



# At-A-Glance

The MHS Health Wisconsin (MHS Health) provider network includes over 23,000 clinicians and 123 hospitals that serve MHS Health members through BadgerCare Plus, Medicaid SSI, and Allwell (a Medicare Advantage - Special Needs Plan (SNP)). MHS Health also administers enrollment under Network Health’s contract with the State of Wisconsin Department of Health Services for Network Health’s BadgerCare Plus and Medicaid SSI members. Contact MHS Health for Network Health’s BadgerCare Plus and Medicaid SSI prior authorization and claim processing.

**MHS Health is located at:**

10700 W. Research Dr., # 300, Milwaukee, WI 53226

**Medical Provider Service Line - 800-222-9831**

**Behavioral Health Provider Customer Service Line - 800-589-3186**

**Behavioral Health Provider Claims Customer Service Line - 877-730-2117**

Please have the **NPI** or **Medicaid ID** number plus the Tax Identification Number (**TIN**) ready when you call.

[www.MHSWI.com](http://www.MHSWI.com)

- Provider manuals
- Provider reference materials
- Pre-auth check tool
- Clinical and payment policies
- Secure provider portal access
  - Easily check patient eligibility.
  - View, manage and download patient lists.
  - View and submit claims including attachments.
  - View and submit service authorizations.
  - Maintain multiple TINs on one account.

**24-hour Nurse Advice Line**

800-280-2348

**Pharmacy Benefit:**

Prescription drugs, radiopharmaceuticals, injectable biopharmaceuticals and other injectable administered in home health, MD office, skilled nursing, and most outpatient environments should be billed FFS to the state.

Prior Authorizations

**Medical Service FAX lines:**

- Prior Authorization Requests Fax: 866-467-1316
- Notification of Pregnancy Form Fax: 866-681-5125

**Medical Services Authorization Requirements**

Please use the Pre-Auth Check Tool on our website [www.mhswi.com](http://www.mhswi.com) to determine if services require prior authorization.

**Prior Authorizations continued...**

**Behavioral Health Authorization Requests:**

- BadgerCare Plus/Medicaid SSI Outpatient Treatment  
Fax: (866) 694-3649
- Behavioral Health Authorization Appeals  
Fax: (866) 714-7991
- Inpatient psychiatric or detoxification auth requests call (800) 589-3186 to complete live reviews

**Behavioral Health Services Requiring Prior Authorization:**

- Inpatient Hospitalization & Detoxification
- 23-Hour Observation
- ECT
- IOP
- Day Treatment
- Psychological Testing
- All Services by Out-of-Network Providers

Electronic Claim Submission

**All behavioral health claim EDI transactions -**

utilize payer ID .....68068

**All medical claim EDI transactions -**

utilize payer ID .....68069

For MHS Health/Centene EDI support call:

(800) 225-2573, ext. 6075525 or

email: [ediba@centene.com](mailto:ediba@centene.com)

Electronic Funds Transfer

MHS Health partners with PaySpan Health, a FREE solution that helps providers transition into electronic payments and automatic reconciliation. Visit **PaySpanHealth.com** and click “register.” Registration assistance is available by calling 1-877-331-7154 or by emailing [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).



# At-A-Glance

*Continued...*

## Paper Claim Submissions and Corrections

### **Behavioral Health Claims**

MHS Health Wisconsin  
ATTN: Behavioral Health Claims  
P.O. Box 6123,  
Farmington, MO 63640

### **Medical Claims**

MHS Health Wisconsin  
ATTN: Claims Department  
P.O. Box 3001,  
Farmington, MO 63640-3801

## Other Billing Addresses

### **Behavioral Health Administrative Claim Appeals**

MHS Health Wisconsin  
ATTN: Behavioral Health Claim Appeals  
PO Box 6000,  
Farmington, MO 63640

### **Behavioral Health Pre-Service Medical Necessity Appeals**

MHS Health Wisconsin  
Attn: Medical Necessity Appeals  
12515-8 Research Blvd #400  
Austin TX 78759

### **Medical Administrative Claim Appeals**

MHS Health Wisconsin  
ATTN: Appeals Department  
PO Box 3000,  
Farmington, MO 63640-3800

## Other Billing Addresses continued...

### **Refund Overpayments (on your check stock)**

MHS Health Wisconsin  
PO Box 3657,  
Carol Stream, IL 60132-3657

### **Behavioral Health Refund Overpayments (on your check stock)**

MHS Health Wisconsin  
Attn: Behavioral Health Refund  
PO Box 3656  
Carol Stream, IL 60132-3656

### **Return Centene Checks to:**

MHS Health Wisconsin  
ATTN: Returned Check  
PO Box 3001,  
Farmington, MO 63640-3801

### **Medical Code Denial Reviews**

MHS Health Wisconsin  
ATTN: Medical Review Unit  
PO Box 3001,  
Farmington, MO 63640-3800