

Top 10 Tips *Get the most out of your benefits*



1. Renew your healthcare benefits on time.

Make sure you keep healthcare benefits for you and your family. We can help you renew your coverage. Call us at 1-888-713-6180, Monday - Friday, 8 a.m. to 5 p.m. Ask to speak with a member advocate.

2. Get a check-up with your primary care provider every year.

Your primary care provider (PCP) is a family medicine or internal medicine provider who can care for you throughout your life. Your PCP can:

- Conduct a physical exam (well visit) once a year.
- Understand your health and help you treat any medical concerns you have.
- Talk with you about ways to stay healthy or reach your health goals.
- Make sure you have certain medical tests and screenings for your age.
- Find illnesses or chronic conditions early.
- Prescribe medications and help you manage them.
- Refer you to other specialized providers if you need one.
- Treat you for minor illnesses like an earache or stomach pain.
- Help you manage chronic conditions like high blood pressure, diabetes, and asthma.



We can help you find a PCP if you don't have one. Call us at 1-888-713-6180. You can also look for providers at mhswi.com/find-a-doctor.

3. Tell us about yourself.



We want to make sure you get the care you need. To do that we may ask you questions about your health and life. This may be done over the phone or through a survey. It's important you answer these questions so we can serve you better. Did you know MHS Health offers you more than just healthcare services? We can help you find resources in your community, such as housing and food.

4. Earn rewards for healthy behaviors.

As a member you can earn rewards dollars for completing healthy activities, such as well child visits and immunizations and getting important screenings. Learn more about the My Health Pays rewards program at mhswi.com/rewards



5. Pregnant? Let us know right away.



Our members are our top priority, even the ones who have not been born yet. We have special programs for pregnant members that focus on achieving a healthy pregnancy and safe delivery. They are free to you!

And, you can earn \$25 in My Health Pays rewards dollars for letting us know about your pregnancy during your first trimester. You can earn \$25 more for completing your postpartum visit on time.

Top 10 Tips to Get the Most Out of Your Benefits



6. Learn about the benefits of being an MHS Health member.

- Discover all your health benefits: mhswi.com/member-handbook
- Find a provider, hospital, or pharmacy near you: mhswi.com/find-a-doctor
- Call the Nurse Advice Line (24/7) for questions about your health: 1-800-280-2348
- Find community resources: mhswi.com/member-resources
- Ask for a translator and documents written in your preferred language or format: mhswi.com/diversity-resources

7. Create an account on the Member Portal.

You have access to your health information through the convenient and secure Member Portal. You can do many things in the portal, such as change your provider, update your information, check on claims, and send us a message.

To use the secure Member Portal:

- Log in to your account on the secure Member Portal at mhswi.com/login.
- If you do not have a Member Portal account, you can create one.
 - Go to mhswi.com/login
 - Select “Member” or “Caregiver” under the “I am a” dropdown
 - Select “Medicaid” under the “My plan is” dropdown
 - Select “Create new account” and follow the steps



Please call us at 1-888-713-6180 if you need help setting up your account.

8. Stay connected.

There are times when we need to reach you. Make sure we have your current information, such as a name change or new address, phone number, and email. You can make updates through the secure Member Portal at mhswi.com/login or by calling us at 1-888-713-6180.

9. Your voice matters.



Your feedback lets us know how we can serve you better.

- You may receive a survey in the mail asking you to tell us what you think about the services we provide. Help us to help you by completing the survey.
- Share your thoughts and ideas about how we can improve by joining the Member Advisory Council. Learn more at mhswi.com/member-advisory.
- Contact us with any questions or concerns at 1-888-713-6180.

10. Put your health first.

Every day, you can choose to do things that are good for your health and make you feel happy. This helps you live the way you want to. We can help you get there. Call us at 1-888-713-6180, Monday-Friday, 8 a.m. - 5 p.m.



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