

Milwaukee Enrollment Services (MiES)

Call to Service

We are a customer-focused agency committed to helping Milwaukee County Citizens access the benefits they are eligible for.

We pledge to work with every customer to help them apply for benefits.

We pledge to treat every customer with dignity, respect, and a sense of empathy.

We pledge to listen patiently to understand every customer's needs.

We pledge to provide education regarding the application process and ongoing management of each customer's case.

We pledge to ensure customers have information on all available methods to contact us.

We pledge to assist customers in managing their case in the most efficient and effective method possible.

We pledge to welcome customer feedback regarding their experience working with us.



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

Division of Medicaid Services
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