

MEMBER SERVICES



MHS Health Wisconsin offers a wide range of services to improve the well-being and quality of life for our members. These services include:

Transitions of Care Services (TOC)

We offer a team dedicated to managing inpatient admissions and ED visits to ensure a smooth transition to outpatient care. The team also assists in addressing barriers to care, schedules follow-up appointments, conducts medication reviews, and provide education to members.

Start Smart for Your Baby®

The Start Smart for Your Baby (SSFB) team is dedicated to working with our members, both pregnant and postpartum, to ensure the member and baby are receiving the care and services they need.

Community Health Workers

MHS Health has dedicated Community Health Workers (CHW) who help members find community resources to address their needs. They also assist members in connecting with providers and provide non-clinical coaching on certain health conditions.

Connections Plus Phones

MHS Health offers free cellular phones to members who qualify so they have a reliable way to communicate with their providers and their MHS Health assigned Case Manager. The purpose of the program is to increase the likelihood of members attending their post-hospitalization appointments and obtain preventative care.

Housing Specialists

MHS Health has two full-time Housing Specialists that solely focus on assisting our members in obtaining safe and affordable housing.

Case Management

All members qualify for Case Management. Providers may contact the Provider Inquiry Line at 1-800-222-9831 to learn who is currently assigned to the member or to complete a case management referral. Providers can also complete a case management referral on the secure [Provider Portal](#).

SSI Eligibility Assistance

MHS Health has a partnership with Community Advocates to assist in the identification and referral process for current TANF Medicaid benefit members that may also qualify for SSI. Community Advocates will assist the member in applying for SSI benefits.

Behavioral Health Clinical Liaison

MHS Health has a Behavioral Health (BH) Clinical Liaison who serves as the single point of contact for timely, effective resolution of BH provider clinical questions or concerns. Marina Read is the BH Clinical Liaison. She can be reached at 414-242-8950 daily during normal business hours.

Provider Inquiry Line
1-800-222-9831

mhswi.com