



At-A-Glance

Allwell from MHS Health Wisconsin (Allwell) is a Medicare Advantage Special Needs Plan (SNP) serving MHS Health WI members. Statewide networks of over 14,000 clinicians and over 117 hospitals also serve our members through these programs: BadgerCare Plus Standard and Medicaid SSI.

MHS Health Wisconsin is located at:

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

Medical Provider Services (877) 935-8024

Behavioral Health Provider Customer Service

(800) 589-3186

Behavioral Health Provider Claims Customer Service

(877) 730-2117

allwell.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.

Medical Services FAX lines

Prior Authorization Requests Fax: (877) 687-1183

Behavioral Health Authorizations

Outpatient Treatment Authorization Requests Fax:
(877) 725-7751

Inpatient psych, detox and PHP auth requests call
(800) 589-3186 to complete live reviews

Authorization Requirements

Please use the Pre-Auth Check Tool on our website allwell.mhswi.com to determine if services require prior authorization.

NurseWise® 24-hour Nurse Advice Line

(800) 280-2348

Pharmacy Benefit

Prior Authorization FAX Requests;
Medicare Part B Drugs (877) 687-1183
Medicare Part D Drugs (877) 941-0480

Allwell covers prescription drugs. Visit our website for these documents:

- ✓ Abridged Formulary
- ✓ Comprehensive Formulary
- ✓ Prior Authorization Guidelines
- ✓ Best Available Evidence Policy

Electronic Claim Submission

Pager ID 68069

For MHS/Centene EDI support call:
(800) 225-2573, ext. 6075525 or email:
ediba@centene.com

Electronic Funds Transfer

MHS 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 at 1-877-331-7154 or providersupport@payspanhealth.com.

Paper Claim Submission/Claim Correction

Allwell
P.O. Box 3060
Farmington, MO 63640-3822
ATTN: Claims Department

Refund Overpayments (on your check stock)

Allwell
PO Box 3657,
Carol Stream, IL 60132-3657

Return Centene Checks

Allwell
PO Box 3060
Farmington, MO 63640-3801
ATTN: Returned Check

Request Review of Code Review Denials

Allwell
PO Box 3060
Farmington, MO 63640-3800
ATTN: Medical Review Unit

Administrative Claim Appeals

Allwell
PO Box 3000
Farmington, MO 63640-3800
ATTN: Appeals Department
Medical Necessity Claim Appeal