



POLICY

This policy outlines the minimal procedures during a Mobile Integrated Health (MIH) encounter for a client experiencing difficulties managing their insurance and financial needs.

PURPOSE

Provide baseline guidance for the MIH provider on assisting clients with management of insurance and financial needs.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any client/patient who is identified as acutely ill. Activate the municipal transport service if indicated.

SOCIAL DETERMINENTS OF HEALTH (SDOH)

Reference and apply all applicable client assessment screens in addition to OEM MIH Standards of Care. An emphasis should be placed on the following SDOH:

- Access to healthcare
- Understanding condition and care plan
- Current financial state, economic stability

STANDARD OF CARE

1. Apply General MIH Operational Guidelines.
2. Review patient's care plan
3. Discuss with patient if they have current active health insurance, including dental insurance
4. Ensure patient has access to their health insurance cards and continued plans for maintaining active insurance
5. If the patient has health insurance they are unsure is active, assist the patient in calling the insurance company to identify if the insurance is active
6. Consider utilizing available interfaces to assist with insurance questions
7. If the patient does not have health insurance, or has further questions about the possibility of alternative health insurance options, consult resources as outlined in supporting documents

REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines

EMS AGENCY ADDITIONAL POLICIES

Individual EMS Agencies within Milwaukee County are afforded the flexibility to add additional aspects to each MIH guideline. These additional aspects shall be approved by the OEM Medical Direction.

SUPPORTING DOCUMENTS AND RESOURCES

Community Healthcare Access Program (CHAP)

- <https://city.milwaukee.gov/Health/Services-and-Programs/CHAP>



Forward Health

- <https://www.forwardhealth.wi.gov/WIPortal/>

Milwaukee Health Care Partnership (MHCP)

- <https://mkehcp.org/our-priorities/access/>

CHAP consultations are available daily at MHD Clinic locations:

Southside Health Center | 163 S 23rd St.

Hours: Daily, 8:00 AM – 4:00 PM

Keenan Health Center | 3200 N 36th St

Hours: Tuesday, 12:00 PM – 4:00 PM;

Thursday, 8:00 AM – 12:00 PM

Please call **414-286-8620** for questions on either clinic location.