

Oneida Comprehensive Health Division

# PATIENT *Handbook*



Revised 2025

# SHEKOLI- WELCOME

VISION: A progressive sustainable health system that promotes tsiʔ niyukwalihota (Our Ways).

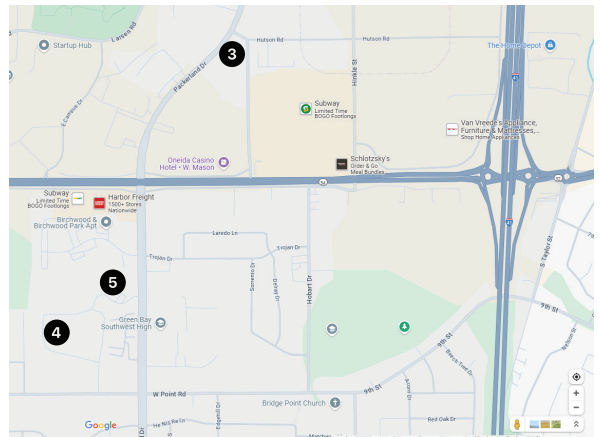
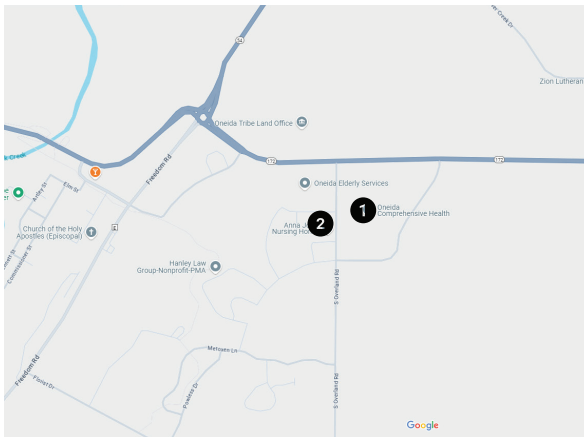
MISSION: We provide the highest level of quality, holistic health care to ensure the future wellness of OUR Oneida Community.

VALUES:

- Responsive Leadership
- Safety
- Communication
- Culturally Sensitive
- Respect
- Trust is the Foundation

Locations:

1. Oneida Community Health Center (OCHC)  
(Administration, Ancillary Services, Community Health Services (except HPDP), Dental, Medical, Optical, Pharmacy, PRC)  
525 Airport Dr, Oneida, WI 54155
2. Anna John Resident Centered Care Community (AJRCCC)  
(Nursing Home and Therapy Services)  
2901 S Overland Rd, Oneida, WI 54155
3. Employee Health Nursing (EHN)  
701 Packerland Dr, Green Bay, WI 54303
4. Kaʔnikuhli-yo Family Center (KFC)  
(Health Promotions Disease Prevention and Oneida Behavioral Health)  
2640 West Point Rd, Green Bay, WI 54313
5. Recovery Nest  
1240 Packerland Dr, Bldg 2, Green Bay, WI 54304





# Definitions and Acronyms

- AJRCCC – Anna John Resident Centered Care Community
- Alternate Resources – A financial source, other than PRC that can assist in payment of the bill. Examples of Alternate Resources are: Medicare, Medical Assistance, Wisconsin Well Women’s Program, Disability, Kinship Care, Express Enrollment for Pregnant women and children
- BH – Behavioral Health
- CHS – Community Health Services
- CHR – Community Health Representative
- CLIA – Clinical Laboratory Improvement Amendments
- CSAC – Clinical Substance Abuse Counselor
- CSW- Certified Social Worker
- DOT – Department of Transportation
- ERTW – Early Return to Work
- HIPAA – Health Information Portability and Accountability Act
- IHS – Indian Health Service
- LCSW – Licensed Clinical Social Worker
- LMFT – Licensed Marriage Family Therapist
- LPC – Licensed Professional Counselor
- LPN – Licensed Practical Nurse
- MQSA – Mammography Quality Standards Act
- OB/GYN – Obstetrics/Gynecology
- OCHC – Oneida Community Health Center
- OWI – Operating While Intoxicated
- PAR – Patient Account Representative
- PHI – Protected Health Information
- PNCC – Prenatal Care Coordinator
- Podiatrist DPM- Specializing in issues of the feet
- PRC – Purchased Referred Care
- RDN – Registered Dietitian Nutritionist
- RN – Registered Nurse
- WIC – Women, Infants and Children

## History of the Oneida Community Health Center and the Oneida Comprehensive Health Division

Many years ago, a handful of Oneida women had a vision and a dream. Thus was conceived and born our present day Oneida Community Health Center.

Provision of health care services began in a small suite of rooms at the Norbert Hill Center. A Director, a Secretary, four (4) Community Health Representatives, a RN, and a LPN offered limited services. As health services grew, a move was made to the Civic Center where a small laboratory was added. The medical staff consisted of volunteer doctors, a nursing staff, the first alcohol and other drug abuse counselors and a social worker. Dental services were provided by volunteer dentists from Milwaukee on weekends in a small office at the Tribal Building on Fish Creek Rd. and Hwy H.

While Indian Health Service and Indian Health Service Commission Corps providers offered limited holistic health services, due to limited comprehensive services as well as limited space and equipment, many services were contracted out.

Increased Health Care needs continued to push growth and expansion. In May 1978, the Oneida Community Health Center opened its doors in a new building at the corner of Highways E & EE.

For approximately 25 years this facility was the hub of health care services for Native people in and around the Oneida area. The facility and operations continued to grow until the site could no longer be expanded. The planning then began for the creation of a “new” health center to provide state of the art health services to the Oneida Community.

On November 4, 2002, a state-of-the-art ambulatory health clinic opened at 525 Airport Road. The demand for health care services increased as our community continued to grow. In 2006, the Oneida Comprehensive Health Division was formed which combined the programs of the Oneida Community Health Center, Oneida Behavioral Health and the Anna John Resident Centered Care Community. In 2008, the Oneida Employee Health Nursing Department joined the Division in an effort to consolidate all health care services into one area within the Oneida Nation.

All services listed in this handbook are continually monitored and evaluated to permit the organization to meet the demands of our community’s growth. New services, technology, equipment and customer demand are continually being considered to support advanced and continuous quality health service for the Oneida Community



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## ELIGIBILITY

The Oneida Comprehensive Health Division provides a number of services to Native people through a self-governance compact with the Federal government through the Indian Health Service. Eligibility for services is divided into two categories of care:

- Care which is provided directly through the health care facilities (Direct Care) and
- Purchased Referred Care (PRC) which is a contract with an outside provider for specialty care.

Eligibility criteria differ between Direct Care and Purchased Referred Care. Specific services may require payment of laboratory and material fees. All insurances and methods of third party reimbursement will be billed for any services received. Funds recovered through insurance reimbursements are utilized to expand and improve services for the Oneida community.

*To be eligible for health care services for:*

### **Direct Care Eligibility**

- Must be a member of a federally recognized tribe or Alaska Native Group.
- Must provide proof of tribal enrollment or descendancy.
- Must pay fees associated with some services such as dental, optical, laboratory and material fees which are not covered by the facility. These fees will be discussed with you prior to services rendered.
- Must supply information on insurance and methods of third-party reimbursement, such as insurance, Medicaid, Medicare, and Forward Health cards at each visit.

### **Purchased Referred Care Eligibility**

Your eligibility for Purchased Referred Care will ultimately be determined by a Purchased Referred Care Specialist. Additional information available on the PRC page of this handbook (page17-18).

- Be an Oneida tribal member or descendent residing within Brown or Outagamie County.
- Member of another federally recognized tribe residing in Brown or Outagamie County with a social or economic tie to the Oneida Nation (work for Oneida, married to Oneida member/descendant, caring for Oneida children)
- Member or descendent of another federally recognized tribe residing within the Oneida Reservation boundaries.
- For minor dependents who reside with both parents at separate addresses, eligibility will be based on what address is used for enrollment in school, or what address schooling is facilitated at. Verification of school enrollment may be requested.

## ELIGIBILITY & PATIENT PORTAL

- Students who meet eligibility guidelines at their permanent residence prior to leaving for school must supply PRC with a copy of full-time student status every semester.
- Patients eligible but leaving the community, may continue to be eligible for 180 days.
- Non-Native American women pregnant with an eligible Native American's child are eligible for: duration of pregnancy through post-partum, as long as prenatal care is done through OCHC or referred out by Oneida provider (Father's Acknowledgment form must be signed prior to receiving PRC funds)
- Provide a current PRC Service application (updated annually).
- Provide acceptable form of proof of residency.
- Apply for alternate resource for care if patient eligible.
- Prior authorization must be determined by patients primary care provider from Oneida Community Health Center or Behavioral Health.
- Oneida Community Health Center or Behavioral Health provider must issue a referral for services.

## **PATIENT PORTAL**

OCHD wants to provide patient with healthcare autonomy and the ability to access their records when they need to!

We currently have 3 separate portal systems- MyHealthOneida via ezAccess for Behavioral Health, Medical, HPDP, and Nutrition, Oneida Dental Clinic for Dental and My Secure Health Data for Optical. You can find the links below!



OCHD PORTAL WEBPAGE



MYHEALTHONEIDA



OPTICAL-MY SECURE HEALTH DATA



ONEIDA DENTAL CLINIC



## **PATIENT RIGHTS**

The Oneida Comprehensive Health Division assures that its patients are treated in a manner that recognizes their basic human rights by assuring the following:

- Patients are treated with respect, consideration, and dignity. Patient's rights and responsibilities covered by the Indian Freedom of Religion Act will be strictly observed.
- Patients are assured confidential treatment of their disclosures and records and, except when required by law, are afforded the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis.
- When it is medically inadvisable to give such information to a patient, such information is made available to an individual designated by the patient or to a legally authorized individual in conformity with the Privacy Act of 1974 and other controlling laws.
- Patients are given the opportunity to participate in decisions involving their health care, unless constrained for medical reasons.
- Patients are informed of their rights to change providers if other qualified providers are available.

Information is available to patients and staff concerning:

- Patient Rights, including those specified above:
  - Patient conduct, responsibilities and participation.
  - Services available through the Comprehensive Health Division and eligibility for such services.
  - Provisions for after-hours and emergency care.
  - Fees for services including what services are provided for through the Indian Health Service and eligibility criteria.
  - Payment policies.
  - Advance directives as required by State and Federal law and regulations.
  - The credentials of all health care professionals working within the Comprehensive Health Division.
  - The process for filing under the Federal Tort Claims Act.
  - How to voice grievances regarding the treatment of care.
  - Methods for providing feedback, including complaints.

## **PATIENT RESPONSIBILITIES**

Prior to receiving care, patients are informed of their responsibilities. We expect that our patients will:

- Be responsible to provide for their own needs to the extent of their ability by providing complete and accurate information about his/her health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Encourage their families to be responsible to provide for the needs of their members to the extent of their abilities.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care to the best of their abilities.
- Cooperate with efforts to maintain confidential records.
- Ask questions about diagnosis, treatments, and prognosis to assure adequate understanding of your condition.
- Use established procedures for obtaining after-hours care.
- Be respectful of others needs by keeping appointments and/or notifying the Health Center, or other departments within the health division, in advance, when unable to keep an appointment.
- Behave respectfully toward all the health care professionals and staff as well as other patients.
- Provide complete and accurate information for registration and insurance upon request and accept personal financial responsibility for any charges not covered by insurance or by Indian Health Services.
- Respect Oneida Comprehensive Health Division property.
- Provide feedback to the Oneida Comprehensive Health Division for continuous quality improvement.
- Avoid the use of Cell Phones beyond the waiting areas/lobby areas in accordance with HIPAA regulations.
- With accordance of WI State statute 940.204, any patron who intentionally causes or threatens harm to a staff member can have charges pressed against them that could lead to a Class H felony.



The Oneida Comprehensive Health Division assures that all patient/client rights to privacy are enforced and protected by all of its employees according to the provisions of the Privacy Act of 1974 and any other state and federal laws regarding patient rights to Privacy including the Health Information Portability and Accountability Act (HIPAA) of 1996.

Behavioral Health Confidentiality Law are under DHS 92 Confidentiality of Treatment Records.

Whenever requirements of federal law regarding alcoholism and drug dependence services in 42 CFR Part 2 require restrictions on the disclosure of treatment records greater than the restrictions required by this section, the federal requirements shall be observed.

### Release of Information for Medical Records

Wisconsin Statutes 146.81, 146.82, and 146.83 requires that:

- All health care records remain confidential and that informed consent must be obtained prior to the release of any medical records except in certain conditions defined within the laws.
- All requests for health care records must be submitted in written format unless exempt by law.
- The medical record is the property of the Oneida Comprehensive Health Division and the information contained in the medical record belongs to the patient.
- The patient is entitled to the protected right of all health care information.

The release of information from health records shall be carried out in accordance with the Wisconsin State Statutes. In some cases, there may be a charge for the following:

- Photocopying of records for personal use.
- Viewing of records by insurance representatives, attorneys or their representatives including worker's compensation presenting a signed authorization form from the patient.
- A minimum of 1-10 copies requested by any of the aforementioned third parties.
- Completion of abstract insurance forms.

### Health Information Portability & Accountability Act (HIPAA)

The Privacy Rule protects all "individually identifiable health information" held or transmitted by the Oneida Comprehensive Health Division or its business associates, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information, "Protected Health Information (PHI)."

"Individually identifiable health information" is information, including demographic data, that relates to:

- The individual's past, present or future physical or mental health or condition.
- The provision of health care to the individual.
- The past, present, or future payment for the provision of health care to the individual, and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, social security number).

A major purpose of the Privacy Rule is to define and limit the circumstances in which an individual's protected health information may be used or disclosed by the Oneida Comprehensive Health Division. The division may not use or disclose protected health information, except:

- As the Privacy Rule permits or requires; or
- As the individual who is the subject of the information (or the individual's personal representative) authorizes in writing.

### Required Disclosures

The Oneida Comprehensive Health Division must disclose protected health information in only two situations:

- To individuals (or their personal representatives) specifically when they request access to, or an accounting of disclosures of, their protected health information.
- To government entities such as the Department of Health and Human Services when it is undertaking a compliance investigation, a review, or enforcement action.

### What To Do if You Have A Concern Regarding your Care?

If you have a concern with Comprehensive Health staff or with your care, please ask for a Client Concern/Grievance Form and/or ask to speak with the Division Quality Improvement Coordinator.



Scan me to go to the OCHD Forms



# ONEIDA COMMUNITY HEALTH CENTER

## Hours of Operation:

Monday: 7:00 AM- 6:00 PM

Tuesday-Friday: 8:00 AM- 4:30 PM

(920) 869-2711 or 1-866-86-2711

## Service Location:

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

## Mailing Address

PO Box 365

Oneida, WI 54155

**Service Description:** The Oneida Community Health Center was established to provide comprehensive outpatient and inpatient medical services to Native Americans living on or near the Oneida Reservation situated in Brown and Outagamie Counties in Wisconsin.

## No Show/Broken Appointment Policy

Patients who arrive more than 5 minutes late after their scheduled appointment time may be asked to reschedule. Broken appointments may affect scheduling in the future for adult patients and for minor children could involve notice to child protective services.

## Accredited by:



# ADMINISTRATION- OCHD



## Health Division Administration

## Hours of Operation:

Monday-Friday: 8:00 AM- 4:30 PM

(920) 869-2711

## Service Location:

Oneida Community Health Center  
525 Airport Dr, Oneida, WI 54155

**Staff:** Division Director, Assistant Division Director, Business Operations Director and Staff, Director of Continuum of Care, Safety/Accreditation Coordinator, Quality Improvement Coordinator, Infection Preventionist, Administration Manager, Credentialing Specialist, Operator Services

## Service Description:

The Administrative office is responsible for assuring the delivery of healthcare services and continuously improving the services offered to the community. The Administrative office is able to provide assistance in meeting your patient care needs, addressing any health care questions and/or suggestions for improving the delivery of the health services for the Oneida Community



## Laboratory

**Patient Care Hours:**  
Monday: 7:00 AM- 6:00 PM  
Tuesday-Friday: 8:00 AM- 4:30 PM  
(920) 869-2711, Fax: (920)869-4884

**Service Location:**  
Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Laboratory Director, Laboratory Supervisor, Medical Laboratory Scientists and Medical Laboratory Technicians.

**Service Description:** The laboratory is a CLIA licensed laboratory that undergoes biennial inspections by the Wisconsin Department of Health Services. The certified laboratory staff perform a wide range of tests with state-of-the-art equipment to meet the diagnostic and treatment needs of our patients and providers. Specialized tests that cannot be performed at our laboratory are sent to our reference laboratory.

**Lab Order from Outside Provider:** Tests can be performed for providers outside of the clinic providing the patient is established patient with a provider at Oneida Community Health Center (OCHC), referral to the outside provider from an OCHC provider, and a written order is provided prior to test collection.

## Radiology

**Patient Care Hours:**  
Monday: 8:00 AM- 6:00 PM  
Tuesday-Friday: 8:00 AM- 4:30 PM  
(920) 869-4847, opt 1, Fax: (920)869-6320

**Service Location:**  
Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Radiology/Mammography Technologists

**Service Description:** The Radiology Department is a team of highly skilled and experienced technologists. We perform general x-rays and screening mammograms ordered by providers at OCHC and from outside facilities. Orders from outside facilities require a physical copy brought with the patient or a faxed order prior to the exam. Our exams are read and interpreted by a trusted offsite team of board-certified Radiologists.

## Anna John Resident Centered Care Community- AJRCCC

**Service Location:**  
2901 S. Overland Rd, De Pere, WI 54115

**Patient Care Hours:**  
Sunday-Saturday: 24 hours/day  
Admin Hours: M-F 8:00 AM-4:30 PM

**Contact Information:**  
Main Phone: (920)869-2797  
Fax: (920)869-6790  
Director of Nursing: (920)869-6746  
Social Worker: (920)869-6739  
Therapy: (920)869-6747

**Staff:** Administration, Nursing Staff, Social Workers, Dietary, Activities, Inpatient and Outpatient Therapy (Physical, Occupational and Speech)



**Service Description:** Twenty-four hour care is provided for the long-term skilled nursing medical care and short-term rehabilitating care.

Assessments of potential Residents are arranged through the Social Workers or the Director of Nursing to determine appropriateness of placement.

A personal assessment or tour of the facility can be arranged by calling the nursing home Social Workers.

**Services include:**  
Care for all Native American and Non-Native individuals in need of long-term skilled nursing medical care or short-term rehabilitating care.

Assistance with long term skilled nursing medical care according to appropriate needs.

AJRCCC accepts Private Pay, Medicare, Medicaid and some private insurance provider payments. **You may call us to see if your insurance is currently accepted.**





# BEHAVIORAL HEALTH SERVICES

## Service Location:

Kaʔnikuhli-yo Family Center  
2640 West Point Rd, Green Bay, WI 54304

## Mailing Address:

PO Box 365, Oneida, WI 54155

## Patient Care Hours:

Monday-Friday: 8:00 A.M.- 4:30P.M.  
Main: (920) 490-3790 Fax: (920) 490-3883  
Triage-Intake/Crisis: (920) 490-3860  
Prescription Refill: (920) 490-3871

**Mission Statement:** To empower individuals and families within the Oneida Community to restore harmony in mind, body, and spirit through culturally-inspired interventions for the next 7 generations.

**Service Description:** Our facility provides Outpatient Substance Abuse Treatment, Outpatient Mental Health Treatment and is licensed by the State of Wisconsin. Our goal is to provide trauma informed outpatient services to community members in a holistic and timely manner which incorporates Oneida norms, values and beliefs. To provide quality mental health and alcohol, tobacco, and other drug abuse programming. Services include prevention and intervention of suicide and alcohol, tobacco, and other drug abuse issues for the next seven generations.

## Types of Services of Programming:

### 1.ALCOHOL, TOBACCO, AND OTHER DRUG ABUSE COUNSELING (ATODA)

**Staff:** Clinical Substance Abuse Counselors and Dual Diagnosis Therapists

**Same Day Substance Care-** Walk in assessments Mon-Fri 8-10:00AM for those seeking treatment for substance use disorder. No appointment needed, must be present by 10:00 AM

**Service Description:** ATODA program counsels and aids individuals and families requiring assistance dealing with substance abuse problems such as alcohol or drug abuse and co-occurring disorders. We refer clients to other professionals and support services as needed. NARCAN available Mon-Fri, 8AM-4:30PM at the front desk.

## Please Note:

OWI Assessments are required to be completed by the county you reside in.

- Brown County- Brown County AODA program
- Outagamie County- Theda Care Behavioral Health

## We Provide the Following Therapy Groups:

- Adult Discovery Group- (9 hours a week)
- Adult Journey Group- (3 hours a week)
- Insights (8 week education group)
- Dialectic Behavior Therapy (DBT)
- ATODA
- Transformations- 16 week skills group

## Process to get a referral to Residential Treatment Services:

- A Clinical Assessment is completed to determine your level of care
- If it is determined that you meet the level of care for Residential Treatment, our Clinical Substance Abuse Counselor will coordinate admission
- Outpatient Aftercare is expected upon completion of outpatient care

# BEHAVIORAL HEALTH SERVICES

## 2. BEHAVIORAL HEALTH TRIAGE

**Staff:** Triage Counselors

**Service Description:** Counselors schedule and meet with new clients to screen and assess current needs and make appointments for subsequent services provided by Oneida Behavioral Health Services.

*If you are in crisis after hours, call:*

- Behavioral Health Triage- (920) 490-3860  
(This number is automatically transferred to Brown County Crisis Center)
- Brown County Crisis Center- (920) 436-8888
- Outagamie Crisis Center- (920) 832-4646
- National Suicide Prevention Lifeline- We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals. 1-800-273-8255
- Call or text 988, chat at 988lifeline.org or text HOME to 741741

## 3.CHILDREN SERVICES

**Staff:** Psychotherapists, Child Psychiatrists

**Service Description:** Our Children Mental Health Providers go to Oneida Head Start to provide Mental Health Observations. We provide outpatient children services to include individual and family services at our main office and at our branch offices at Oneida High School, Oneida Turtle School, and Seymour High School.

Child Therapy: Emotional and mental health stress can impact the child and their family. counseling can help a child and family learn:

- about their moods, feelings, thoughts, and behaviors
- good communication skills at home and at school
- how to work out problems and try out new solutions in a safe space
- how to deal with trauma and behavior problems

Counseling helps families grow stronger together. It helps children grow into strong, health adults.

## 4.COMPLIMENTARY HEALTH SERVICES

**Staff:** Psychotherapists, ATODA therapists, Co Occurring Therapists, Triage Counselors

**Service Description:** In addition to conventional therapies and services, OBH offers complementary and alternative health services. Providing complementary and alternative therapies offers individuals more ways to improve their wellbeing and health. These services are natural and non-invasive and can often times be used in combination with conventional therapies.

**We offer:** Breathwork, Reiki and Reflexology





# BEHAVIORAL HEALTH SERVICES

## 5.CO-OCCURRING DISORDERS

**Staff:** Dual Diagnosis Therapist

**Service Description:** Co-Occurring Disorders program provides counseling services integrating alcohol, tobacco, other drug abuse and mental health including initial assessments, treatment plans, and on-going psychotherapy for individuals, groups, couples, and families.

## 6.FAMILY SUPPORT TEAMS

**Service Description:** A Family Support Team is a group of individuals, including family members, service providers, youth social workers, coordinated services teams (CST) workers, and informal resource persons, who work together to coordinate treatment, education, services, and other resources needed.

**Requirements:**

- **One child aged 0-17 in the family must meet the following:** Be an enrolled member or descendent of any federally recognized Native American Tribe living in Brown or Outagamie Counties
- **Involvement in at least two of the following services:**
  - Mental Health
  - Special Education
  - Juvenile Justice
  - Child Protective Services/ Indian Child Welfare
  - Alcohol or other Drug Abuse Services (or police involvement)

\*\*Young adults 18-21 may also receive services with state approval

## 7.GAMBLING

**Staff:** Psychotherapist

**Service Description:** Behavioral Health provides counseling services for individuals struggling with gambling addiction

## 8.MEDICATION MANAGEMENT

**Staff:** Psychiatric Nurse Prescriber and Psychiatric RN

**Service Description:** Nursing Assessment, RN Medication Consults, and processing medication refills

Scan me to learn more  
about OBH Services



Behavioral Health Services



# BEHAVIORAL HEALTH SERVICES

## 9.MENTAL HEALTH COUNSELING

**Staff:** Psychotherapist and Dual Diagnosis Therapist

**Service Description:** Mental Health Counseling provides services for individuals, groups, couples and families. We work with all age groups and with a multitude of different problems ranging from the chronically mentally ill to the client experiencing situational distress, and clients with co-occurring disorders.

**We provide the following therapy groups:**

- Diabetic Support Group- @OCHC
- Dialectic Behavior Therapy (DBT) Skills Group
- Women's Trauma Group
- School Based Services
- Veterans Support Group

## 10.PSYCHIATRY

**Staff:** Adult and Child Psychiatrists

**Service Description:** OBH has psychiatrists who specialize in mental health, including substance use disorders. They are qualified to assess both the mental and physical aspects of psychological problems and provide treatments.

**Adult and Child Evaluations:** To assess client concerns with memory, thought processes, and behaviors.

**Medication Management:** Provide guidance and prescribe/manage client medications.

## 11.RECOVERY NEST

**Staff:** Recovery Coaches

**Service Description:** The Recovery Nest offers a place of stability so that members can access services and resources they need to support their mental health, sobriety and community support. The Recovery Nest is a safe place designed to help people maintain recovery, reduce relapse and fulfill their potential. Recovery coaches help recoverees by connecting support services that can help succeed in recovery. The Hub and Spoke Integrated Recovery Support Services benefit aims to connect members with services to help support health and recovery. This service is available to all BadgerCare Plus or Medicaid members. The Oneida Recovery Nest hosts several weekly recovery meetings and programs.

**Groups/Programs:**

- Nar-Anon
- White Bison Wellbriety
- Native Recovery
- Celebrating Families
- Beading Circles
- Activity Nights
- Grief Talking Circle



**12. SAFE CARE PATHWAY**

**Staff:** Psychotherapists, Social Work, Triage Counselors

**Service Description:** Safe Care Pathway providers work to identify individuals who may be at risk of suicide and create a customized safety plan to help the individual distance themselves from harmful thoughts/minimize their risk. Safe Care Pathway assists with: limiting access to weapons and other potentially lethal means, increasing/ engaging peer support and frequent OBH contact.

**13. SOCIAL WORK SERVICES**

**Staff:** Social Workers and Multi-Disciplinary Team

**Service Description:**

- Adult Social Work- If you are a patient of Behavioral Health the social worker may be able to assist with providing resources
- Youth Social Work- If you are a patient of Behavioral Health the social worker may be able to assist with providing resources
- Family Support Teams- is a group of individuals including family member, service providers, and informal resources persons, who work together to coordinate treatment, education, services, and other resources needed by a child who is eligible and enrolled.
- Safe Care Pathway Program- Identifies the vulnerable populations that are at risk for suicide and help minimize their risk
- CST- Social Workers work in coordinated service teams for continuity in the plan of care.

**14. TOBACCO CESSATION**

**Staff:** Certified Tobacco Treatment Specialists

**Service Description:** Our Tobacco Treatment Specialists work with individuals to stop the use of cigarettes and other tobacco products. We utilize individual sessions, support groups, nicotine replacement products, and prescribed medications.

**15. WELLNESS SUPPORT SERVICES**

**Eligibility:**

- All tribally enrolled or descendants of a Federally recognized tribe are eligible
- Non-tribal women pregnant with a tribal member's child
- Non-tribal foster, adopted, or stepchild of a tribal member is eligible
- Spouses of enrolled tribal members- (if individual services are required spouses will be responsible for a fee for service)

**Access to Service:**

No formal referral is required; all participants need to register at the PAR desk. Wellness Support is a service that provides options for individuals to access care to meet their immediate needs. By providing this service, we hope to improve customer satisfaction and care.

**Wellness Support Services:** 90 minute services provided Monday through Friday 1-2:30PM. This service provides participants with a safe, confidential environment to meet their immediate needs, issues and concerns. Participants are welcome to attend as often as they would like.

**Hours of Operation:**

Monday-Friday: 8:00 A.M.- 4:30 P.M.  
(920) 869-2711

**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Business Operation Manager, Comprehensive Health System Project Specialist, Insurance Billing Specialist, Medical Coders

**Service Description:**

- Billing for services received at the Oneida Community Health Center and Oneida Behavioral Health Services
- Collection for services rendered at the Oneida Community Health Center and Oneida Behavioral Health Services
- Assist patients in reviewing billing statements and process
- Assist with options to meet health care expenses not covered by alternate resources
- Work with your insurance carrier to assure maximum reimbursement for services

**Business Office**

**Hours of Operation:**

Monday-Friday: 8:00 A.M.- 4:30 P.M.  
(920) 869-2711

**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Business Operations Director, Assistant Business Operations Director, Operations Analyst

**Service Description:** The Business Office manages the financial aspect of the Oneida Comprehensive Health Division to maximize the resources. This department oversees several functions including Billing, Purchased Referred Care, and Patient Registration.

**Mission:** The Community Health Services is a responsive leader in promoting health and preventing disease through collaborative efforts in assessing, planning, implementing, and evaluating services to meet the holistic health needs for our Oneida Community

**Service Location:**  
Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Patient Care Hours:**  
Monday-Friday: 8:00 A.M.- 4:30P.M.  
(920) 869-2711 ext, 4840

**1.Case Management Services & Home Health**

**Staff:** Community Health Representatives (CHR’s) and Registered Nurses (RN’s)

**Case Management Services**

**Case Management by CHR:** CHR’s provide a Public Health and Long Term Care service to assist community members to manage their chronic illness through access to medical care including medications. CHR’s can help with the following (up to 2 times per week):

- In home Chronic Disease monitoring such as blood pressure checks
- Medication delivery for those unable to pick up their medication
- In home assistance with ordering medications if unable to do it by themselves
- Medical care advocacy & referral to other community resources
- Limited transportation

**Case Management by RN:** Public Health Nursing & Long Term Care program to assist community members manage their chronic illness & medication management. RN’s can help with the following (up to 1 time per week):

- In home Medication Management through medication set up. RN can bring medication from the OCHC pharmacy.
- In home Chronic Disease monitoring of vitals
- In home Chronic Disease management of medical appointments when unable to do for themselves
- Referral to other community resources

**Eligibility for Case Management Services:**

- Member of a Federally Recognized Tribe or Alaska Native Group
- Established patient of the Oneida Community Health Center
- Reside within the boundaries of the Oneida Nation’s Reservation
- Meets medical and/or physical need to receive services
- Individuals living outside of service area may be eligible for some on site RN services

Scan me to learn more about CHS-Case Management



**What to Expect:**

- Referral intake through office staff before routed to RN or Coordinator
- Review of referral and client contact within 72 hours by RN or Coordinator to set up an assessment at your home
- No cost
- Participants are generally provided services on a first come, first serve basis
- Waiting lists are a possibility depending on service demand and availability

**Home Health Agency Services**

**Oneida Nation Home Health Agency Services in collaboration with PRN Home Health & Therapy Agency:**

- In home Skilled Nursing services authorized with doctor orders for home bound patients.
- In home Physical Therapy (PT) authorized with doctor orders for home bound patients.
- In home Occupational Therapy (OT) authorized with doctor orders for home bound patients.
- Referral to other community health services and resources

**Eligibility:**

- Member of a federally recognized Tribe or Alaska Native Group.
- Reside within Brown & Outagamie Counties.
- Meets medical need & home bound status to receive services.
- OCHC referral from Purchased Referred Care (PRC) may be needed.

**What to Expect:**

- Referral intake through office staff routed to PRN for Oneida or PRN assignments.
- Review of referral and client contact within 24-72 hours by staff to set up an assessment at your home.
- Costs covered through one or a combination of the following: Medicare, Medicaid, Insurance and PRC.



**Medical Transportation via Oneida Public Transit**

**Service Description:** Community Health Representative Program funds are used to provide Medical Transportation passes to use Oneida Public Transit to access medical related services. These can include medical, dental, optical, behavioral health and pharmacy. Passes are available through the CHS office and other OCHD providers.

**Eligibility:**

- Member of a Federally Recognized Tribe or Alaska Native Group
- Established patient of the Oneida Community Health Center and Behavioral Health
- Reside within the boundaries of the Oneida Nation’s Reservation
- Need for transportation to medical service

**What to Expect:**

- Referral information given to office staff
- CHN staff member will review eligibility criteria then issue pass accordingly
- No cost
- Participant needs to meet eligibility criteria to receive pass
- Participants must contact Oneida Transit to arrange transportation at (920) 496-5770 and follow Oneida Transit guidelines to receive transportation services
- Oneida Transit can transport to off reservation medical services, IF it is due to a referral authorized by Purchased Referred Care



**2.Long-Term Care Case Management**

State and Federal Long Term Care Programs- The Oneida Nation is unique in having the Tribal Option/Family Care program. It is not an entitlement program, there are specific State and Federal Medical and financial requirements to qualify. This program helps frail elders and adults with disabilities get the services they need to remain in their homes.

Tribal Dementia Care Specialist (DCS)- The Tribal DCS can assist family caregivers in providing care for their loved one at home while maintaining their own health and well-being. The Dementia Care Specialist can help address your current situation and plan for future, including advance care planning and connecting to legal and financial planning experts.

Home Care Worker Program- Clients must be 70+ years of age or 55-69 with disability documentation on file. Clients must be an enrolled Oneida Tribal Member or member of another Federally recognized Tribe and reside within the Oneida Nation reservation boundaries. Services may include light housekeeping services, companionship, and stand-by assistance with personal care needs.

For more information on Community Health Long-Term Care Case Management Program Services please call (920) 869-4995.

Scan me to learn more about  
CHS- Long-Term Care Case Management



**3. Population Based Programming**

**Staff:** Registered Nurse’s (RN’s), Prenatal Care Coordinator, Maternal Child Health Worker, School Nurse, Headstart Nurse, Public Health Manager, Office Coordinator

**Service Description:**

- Car seat education and installation
- Immunization Clinics
- Communicable disease investigation
- School nursing
- Maternal Child Health Services
- Preparedness Programming
- Wellness education
- Community Events

Scan me to learn more  
about CHS- Pop Based  
Programming



## 4. Health Promotion/Disease Prevention

### Service Location:

Ka?nikuhli-yo Family Center  
2640 West Point Rd, Green Bay, WI 54304

### Patient Care Hours:

Monday-Friday: 8:00 A.M.- 4:30P.M.  
(920) 490-3780

**Staff:** Health Promotion Manager, Health Promotion Specialists, Data Coordinator, Health Promotion Coordinator, Stroke Prevention Wellness Coach

**Service Description:** Health Promotion/Disease Prevention strives to empower the Oneida Community to achieve optimal health by offering a variety of services and programming aimed at helping people make healthy lifestyle changes and achieve their wellness related goals.

### Service(s) for Patients:

#### Diabetes Prevention Program (DPP):

- A year long program that includes one-on-one wellness coaching & group classes with a focus on behavior change, healthy eating, & increasing physical activity.

#### Wellness Coaching:

- A Wellness Coach works one-on-one with individuals who want to improve their health & well-being through support, goal setting & problem solving.

#### Just Move It-Oneida (JMIO):

- JMIO offers the Oneida Community a FREE walk event each month. Events are open to all ages. Registration is required once per calendar year & registrant will receive a free t-shirt.

#### Stroke Prevention Research Studies:

- The stroke prevention research studies are a partnership between the Oneida Nation and UW-Madison Stroke Team that is supported by the Oneida Nation Business Committee, Oneida Comprehensive Health Division as well as the UW-Madison Department of Neurological Surgery and Department of Medicine-Cardiovascular Division with the purpose of identifying what risk factors put Native Americans at a higher risk for stroke and learn what activities work best to lower those risk factors.



Scan me to  
learn more  
about HPDP



## 5. WIC/Nutrition Services

### Service Location:

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

### Patient Care Hours:

Monday-Friday: 8:00 A.M.- 4:030P.M.  
(920) 869-4829  
Fax: (920)-869-4909

**Staff:** Registered Dietitian Nutritionists (RDN), Lactation Specialists

The WIC/Nutrition Department RDN staff provide nutrition education, lactation counseling, and nutrition consultation services to Tribal Programs and established patients of the Oneida Community Health Center (OCHC).

## Women, Infants, and Children (WIC) Program

**Service Description:** The WIC Program is the Federal and State funded Special Supplemental Nutrition Program which provides nutrition assessment, health screening, nutrition and breastfeeding support, referrals to health and social services, and supplemental foods to eligible participants. You may qualify for WIC if: you live in WI, you are pregnant, breastfeeding, or have had a baby in the past six months, or if you have a child under age five; and you meet the WIC Income guidelines.

## Nutrition Services

**Service Description:** Individual nutrition diet counseling or lactation support with a RDN is available by appointment, for established OCHC patients with a referral from a Medical Provider.



Group nutrition education classes are available for Tribal Programs, upon request.



Scan me to learn more  
about WIC/Nutrition



## Patient Care Hours:

Monday: 7:00 AM- 6:00 PM

Tuesday-Friday: 7:00 AM- 5:00 PM

(920) 869-2711 Fax: (920)869-6327

## Service Location:

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

Scan me to learn  
more about Dental



**Staff:** Dentists, Hygienist, Dental Assistant, Periodontist, Orthodontist

**Service Description:** Dental provides comprehensive services for the provision of care to the teeth and oral hygiene. We are staffed with 5 full-time General Dentists. Specialty services provided in the Dental Department are Orthodontics (braces) and periodontics surgery.

## Services include:

- Preventative care
- Restorative care fillings
- Oral surgery extractions
- Orthodontics (braces)
- Prosthetic crowns, bridges, dentures, and partials
- Endodontic treatment (root canals)
- Emergency dental treatment
- Fluoride therapy and silver diamine
- Periodontics Surgery- disease of gums & supporting bone



## Employee Care Hours:

Monday-Friday: 8:00 AM- 4:30 PM

(920) 405-4492

Fax: (920)-405-4494

## Service Location:

701 Packerland Dr, Green Bay, WI 54303



**Service Description:** Employee Health Nursing strives for optimal health and wellness for the Oneida Nation Employees

## Employees may be seen on a walk-in basis at no cost for:

- Injury/illness evaluation
- Blood pressure monitoring
- Blood sugar monitoring
- Tobacco cessation education and support
- Weight management, education and coaching
- Immunizations (Tetanus, Hepatitis B, Pneumovax, & Influenza)
- Tuberculosis screening and referral as necessary
- Domestic violence screening and referrals
- Respiratory Fit Testing by appointment

## Early Return to Work (ERTW):

- Case Management for work related and non-work related injuries/illnesses

## Worksite Safety and Health Training include:

- CPR and First Aid training
- Workstation ergonomic assessments
- Basic Safety and Bloodborne Pathogen training (E-Learning)
- Tuberculosis (E-Learning)
- Fit for Duty (E-Learning)
- Influenza (E-Learning)
- ERTW (E-Learning)
- Review and investigate work injuries/illnesses
- DOT supervisor substance abuse recognition training

## Drug and Alcohol Free Workplace:

- Education and Awareness (E-Learning)
- Designated Employer Representative
- Pre-employment/internal transfer drug testing
- Suspicion testing for drugs and alcohol (8:00 AM-1:30 PM only)
- Coordinate DOT random drug and alcohol testing





# MEDICAL BENEFITS

**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Patient Care Hours: Health Center**

Monday-Friday: 8:00 A.M.- 4:00 P.M.  
(920) 869-2711

**Service Location:**

Behavioral Health  
2640 West Point Rd, Green Bay, WI 54304

**Patient Care Hours: Behavioral Health**

Monday-Friday: 7:30 A.M.- 3:30 P.M.  
(920) 490-3729

**Staff:** Medical Benefits Coordinator

**Service Description:** The purpose of Medical Benefits is to seek alternate resources. Medical Benefits works closely with Purchased Referred Care (PRC) to seek alternate resources for individuals who may qualify for state or federal programs. Persons eligible for PRC and alternate resources are required to apply due to Federal Regulations which mandate PRC funds be the payer of the last resort.

We will assist individuals to seek alternate resource programs in which they might qualify for and to help them apply.

Programs used at the Health Division are:

- Badger Care/Medical Assistance
- Wisconsin Well Woman Program
- Senior Care
- Healthy Start
- Family Planning Waiver
- Medicare Part D

Every effort is made to look for other alternate resources for patients who are not eligible for PRC. In these cases, Medical Benefits will work with the health organizations to seek funds that might be available for patients needing services. Organizations may include hospitals, physicians’ offices or other Indian Health Services.

# MEDICAL CLINIC

**Patient Care Hours:**

Monday: 7:00 AM- 6:00 PM  
Tuesday-Friday: 8:00 AM- 4:30 PM  
(920) 869-2711, Fax: (920)869-4979

Scan me to learn  
more about medical



**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

Care is provided by a staff of full-time physicians, nurse practitioners, physician assistants, registered nurses, and ancillary health care providers. Appointments are available for diagnosis, treatment, well child care, immunizations, family planning, minor surgical procedures, and preventative care. In addition, several physicians are contracted to provide care in specialized areas. Services are provided in the areas of Family Practice, Internal Medicine, Pediatrics, Obstetrics, Gynecology, Podiatry, and Diabetes.

Clinic appointments are required, however, patients requiring same day service for acute illness will be screened by the triage nurses and appropriately referred for care if no appointments are available.

**After Hours Care**

Nurses and providers are available on-call for all hours that OCHC is closed. The on-call provider can be contacted by calling (920)869-2711 or 1-866-869-2711.

On-Call providers DO NOT determine Purchased Referred Care eligibility. Eligibility will be determined by Purchased Referred Care staff.

**Emergency Procedure**

- ***Please call 911 in the event of an Emergency***



**1.Diabetes**

**Staff:** Nursing team, registered dietitian, certified diabetes educator, and medical provider (physician or nurse practitioner)

**Service Description:** The goal of the Diabetic Team is to educate you in the journey to successfully manage your diabetes. This will enable you to develop skills necessary to control your diabetes and prevent future complications associated with your disease.

**Services Include (*but not limited to*):**

- Medication Management
- TRIAD Program- exercise program with personal trainers and incentives
- Foot care education and custom shoes
- Mental and emotional health support
- Insulin pump therapy and continuous sugar monitoring system
- Thyroid disorders
- Self-management education program
- Education Provided:
  - 1.Self-monitoring blood sugars (low and high)
  - 2.Sick day management
  - 3.Diabetes disease process- preventing long-term complications
  - 4.Diabetes medications
  - 5.Nutrition
  - 6.Losing/gaining weight
  - 7.Lifestyle changes and coping recommendation
  - 8.Exercise
  - 9.Smoking cessation and alcohol abuse

**Monthly Programs**

- Diabetes Talking Circle- 1st Tuesday of every month from 4:30 p.m.-5:30 p.m. at the Oneida Community Health Center. This event is hosted by Behavioral Health

**2. Family Practice/Internal Medicine**

**Staff:** Physicians- Specialized in Internal Medicine, Family Practice, Physician Assistants, Nurse Practitioners, and Nursing Team

**Services Include (*but not limited to*):**

- Physicals
- Minor surgical procedures
- Health maintenance
- Chronic disease management
  - 1.Internal Medicine focuses on adult disease prevention and treatment
  - 2.Family Practice focuses on the physical and emotional health of their patients and families of all ages.

**3.Medication Assisted Treatment (MAT)**

**Staff:** Nurse Practitioner specializing in Psychiatry and Nursing Team  
Schedules for specialty areas vary based on the provider availability.

**Service Description:** MAT combines medications and therapy to help individuals recover from opioid addiction. The medications reduce cravings and withdrawal symptoms, while therapy supports long-term recovery by building coping skills and confidence. This comprehensive approach makes it easier to overcome addiction and achieve lasting sobriety.

**4. Obstetrics/Gynecology (OBGYN)**

**Staff:** OBGYN Providers and Nursing Team  
*Schedules for specialty areas vary based on the provider availability.*

**Service Description:** Provides care for the female reproductive organs and care for both pregnant and non-pregnant patients. Patients may be billed for off-site laboratory services related to these procedures.

**Services Include:**

- Midwifery
- OB Screening & Prenatal Care education
- Prenatal/OB care
- Post-Partum care through 6 weeks
- Lactation consultation
- OB nurse triage
- Abnormal menstrual bleeding
- Female reproductive issues
- Birth control options
- Female sterilization
- In house procedures: colposcopy, endometrial biopsy, non-stress testing, cyst drainage and removal

### 4. Pediatrics

**Staff:** Pediatrician, Family Practice Providers, and Nursing Team

**Service Description:** Pediatricians care for patients from newborn to 18 years of age. Family Practice Providers care for patients from newborn through adulthood.

**Services Include (but not limited to):**

- Newborn exams
- Well child exams
- Immunizations
- School/sports physicals
- Medication maintenance

### 5. Podiatry

**Staff:** Podiatrist and Nursing Team  
*Schedules for specialty areas vary based on the provider availability.*

**Service Description:** Podiatrist diagnoses and treats disorders of the foot, ankle, and lower leg.

Services Include:

- Custom foot orthotics
- Minor surgeries

### 6. Triage

**Staff:** Registered Nurses

**If your call is concerning a medical emergency, please hang up and call 911**

**Services Include (but not limited to):**

- Assist patients in determining need for medical care
- Answer general medical questions
- Schedule “same day” nurse visits

The following is a list of conditions that may be appropriate for Nurse visits:

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| • Sore throat                       | • Weight checks                     |
| • Toenail trimming, if not diabetic | • Suture/staple removal             |
| • Pregnancy tests                   | • Injections                        |
| • Blood pressure checks             | • Dressing changes and wound checks |

**Hours of Operation:**

Monday-Friday: 8:00 A.M.- 4:30 P.M.  
(920) 869-4904 Fax: (920)869-6820

**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Medical Records Supervisor, Medical Record Technicians

**Service Description:** Systematic documentation of the patient medical history and care which serves as a basis for planning patient care.

Promptly and efficiently retrieve, process, distribute, maintain, collect and store patient medical records; sort and forward to appropriate recipients both internal and external; organize and evaluate medical records for completeness and accuracy. Maintains confidentiality of all privileged information.

**Release of Information for Medical Records at OCHC**

Wisconsin Statutes 146.81, 146.82, 146.83 requires that:

- All health care records remain confidential and informed consent must be obtained prior to the release of any medical records except in certain conditions defined within the law
- All requests for health care records must be submitted in written format unless exempt by the law
- The medical record is the property of the Oneida Comprehensive Health Division and the information contained in the medical record belongs to the patient
- The patient is entitled to the protected right of all health care information

The release of information from health records shall be carried out in accordance with the Wisconsin State Statutes. In some cases there may be a minimum charge of \$10.00 per copy for the following:

- Photocopying of records for personal use
- Viewing of records by insurance representatives, attorneys or their representatives including worker’s compensation presenting a signed authorization form from the patient



## OPTICAL/EYE CARE

### Patient Care Hours:

Monday: 7:00 AM- 6:00 PM

Tuesday-Friday: 8:00 AM- 4:30 PM

(920) 869-2711

Scan me to learn more  
about optical services



### Service Location:

Oneida Community Health Center

525 Airport Dr., Oneida, WI 54155

**Staff:** Optometrists and Technicians

**Service Description:** Optical provides  
for the comprehensive care of the eye.

### Services include:

- Full eye exams
- Diabetic eye exams
- Red eye treatments
- Eyeglasses
- Contact lenses



Our optometrists can treat and prescribe medication for eye injuries and infections. Retinopathy, glaucoma, cataracts, and many other eye related diseases.

We provide vision aids for our patients with vision problems related to Diabetes and Macular Degeneration.

### Tribal Benefits include:

- Eye exam
- Basic plastic lenses with lined bifocal if needed
- Polycarbonate lenses (impact resistant) for children
- Frame Benefit of \$35

We carry a wide range of frames, including designer frames, and lenses at very reasonable prices. Frame prices start at \$55.00, that means you could get a complete pair of glasses for \$20. There are many lens options available such as transitions, no line bifocals and treatments such as anti-reflective coating and special tints. We also carry prescription and nonprescription sunglasses.

## PATIENT REGISTRATION

### Patient Care Hours:

Monday: 7:00 AM- 6:00 PM

Tuesday-Friday: 8:00 AM- 4:30 PM

(920) 869-2711

### Service Location:

Oneida Community Health Center

525 Airport Dr., Oneida, WI 54155

**Staff:** Patient Account Representatives (PAR)

**Service Description:** The department is responsible for patient registration. They verify third-party insurance and ensure the necessary paperwork is completed to establish patient care.

### For new patient registration, patient must provide the following:

- Tribal enrollment card or descendency letter
- Social Security card
- Birth certificate for those under 18 years of age
- Any legal documents such as guardianship papers, power of attorney forms, etc.
- Insurance cards

For privacy reasons, you will be asked to complete the Wisconsin Consent form.



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Patient Portals



# PHARMACY

**Patient Care Hours:**

Monday: 7:00 AM-6:00 PM  
Tuesday-Friday: 7:30 AM-5:30 PM  
(920) 869-2711, Fax: (920)869-1785  
Automated Refill Line: (920)869-4970

Scan me to learn  
more about  
Pharmacy Services



**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** Pharmacists, Pharmacy Technicians, Pharmacy Clerks, and PARs

Due to the large volume of prescriptions that are filled, please allow **two business days** from the time of your request. Prescriptions can be filled with a written, faxed, or phoned order to the Oneida Community Health Center Pharmacy. A 24 hour a day **automated refill line** can be accessed at (920)869-4970 to accept your refill requests.

**Service Description:** Pharmacy provides services of filling prescriptions

**After Hours Emergency Prescriptions**

After hours emergency prescriptions are filled for patients by verbal authorization from the on-call nursing staff. If the patient receives a prescription from an authorized Emergency Room visit, it may be filled at a pharmacy contracted by the Comprehensive Health Division.

If OCHC Pharmacy does not carry your prescribed medication and it is deemed medically necessary, it may be obtained through an authorization from Purchased Referred Care, for PRC eligible patients. Prescriptions for these items may be filled at a pharmacy contracted by the Comprehensive Health Division, with PRC and Pharmacy authorization.

**Hearing Aid Batteries**

For patient convenience, replacement hearing aid batteries are available at the pharmacy counter at no charge. No prescription is necessary.

# PURCHASED REFERRED CARE (PRC)

**Patient Care Hours:**

Monday-Friday: 8:00a.m. to 4:30 p.m.  
Phone: (920) 869-2711  
Email: [ohc\\_prc\\_services@oneidanation.org](mailto:ohc_prc_services@oneidanation.org)

**Service Location:**

Oneida Community Health Center  
525 Airport Dr., Oneida, WI 54155

**Staff:** PRC Specialists, PRC Assistant, Medical Benefits Coordinator, Systems Coordinator, PRC Supervisor

**Service Description:** PRC is a financial resource to assist in payment for services that cannot be directly provided at the Oneida Community Health Center and Oneida Behavioral Health based upon eligibility.

Federal regulations require that PRC funds are to be used **only after all** alternative resources have paid.

PRC eligibility will be determined by a PRC Specialist based upon federal regulations and a referral from your primary care provider at the Oneida Community Health Center/Oneida Behavioral Health.

All patients seeking PRC funds must provide a current PRC Service application and one form of documentation for proof of residency, tribal affiliation, and are required to apply for alternate resources for care.

All patients must notify PRC of going to the Emergency Room or Urgent Care within 72 hours to be eligible for PRC coverage. For Elders age 55 and over, notification must be made within 30 days

**Documents acceptable for proof of residency must include patient name, physical address, and be dated within the last 60 days. See the list below:**

- Official government documentation
- Rental receipts or documentation from mortgage holder or landlord on letterhead
- Direct deposit receipts or payroll stubs
- Acceptance letters( college/grants)
- Utility bills (heat, water, sewer, and garbage disposal)
- Cable, satellite bills
- Telephone and cell phone bills

**NOTE: Your name, address, and current date must be visible and it must be a current document from within the past 60 days.**

- Acceptable forms of tribal affiliation will include: tribal identification cards and descendent letters



# PURCHASED REFERRED CARE

- Applications for *alternate resources* may include but are not limited to: Medicare, Medical Assistance, Wisconsin Well Women’s Program, Disability, Kinship Care, Express Enrollment for Pregnant Women and Children, etc. *Patients are expected to remain compliant with alternate resources to receive Purchased Referred Care funds.*

**Eligibility is determined by the following:**

- Be an Oneida tribal member or descendent residing within Brown or Outagamie County.
- Member of another federally recognized tribe residing in Brown or Outagamie County with a social or economic tie to the Oneida Nation (work for Oneida, married to Oneida member/descendant, caring for Oneida children)
- Member or descendent of another federally recognized tribe residing within the Oneida Reservation boundaries.
- For minor dependents who reside with both parents at separate addresses, eligibility will be based on what address is used for enrollment in school, or what address schooling is facilitated at. Verification of school enrollment may be requested.
- Students who meet eligibility guidelines at their permanent residence prior to leaving for school must supply PRC with a copy of full-time student status every semester.
- Patients eligible but leaving the community, may continue to be eligible for 180 days.
- Non-Native American women pregnant with an eligible Native American’s child are eligible for: duration of pregnancy through post-partum, as long as prenatal care is done through OCHC or referred out by Oneida provider (Father’s Acknowledgment form must be signed prior to receiving PRC funds)
- Provide a current PRC Service application (updated annually).
- Provide acceptable form of proof of residency.
- Apply for alternate resource for care if patient eligible.
- Prior authorization must be determined by patients primary care provider from Oneida Community Health Center or Behavioral Health.
- Oneida Community Health Center or Behavioral Health provider must issue a referral for services.



Scan me for PRC info and forms

# THERAPY SERVICES

**Service Location:**

2901 S. Overland Rd, De Pere, WI 54115

**Patient Care Hours:**

Monday: 7:00 AM- 6:00 PM

Tuesday-Friday: 8:00 AM- 4:30 PM

**Contact Information:**

Main Phone: (920)869-6747

Fax: (920)869-6789

**Staff:** Physical Therapist, Physical Therapy Assistant, Occupational Therapist, Certified Occupational Therapy Assistant, Speech Therapist, and Patient Account Representative

**Physical Therapy:**

Physical Therapy is a profession which develops, coordinates, and utilizes a select knowledge and skills in planning, organizing, and implementing programs for the care of individuals whose ability to function is impaired by disease or injury. Physical Therapy’s primary focus is on those individuals with neuromuscular, musculoskeletal, cardiopulmonary and integumentary disorders and evaluating the level of function related to these disorders. This leads to the selection and implementation of appropriate therapeutic procedures to maintain, improve or restore these functions.

**Occupational Therapy:**

Occupational Therapy focuses on upper body strengthening. We also see people for hand and wrist injuries, fine motor coordination, hand strengthening, or edema management. Occupational Therapy works on increased independence with self cares such as bathing, dressing and home management activities as well.

**Speech Therapy:**

Speech Therapy focuses on swallowing issues, including diet modification or improved swallow, cognition, and voicing.





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Meet the Providers:



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**OCHC Main**  
1-866-869-2711  
(920) 869-2711

**Pharmacy Automated Refill Line**  
(920) 869-4970

**Anna John Resident Centered Care Community**  
(920) 869-2797

**Behavioral Health Main**  
(920) 490-3790

**Employee Health Nursing**  
(920) 405-4492

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