



**ONEIDA COUNTY  
HUMAN SERVICE**  
*Better Together*

**Court House**

1 S. Oneida Ave  
Rhineland, WI 54501  
715-362-5695

- Child Support
- Economic Support
- Child Protective Services
- Foster/Kinship Care
- Youth Justice

**Timber Drive**

705 E. Timber Drive  
Rhineland, WI 54501  
715-369-2215

- Adult Community Services
- Children's Community Services
- Emergency Services
- Outpatient Clinic

**Aging & Disability  
Resource Center**

100 W. Keenan St  
Rhineland, WI 54501  
715-369-6170

- Adult Protective Services
- Disability Benefits
- Elderly Benefits
- Information & Assistance
- Transportation
- Volunteer Opportunities

## EMERGENCY SERVICE PROGRAM

### FINANCIAL RESPONSIBILITY

Oneida County Human Services Emergency Service Program is a State Certified Program that provides crisis assessments, and voluntary and involuntary linkage and follow-up services. There is a fee for these services. In calculating fees for assessments and linkage and follow-up you will be billed for the time spent by professional emergency service staff either with face-to-face contact, by phone contact or coordinating the consumer's care and services.

The consumer is responsible for cost of services, that can include but is not limited to the consumer, the consumer's spouse, or the consumer's parents/guardian if the consumer is a minor.

A consumer's insurance plays an important part in paying for the costs of services. Oneida County Human Services will make every attempt to collect from your insurance company. Oneida County Human Services Emergency Services Program is a Certified Program and does receive reimbursements from some insurance companies. Please be aware that some companies limit their coverage to services provided by certain professionals. Some pay only a portion of the cost and have a deductible, a maximum payment, or a percentage of payment feature. Check your insurance policy or discuss your coverage with your place of employment or insurance agent. If you refuse to provide your insurance information you will be considered self-pay and could potentially be billed for 100% of the services received. The Emergency Services Program is also approved for Medicaid reimbursement and is subject to all Medicaid regulations, such as co-insurance, deductible and maximum benefits. The credit policy of Oneida County Human Services Emergency Service Program is to appropriately pursue the collection of all monies due to the facility from third party sources, the consumer or other responsible parties.

There will be an ability to pay consideration on all financial obligations incurred by the consumer.

If you have reason to believe that you will not be able to pay the full cost of the services or the cost of the services that are not covered by private insurance, you may complete a financial form so that your ability to pay can be calculated and a reasonable monthly payment promise can be determined. The financial form can be obtained and completed by contacting Oneida County Human Services financial department and setting up an appointment or requesting one be mailed for completion.