Monday through Friday from 8:00am to 4:30pm

For information about the requirements of the Family Care program or the benefits of the program, individuals will contact the Oneida Nation Aging and Disability Resource Specialist at 920-869-6830.

Mailing Address: P.O. Box 365, Oneida, WI 54155  
<https://oneida-nsn.gov/resources/health/>

Oneida Community Health Center  
Behavioral Health Services  
Anna John Resident Centered Care Community  
Employee Health Nursing

525 Airport Rd., Oneida, WI 54155  
2640 West Point Rd., Green Bay, WI 54304  
2901 S. Overland Rd., Oneida, WI 54155  
701 Packerland Dr., Green Bay, WI 54303

Phone: (920) 869-2711 or 1-866-869-2711  
Phone: (920) 490-3790 or 1-888-490-2457  
Phone: (920) 869-2797  
Phone: (920) 405-4492

Fax: (920) 869-1780  
Fax: (920) 490-3883  
Fax: (920) 869-3238  
Fax: (920) 405-4494

## **Who can receive Family Care Services through the Oneida Nation Long Term Care Case Management Program?**

- Enrolled Members of the Oneida Nation of Wisconsin (tribal enrollment verification will be requested.)
- Enrolled Members of any other federally recognized Indian Tribe (tribal enrollment verification will be requested.)
- MUST reside on the Oneida Nation boundaries (Oneida Nation Community Health Service Delivery Area) in the State of Wisconsin. Members requesting services outside of the Oneida Nation Community Health Service Delivery Area will require prior authorization from the assigned care manager or on-call supervisor.

### **Oneida Nation/Family Care 24 Hour Coverage Procedure**

- In the event of a medical emergency, all members are to call 911
  - If members do call 911, go to the emergency room or are admitted to the hospital, it is important to let the care team know. That way the care team can let providers know they are in the hospital and can coordinate services.
- How to receive care after normal business hours?
  - If you have an urgent need that can't wait until the next business day, call 920-869-2711 or 1-866-869-2711 and you will be contacted by a program supervisor. The on-call staff can temporarily authorize needed services to continue to the next business day. Your care team will follow up with you to determine if the services should continue.

### **How do I obtain information about the Indian Health Care Provider Network?**

- Members can request a paper copy of our Provider Directory by calling 920-869-4995 or 1-866-869-2711 x4995.

This information may also be found on the Oneida Nation Website at:

<https://oneida-nsn.gov/resources/health/community-health-services/>

Once on the website, click on the hyper link titled "Family Care" under Community Health Case Management-Long Term Care to be directed to this member handbook supplement.