

Client Follow-Up

MIIC USER GUIDANCE AND TRAINING RESOURCES

This guide describes how to use the client follow-up feature in the Minnesota Immunization Information Connection (MIIC).

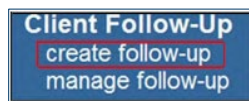
The purpose of the client follow-up feature is to identify clients who are recommended or overdue for selected immunizations and to facilitate follow-up with these individuals using a process called reminder/recall. This feature allows users to generate a: list of clients and their recommended or overdue immunizations, label output, mail merge output, xml output, and a contact list. These tools can be used to improve data for your organization in MIIC and client and population vaccination rates.

Contents

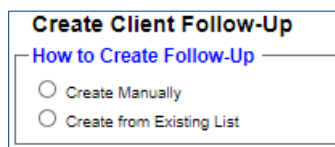
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|--|----|
| Client Follow-Up..... | 1 |
| Getting Started..... | 1 |
| Creating a Follow-Up Cohort Manually | 2 |
| Choosing Follow-Up Specifications | 3 |
| Managing Client Follow-Ups | 5 |
| Generated Reports..... | 8 |
| Client Report | 8 |
| Mailing Labels..... | 9 |
| Mail Merge..... | 10 |
| Contact List..... | 10 |
| MIIC Help..... | 11 |

Getting started

1. Log in to MIIC using your organization code, username, and password.
2. In the left-hand sidemenu bar, choose “create follow-up” under “Client Follow-Up”.



3. Choose a method for creating a follow-up cohort:



- **Create manually:** This is the most commonly used option and will help you create a follow-up list from scratch. Once selected, you can choose a variety of age cohorts that will produce an output, listing individuals that MIIC associates with your organization or area.

- **Create from an existing list:** This option allows you to choose from any list you already have created in MIIC. Find more information on how to create a list at [Using Lists in MIIC \(www.health.state.mn.us/people/immunize/miic/train/uselists.html\)](http://www.health.state.mn.us/people/immunize/miic/train/uselists.html).

Creating a follow-up cohort manually

1. Select “Create Manually” on the “Create Client Follow-Up” page.

The screenshot shows a form titled "Create Client Follow-Up" with a sub-section "How to Create Follow-Up". It contains two radio button options: "Create Manually" (which is selected and highlighted with a red box) and "Create from Existing List".

2. In the “Age Range” section, select the age range information.
 - Choose whether the age range will be measured in months or years.
 - Enter a “Beginning Age” and a “Through Ending Age”. The report will only look at the clients who are between the beginning age and the ending age.
 - Enter an “Age as of Date” from which the report will run. The current date will be used if no date is entered.
3. Once the age range is entered in, MIIC will display the range of birthdates that this follow-up will look at on the far right. For instance, the example below would show all adults age 55 through 60 years old (beginning age 55, ending age 60), as of February 10, 2015 (age as of date).

The screenshot shows the "Age Range" section of the form. It has two radio buttons: "Months" and "Years" (which is selected). There are input fields for "Beginning Age" (55) and "Through Ending Age" (60). There is a date field for "Age as of Date" (02/10/2015) with a calendar icon. On the right, it displays "Birth date range of" as "2/11/1954 through 2/10/1960".

- Users who run monthly follow-up reports may find it helpful to run the report the same day every month (for example, the first of the month). This will ensure that you are getting the current cohort of clients who are overdue or have recommended vaccines.
 - Also, if you have a cohort that you have done follow-up on previously, you can easily check on that cohort to see if they still have overdue or recommended vaccines. Set the “Age as of Date” to the original date used to view the clients who are still overdue or have recommended vaccines.
4. If you are not a local public health user, skip to step 5. Local public health users have an additional option to conduct follow-up on residents of selected counties. You can choose which clients to include in the follow-up report from the options listed below:

The screenshot shows the "Client Associations" section. It has three radio button options: "Clients Associated with Test Clinic", "Clients Associated with Selected Organizations below" (which is selected and highlighted with a red box), and "Clients Associated with Test Clinic or Selected Organizations". Below these are two empty list boxes labeled "Available Organizations" and "Selected Organizations". Between these boxes is a set of buttons: "Add >", "Add All >>", "< Remove", and "<< Remove All".

- **Clients associated with [organization name]:** This includes clients associated with your organization. This is a commonly used option.

CLIENT FOLLOW-UP

- Clients residing in selected counties below: This includes residents in MIIC of the county or counties you select, regardless of organization association. Select counties to include from the “available counties” field. Then select “Add >” so they appear in the “selected counties” field.
 - Clients within [organization name] or residing in selected counties: This includes clients associated with your organization and clients residing in counties you select.
5. If you are not a user at a “parent organization” (typically the main location or administrative site of an organization with associated sites), skip to step 6.
Parent organizations have an additional option to select clients from associated sites (which are set up as separate organizations in MIIC) for follow-up. You can choose which clients to include in your follow-up report from the options listed below.

The screenshot shows a window titled "Client Associations". It contains three radio button options: "Clients Associated with Test Clinic" (selected), "Clients Associated with Selected Organizations below", and "Clients Associated with Test Clinic or Selected Organizations". Below these are two empty text boxes labeled "Available Organizations" and "Selected Organizations". Between the boxes are four buttons: "Add >", "Add All >>", "< Remove", and "<< Remove All".

- **Clients associated with [organization name]:** This includes clients associated with your organization. This is a commonly used option.
- **Clients associated with selected organization below:** This includes clients associated with the organization(s) you select. Select the organization(s) to include from the “available organizations” field. Then select “Add >” so they appear in the “selected organizations” field.
- **Clients within [organization name] or associated with selected organizations:** This includes clients associated with your organization and clients associated with organizations you select.

Choosing follow-up specifications

1. Select the “Follow-Up Type” from the available options listed below. The definitions of “Overdue” and “Recommended” are based on guidelines determined by the Advisory Committee on Immunization Practices (ACIP).

The screenshot shows a window titled "Follow-Up Type" with four radio button options: "Overdue" (selected), "Recommended", "Overdue or Recommended", and "All Clients Regardless of Vaccination Status".

- **Overdue:** All clients, in the specified cohort, who are overdue/late for vaccines.
- **Recommended:** All clients, in the specified cohort, who are recommended/due for vaccines.
- **Overdue or recommended:** All clients, in the specified cohort, who are overdue/late or recommended/due for vaccines.
- **All clients regardless of vaccination status:** All clients in the specified cohort. This will include clients that are due, overdue, and up to date for vaccines. This report will include all people that meet the criteria used in the client follow-up creation.

Note: Selecting ‘All Clients Regardless of Vaccination Status’ will create a follow-up with all of the clients that match the criteria so the ‘Vaccine Type’ section will not be displayed. The client follow-up feature can only make calculations based on the vaccine information that is in MIIC. Missing information will affect the results of these reports.

2. Select the “Vaccine Type” for the report from the available options below.

- **Vaccine Grouping(s) and/or Individual Vaccine(s):** Select the vaccines to be included in the report. There are a few ways to select vaccines to include in the report.

- **Child vaccine grouping** selects DTaP, Hep A, Hep B, Hib, MMR, Pneumo-conj, Polio, Rotavirus, and Varicella.
- **Adolescent vaccine grouping** selects HPV, Meningococcal, and Tdap Only.
- To **select or deselect individual vaccines**, you can directly select the vaccine checkboxes.
- You may also use the “Select All” button to choose all vaccines or the “Deselect All” button to deselect all vaccines and then choose vaccines individually.

Note: The “Tdap Only” selection will return all clients who have not received a dose of Tdap vaccine after age 7 years, regardless of whether an “Overdue” or “Recommended Follow-Up” type is chosen. An “Overdue” follow-up type for Tetanus-containing vaccines (Td, Tdap, DTaP, or DT) will return clients who are late for a Tetanus-containing vaccination and a “Recommended” follow-up type for Tetanus-containing vaccines will return clients who are currently due for Tetanus-containing vaccination.

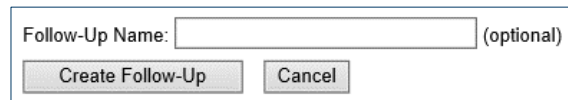
- **Select Vaccine Group and Number of Doses Already Received:** Select the combination of vaccine group, vaccine, and doses received that is desired for the report.

CLIENT FOLLOW-UP

- **Vaccine Group:** Select a vaccine group that is currently active in this feature. Vaccine groups are added by MIIC Ops staff based on need, current disease situations, vaccine recommendations, etc.
- **Vaccine [Trade Name]:** This dropdown includes all active vaccine products for the selected vaccine group. This field is optional and can be used to do product specific follow-up.
- **Dose(s) Received:** This dropdown allows the user to do follow-up for clients who have received a certain number of doses of your selected vaccine. The dropdown options change depending on which vaccine group and product are selected and will only display 0 if no vaccine product is selected.
- If you have any questions about this function, please email the MIIC help desk at health.miichelp@state.mn.us.

Note: All dose values besides 0 are at least that many doses, meaning if you select 1 for dose(s) received, it will pull back every client who fits your above criteria and has received at least one dose of the selected vaccine. Selecting 0 will only pull back clients who have received no doses of the selected vaccine group.

3. Enter a name for the follow-up report.





4. Select the “Create Follow-Up” button.
5. The “Manage Client Follow-Up” page will now display.

Managing client follow-ups

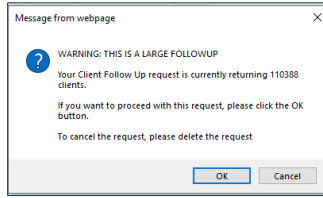
1. On the “Manage Client Follow-Up” screen, select the “Refresh” button periodically until the status of the report displays. You may browse to other areas of MIIC while you are waiting for the cohort to process.
 - If the status displays “Ready,” skip to step 6 in this section.
 - If the status displays “Warning,” continue with step 2 in this section.
2. If the status displays “Warning,” this means that you requested a large report. In order to proceed, select the view icon.



| View | Delete | List Name | Count | Date Generated | Status |
|---|---|-----------|----------|-------------------|---------|
|  |  | Example | (110388) | 11/05 01:17:55 PM | Warning |

3. A pop-up message will appear. Select “OK” to continue processing (and continue to step 4). In order to cancel the request, you can select “Cancel” and then the delete icon (red X) on the “Manage Client Follow-Up” page.

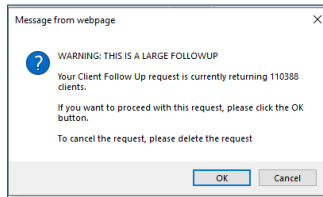
CLIENT FOLLOW-UP



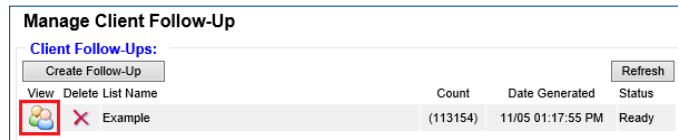
- If you decided to continue processing, keep clicking on the refresh button until the status displays "Attention." In order to proceed, select the view icon again.



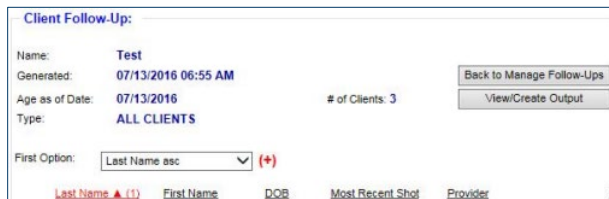
- A similar pop-up message will appear. Select "OK" to be taken to the page that displays the list of clients. Continue to step 7 in this section.



- Once the status says "Ready," select the view icon to display the list of clients.



- View the clients who fit your selected criteria. You can sort the list by selecting a column name and sorting direction. You can also add a second sorting criteria by selecting the red plus sign (+). This allows you to sort the clients by:



- Last name
- First name
- Date of birth (DOB)
- Last shot date
- Last shot provider
- Last shot date with org
- City (of residence)
- State
- Contact
- Undeliverable address
- Insufficient address

Note: If you have a very large list of clients, it may be easier to use the **contact list** feature, which is described later in this document.

- If you want to view a single client's immunization record, simply select their last name and their MIIC record will open in a new window.

Note: Any changes that you make to the data at this point will not show up in the reports until the next day. If you decide to clean up your data, please check MIIC again the next day to check your reports.

- Some records may be color coded based on their address information. The colors are as follows:
 - Red:** No contact. The client has opted out of Reminder and Recall contact.
 - Orange:** Undeliverable. The client's address is marked as undeliverable.
 - Yellow:** Insufficient address. The client's address may not be correct due to missing or incorrect address information, preventing it from successfully sending through postal mail.
- Modify the list as needed by selecting the checkboxes next to each name and selecting either "No Reminder" or "Not our Client".

| | Last Name ▲/▼ | First Name | DOB | Last Shot Date | Last Shot Provider | Last Shot Date with Day | |
|-------------------------------------|---------------|------------|----------|----------------|--------------------|-------------------------|---|
| <input checked="" type="checkbox"/> | 1 | RUGG | CHANDLER | 01/18/2008 | 01/28/2021 | MIIC | N |
| <input type="checkbox"/> | 2 | HARMON | BETH | 07/28/2008 | 07/24/2020 | MIIC | N |
| <input checked="" type="checkbox"/> | 3 | HOLMES | SHERLOCK | 04/28/2008 | 09/01/2020 | MIIC | N |
| <input checked="" type="checkbox"/> | 4 | JONES | INDIANA | 02/11/2008 | 04/22/2020 | MIIC | N |
| <input type="checkbox"/> | 5 | JONES | HENRY | 01/02/2009 | 05/05/2020 | MIIC | N |
| <input type="checkbox"/> | 6 | SUMMERS | BUFFY | 08/25/2008 | 10/13/2020 | MIIC | N |
| <input type="checkbox"/> | 7 | TARGARVEN | DAENERYS | 10/13/2008 | 10/28/2020 | MIIC | N |
| <input type="checkbox"/> | 8 | WHITE | WALTER | 12/27/2008 | 02/13/2015 | MIIC | N |
| <input type="checkbox"/> | 9 | WENERS | GRETCHEN | 05/04/2008 | 09/15/2020 | MIIC | N |
| <input type="checkbox"/> | 10 | WUNDER | WOMAN | 08/18/2008 | 08/19/2020 | MIIC | N |

- No reminder:** Select "No Reminder" for clients you want to remove from this follow-up cohort. This keeps the client active to your organization but removes them from the report and outputs generated from the report. For example, this could be useful if one of the clients has an upcoming appointment and you do not want them to receive a letter.
 - Not our client:** Select "Not our Client" for clients you no longer serve. Only select this if you are certain that the client is no longer a client at that organization. This selection removes the association between the client and the organization. In order for clients to be associated with that organization again, the association needs to be manually re-activated in MIIC or the client needs to receive a new immunization from that organization.
- You can also use the below buttons to select larger groups of clients.
 - Select all this page:** Selects all clients on this page.
 - De-select all this page:** De-selects all clients on this page.
 - Select all:** Selects all clients.
 - De-select all:** De-selects all clients.

CLIENT FOLLOW-UP

12. Once the follow-up cohort is defined, select the “View/Create Output” button. This will take you to a new page. From here, you can select from the following output options:

- Client report
- Mailing labels
- Mail merge
- Contact list

Note: Descriptions of each of these outputs and their uses can be found later in this user guide.

13. Select “Generate Output” to create your selected report(s). A list of generated reports will appear under the “Generated Reports” section of the page. The outputs will generate faster if you select them one at a time.

14. Select the “Refresh” button periodically to view updates on the status of the reports. While the reports are processing, you may work in other areas of MIIC or log out and come back to “Generated Reports” later to access them.

15. Once a report status displays “Ready,” select the document icon in the “View” column to open the report.

The screenshot displays the 'Client Follow-Up' interface. At the top, it shows the client name 'Example', the generation time '11/05/2020 01:55 PM', the date '11/05/2020', and the number of clients '# of Clients: 1'. There are buttons for 'Back to Manage Follow-Ups' and 'Manage Clients'. Below this, the 'Generated Reports' section has checkboxes for 'Client Report', 'Mailing Labels', 'Mail Merge', and 'Contact List', along with a 'Generate Output' button. A note states: 'The XML Extract output has been removed. We plan on developing a new XML extract function in MIIC in the future. If you are interested in extracting MIIC Data in XML format or have questions about the XML Extract, please email health.michelp@state.mn.us or call 651-201-5207.' At the bottom, there is a 'Generated Reports' table with a 'Refresh' button.


| View | Delete | Report Type | Started | Status | |
|------|--------|---------------|-------------------|----------|--------|
| ▼ | ✗ | Mailing Label | 11/05 01:56:01 PM | Ready | |
| View | | From | To | Quantity | Status |
| | | MOUSE | MOUSE | 1 | Ready |
| ▼ | ✗ | Client Report | 11/05 01:55:59 PM | Ready | |
| View | | From | To | Quantity | Status |

Generated reports

Client report

1. After selecting the document icon, a PDF file displays. The client report will include a section for each selected client with a list of all vaccines that are included in this client follow-up. There are three label options that may appear near the name of each immunization:

CLIENT FOLLOW-UP



Client Report - All Clients

Organizations: MBC
List: MBC 1323 Testing
As of Date: 06/29/2021

DUCK, DAFFY
MIIC ID: 8050866
S ATHENS MI 19143

DOB: 03/18/2002
Chart #: HLN-
Gender: M

Current Age: 19 years 4 months 8 days
Phone: (555) 651-
 Reminder Sent
 Remove Client

| | Dose 1 | Dose 2 | Dose 3 | Dose 4 | Dose 5 |
|----------|-----------------|------------|--------|--------|--------|
| COVID-19 | 04/19/2021 | | | | |
| DTripP | 05/19/2002 | | | | |
| HepA | | | | | |
| HepB | 05/19/2002 | | | | |
| Hib | | | | | |
| NEEDS | HPV | | | | |
| NEEDS | Influenza | | | | |
| NEEDS | MenACWY | | | | |
| NEEDS | MenB | | | | |
| NEEDS | MMR | | | | |
| | (Pneumo-conj) | | | | |
| | (Pneumo-poly) | | | | |
| | Polio | 05/19/2002 | | | |
| | Rubivirus | | | | |
| NEEDS | Td/Tdap | | | | |
| NEEDS | Tetanus | | | | |
| | Varicella | | | | |
| | Zoster/shingles | | | | |

FROG, KERMIT THE
MIIC ID: 9103176
839 LAKE DRIVE MCGREGOR MN 55760

DOB: 04/05/2005
Chart #: 100168
Gender: M

Current Age: 16 years 3 months 21 days
Phone: (651) 201-
 Reminder Sent
 Remove Client

| | Dose 1 | Dose 2 | Dose 3 | Dose 4 | Dose 5 |
|----------|---------------|------------|--------|--------|--------|
| COVID-19 | 04/05/2021 | | | | |
| DTripP | | | | | |
| NEEDS | HepA | | | | |
| NEEDS | HepB | | | | |
| NEEDS | Hib | | | | |
| NEEDS | HPV | | | | |
| NEEDS | Influenza | 12/05/2014 | | | |
| NEEDS | MenACWY | | | | |
| NEEDS | MenB | | | | |
| NEEDS | MMR | | | | |
| | (Pneumo-conj) | | | | |
| NEEDS | Polio | | | | |
| | Rubivirus | | | | |
| NEEDS | Td/Tdap | | | | |
| NEEDS | Varicella | | | | |

- **Needs** indicates that the client needs that immunization. If the user is conducting an overdue follow-up, “needs” will display next to the vaccines that are overdue. If the user is conducting a recommended or overdue/recommended follow-up, “needs” will display next to the vaccines that are recommended. Please note, “NEEDS” will not display for COVID19 at this time.
- **Exempt** indicates that the client has a medical exemption comment in MIIC for the indicated vaccine.
- **Immune** indicates that the client has an immunity comment in MIIC for the indicated vaccine.
- **NV** indicates that the immunization is not valid. Immunizations are determined to be not valid when the client was not old enough to receive the immunization or not enough time elapsed between doses.
- **Blank** space to the left of the immunization name indicates that the client is not currently recommended and/or overdue for that immunization.

Note: For the Td/Tdap row, an asterisk next to the date indicates a Tdap vaccination.

2. This PDF can be printed and used as a tracking sheet. Once printed, the “Reminder Sent” box can be checked to indicate that a reminder has been sent to that client, and the “Remove Client” box can be checked to remind you to remove the client association in MIIC.

Mailing labels

1. Select the “Mailing Labels” option to open a PDF of client mailing labels. The PDF can be printed directly to a common 3 inch by 10-inch label sheet that you can use for mailings. The number above the client’s name on each label is the MIIC client ID number. This number may help identify clients in case there is returned mail.

CLIENT FOLLOW-UP

| | | |
|---|---|---|
| 6714871 DON DUCK 123 1ST ST. ST. PAUL MN 55555 | 7791337 MICKEY MOUSE 345 2ND ST. ST. PAUL MN 55555 | 6853705 MINNIE MOUSE 678 3RD ST. ST. PAUL MN 55555 |
|---|---|---|

Note: The labels cannot be edited. Clients who have opted out of reminder/recall contact or have an undeliverable address will not appear on this output.

Mail Merge

- Select the “Mail Merge” option for mail merge information. When selected, you have the option to save this file to your computer as a Microsoft Excel file or open immediately in Microsoft Excel. You can pull your mail merge information from this Excel file for use in a Microsoft Word document. You can customize the file by adding columns to get the names to show on the envelope or label precisely the way you need them to display.

| | A | B | C | D | E | F | G | H | I | J | K | L |
|---------|-----------|------------|-----------------------|---------------|--------|------------------|-------|----------|-----------|--------------|--------------------|---|
| MIIC ID | LAST NAME | FIRST NAME | ADDRESS | ADDRESS OTHER | PO BOX | CITY | STATE | ZIP CODE | AREA CODE | PHONE NUMBER | EMAIL | |
| 9048853 | BATES | NORMAN | 625 ROBERT ST N | | | SAINT PAUL | MN | 55155 | 651 | 2013980 | | |
| 9088901 | DOG | SLINKY | 123 DISNEY WAY | | | ORLANDO | FL | 12486 | | | testemail@test.com | |
| 8058866 | DUCK | DAFFY | S | | | ATHENS | MI | 19143 | 555 | 6515412 | | |
| 9103176 | FROG | KERMIT | 839 LAKE DRIVE | | | MCGREGOR | MN | 55760 | 651 | 2015207 | testemail@test.com | |
| 9088900 | GUS | GUS | 1180 SEVEN SEAS DRIVE | | | LAKE BUENA VISTA | FL | 32836 | | | | |
| 9048861 | PAN | PETER | 625 ROBERT ST N | | | SAINT PAUL | MN | 55155 | 651 | 2013980 | | |
| 9088899 | PENGUIN | WHEEZY | 234 ELM STREET | | | PIXAR | CA | 90210 | | | | |
| 9088902 | STORY | REX | 123 ANDY S ROOM LANE | | | TOYLAND | LA | 84515 | | | | |

- Mail merge contains MIIC ID, last name, first name, address, other address field, PO box, city, state, zip code, area code, phone number, and email address.

Note: If you choose to open the file immediately instead of saving the file and then opening, you will have to save the file to your computer to access it in the future without going back into MIIC and accessing the report. Clients who have opted out of reminder/recall contact or have an undeliverable address will not appear on this output.

Contact list

- Select the “Contact List” option under “Client Report” for a list of client contact information. When selected, you have the option to save this file to your computer as a Microsoft Excel file or open it immediately in Microsoft Excel. The Excel spreadsheet includes the same information that was displayed on the client follow-up screen. The spreadsheet makes it easy to search for and sort a large list of clients.

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N |
|--------|---------|-----------|------------|------------|------------------|----------|------------------|-------|-------|-----------|----------|--------------------|-----------|---------|
| Record | MIIC ID | Last Name | First Name | DOB | Most Recent Shot | Provider | City | State | Zip | Area Code | Phone Nu | Email | Undeliver | Contact |
| 1 | 9103175 | BARNEY | HEAVEN | 12/15/1999 | 4/27/2021 | MIIC | | | | | | testemail@test.com | N | Y |
| 2 | 9048853 | BATES | NORMAN | 9/25/1959 | 2/28/2021 | MIIC | | | | 651 | 2013980 | | N | Y |
| 3 | 9048856 | CORLEONE | VITO | 1/25/2011 | 3/1/2021 | MIIC | NEW YORK CITY | | 10029 | 651 | 2015207 | | N | Y |
| 4 | 9088901 | DOG | SLINKY | 11/13/1999 | 2/1/2021 | MIIC | | | | | | testemail@test.com | N | Y |
| 5 | 8058866 | DUCK | DAFFY | 3/18/2002 | 4/19/2021 | MIIC | ATHENS | MI | 19143 | 555 | | | N | Y |
| 6 | 9088898 | ELTON | ELFIE | 12/24/2010 | 3/2/2021 | MIIC | | | | | | | N | Y |
| 7 | 9103176 | FROG | KERMIT | 4/5/2005 | 4/28/2021 | MIIC | | | | 651 | 2015207 | testemail@test.com | N | Y |
| 8 | 9088900 | GUS | GUS | 3/4/1950 | 3/3/2021 | MIIC | LAKE BUENA VISTA | FL | 32836 | | | | N | Y |
| 9 | 9048861 | PAN | PETER | 8/21/1988 | 3/3/2021 | MIIC | | | | 651 | 2013980 | | N | Y |
| 10 | 9103174 | PEEP | LITTLE | 5/1/2005 | 4/27/2021 | MIIC | | | | 651 | 2015321 | testemail@test.com | N | Y |

- The contact list contains record number, MIIC ID, last name, first name, date of birth, most recent shot date, provider, city, state, zip code, area code, phone number, email address, undeliverable address indicator, and contact indicator of all clients that were in the cohort.

MIIC help

Refer to the [Client Follow-Up Troubleshooting Guide](#) (www.health.state.mn.us/people/immunize/miic/train/followtrouble.pdf) for answers to common questions with the Client Follow-Up feature. You can also send an email to the MIIC Help Desk using the “help desk” button on MIIC for any additional questions or use the light bulb icon to access additional user guidance resources.



Minnesota Department of Health
PO Box 64975
St. Paul, MN 55164
651-201-5207
health.miichelp@state.mn.us
www.health.state.mn.us/miic

02/07/2024

To obtain this information in a different format, call: 651-201-5207.