



At-A-Glance

The MHS Health Wisconsin (MHS) provider network includes over 14,000 clinicians and around 117 hospitals serve MHS members through: BadgerCare Plus; Medicaid SSI, and a Medicare Advantage - Special Needs Plan (SNP). MHS administers enrollment under Network Health's contract with the State of Wisconsin Department of Health Services for Network Health Plan's (NHP) BadgerCare Plus and Medicaid SSI members. Contact MHS for NHP BadgerCare Plus and Medicaid SSI prior authorization and claim processing. *MHS/NHP refers to the BadgerCare Plus and Medicaid SSI members of MHS Health Wisconsin and Network Health Plan.*

MHS is located at:

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

Medical Provider Services 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

- 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.

NurseWise® 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 Services 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 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 psych, detox, and PHP 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 ID68068

All medical claim EDI transactions -

utilize payer ID68069

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 by calling 1-877-331-7154 or by emailing providersupport@payspanhealth.com.



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Continued...

Paper Claim Submission/Correction

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 Claim Appeals

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

Medical Administrative Claim Appeals

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

Medical Necessity Claim Appeals

MHS Health Wisconsin
ATTN: Medical Necessity Appeals
10700 W. Research Dr., #300,
Milwaukee, WI 53226

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