



Do you need to refer your patient to a community resource? Click [here](#) to enter referrals into Aunt Bertha. Or go to mhswi.findhelp.com



Diabetes control starts with A1C

The A1C test is a simple and prevailing blood test used to identify prediabetes and in disease management for the more than 37 million people who have diagnosed diabetes.

The American Diabetes Association (ADA) recommends that people with diabetes have an A1C test at least twice a year. If patients are not meeting their treatment goals or have a change in treatment, they may need an A1C test more often.

You can support the importance of A1C testing:

- ▶ Encourage your diabetic members to obtain A1C testing.
- ▶ Clearly document the A1C test date and value.
- ▶ Encourage your coding/billing office to include A1C Category 2 CPT codes in claim submissions.

The above tactics can also help minimize chart requests made to your office. Please check out our website for proper coding assistance in the provider quick reference guide.

Social and environmental factors also affect the prevention and treatment of diabetes. Wellness visits provide an ideal opportunity to talk with your patients about social



determinants of health (SDOH), identify signs of stressors in their lives, and educate them on how these drivers of health can influence their overall wellbeing.

Effective diabetes care goes beyond the clinical environment. Factoring SDOH into diabetes care plans have shown to positively impact patients' health and quality of life.

You can support your patients' non-clinical needs:

- ▶ Assess potential food insecurities, housing stability, and financial barriers with each patient. Document these findings in the patient's record.
- ▶ Refer patients to local community resources, such as through mhswi.findhelp.com.
- ▶ Connect patients with health coaches or community health workers when available.

We support your efforts to improve diabetes care, so reach out to us if you have any ways we can work together on behalf of your patients/our members. Call our Provider Inquiry line at 1-800-222-9831.

Meet the TEAM!



NAME: Christine Serna

TITLE: Manager, Strategic Provider Partnerships

TERRITORY: Primarily South and Southeastern Wisconsin

PROVIDERS: Large providers/health systems

BACKGROUND:

- Member Advocate with Arise, WPS' Marketplace plan
- Patient Advocate at Outagamie County Mental Health
- Behavioral health social work/case management in Wisconsin and Ohio

PERSONAL INFO:

In my spare time, I serve on the Board of Directors for newVoices Choir in Appleton, and I also sing in the alto section. I enjoy traveling, reading fiction, and crocheting. My husband and I have three children in college, all of whom share our passion for the arts.

PHONE: 1-800-222-9831

EMAIL: Christine.K.Serna@mhswi.com

DATE STARTED AT MHS HEALTH: July 11, 2016

HOMETOWN: Appleton

PROVIDER RELATIONSHIP GOAL:

My approach is to build a strong relationship with my providers, so I can assist when they need me, and we can collaborate on projects that benefit the individuals for whom we all serve. My previous experience with direct care in behavioral health amplifies my purpose-driven approach, and is at the heart of my passion for MHS Health's mission statement of transforming the health of the community, one person at a time. I believe strongly that this motivation aligns with what all our providers aim to achieve as well, making our partnership a perfect match.



Our annual **Provider Satisfaction Survey** will be distributed in May. Your feedback is vital to delivering you a superior provider experience, and we depend on your feedback to help us identify opportunities for improvement. **Please take a moment to complete the survey if you receive one from SPH Analytics.**

You Play a Role in CAHPS® Results

More than 60% of the CAHPS Survey questions are directly influenced by the words and actions of you and your staff. CAHPS surveys contribute to our Star Quality Rating Measures.

These actions make an impact on the patient experience

1. Communication

- Explain tests, treatments, and medications using simple, easy-to-understand words.
- Help members coordinate tests and treatments.
- Keep members at the center of all decision making.
- Appropriately use interpreters, when needed.

2. Relationships

- Establish trust by being attentive, kind, and respectful.
- Seek to understand your patient's whole story.

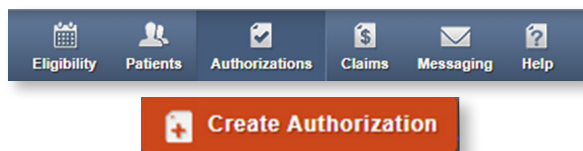
3. Courteousness

- See patients within 15 minutes of their appointment.
- Take time for questions and explain delays.
- Provide a clean, comfortable waiting area.

PRO TIPS

Streamline Authorization Requests

Our secure Provider Portal is an ideal method to submit authorization requests.



Some of the advantages include:

- Access to Smart Sheets
- No need to place phone calls or send faxes
- Submitting auths this way is the most efficient and effective option for authorization requests

For portal registration info and FAQ, visit our [website](#). Instructions are available in the secure Provider Portal through a link at the bottom of each page.

Provider Services: 1-800-222-9831

Behavioral Health Provider Services: 1-800-589-3186

Prior Authorization Requests Fax: 1-866-467-1316

Member Customer Service: 1-888-713-6180

24-hour Nurse Advice Line: 1-800-280-2348

Mailing Address:

MHS Health Wisconsin
Attn: Provider Relations
801 S. 60th Street, Suite 200
West Allis, WI 53214

Medical Claims Address:

MHS Health Wisconsin
Attn: Claims Dept
PO Box 3001
Farmington, MO 63640

BH Claims Address:

MHS Health Wisconsin
Attn: BH Claims Dept
PO Box 6123
Farmington, MO 63640