



Need to
check a member's
eligibility or submit a
prior authorization or claim
reconsideration request?
Log in to the secure
[Provider Portal](#)
at [mhswi.com](#).

Accelerating Claims Processing and Payment

MHS Health Wisconsin is committed to providing our network providers with the best tools possible to support their administrative needs. Our electronic transactions capabilities will speed up the processing and payment of your claims.

MHS Health Wisconsin has partnered with PaySpan to provide an innovative, web-based solution for Electronic Funds Transfers (EFT's) and Electronic Remittance Advices (ERA's).

PaySpan benefits include:

- ✓ Elimination of paper checks - all deposits transmitted via EFT to the designated bank account.
- ✓ Convenient payments & retrieval of remittance information.
- ✓ Electronic remittance advices presented online.
- ✓ HIPAA 835 electronic remittance files for download directly to a HIPAA-Compliant Practice Management for Patient Accounting System.
- ✓ Reduce accounting expenses – Electronic remittance advices can be imported directly into practice management

or patient accounting systems, eliminating the need for manual re-keying.

- ✓ Improve cash flow – Electronic payments can mean faster payments, leading to improvements in cash flow.
- ✓ Maintain control over bank accounts - You keep TOTAL control over the destination of claim payment funds. Multiple practices and accounts are supported.
- ✓ Match payments to advices quickly – You can associate electronic payments with electronic remittance advices quickly and easily.
- ✓ Manage multiple Payers – Reuse enrollment information to connect with multiple Payers Assign different Payers to different bank accounts, as desired.
- ▶ **Enroll today!** Call PaySpan Health at 1-877-331-7154 or register at www.payspanhealth.com.
- ▶ Learn more about **MHS Health Electronic Transactions**

Meet the TEAM!



NAME: Kristin Lueschow, DNP, MSN, RN, NE-BC

TITLE: Vice President, Quality and Process Improvement

BACKGROUND: Kristin has worked in healthcare as a registered nurse and a nurse and quality leader in area hospitals, clinics, health plans, and long-term care. She is also Lean certified and earned Green Belt certification in Six Sigma.

PERSONAL INFO: Married with two grown sons.

HOMETOWN: New Glarus, WI

EMAIL: Kristin.Lueschow@mhswi.com

DATE STARTED: July 2022

PROVIDER RELATIONSHIP GOAL:

My goal is to connect with our providers and better understand how we can work together. We all share the same goals for our patients and members; therefore, our goal is to cultivate collaborative and member-centered provider relationships. Developing relationships based on trust, respect, and understanding each other's perspectives will benefit providers, the health plan, and our members.

Support successful Medicaid renewals

Annual Medicaid renewals will resume soon. Help your patients retain health benefits by conveying these messages.

1. Renew at the right time—not too early or too late.
2. Remind them they still have coverage and should not delay getting needed medical care.
3. Update their mailing address, cell number, and email address on file with the state so they will get important renewal news.



Renewal dates can be found and updates can be made at access.wi.gov or the MyACCESS Wisconsin mobile app.

Learn more about the renewal process, receive materials for distribution, and ask us how to get a list of your patients who will be renewing over the next year. Call your Provider Relations representative to learn more.

- ▶ Attend the **Provider Toolkit and Fee-for-Service Report Webinar**, hosted by WI Department of Health Services. **Friday, April 28 at 1 p.m.** | [Register here](#)

Electronic Visit Verification

New requirements, effective May 1, 2023

Electronic visit verification (EVV) has been required in Wisconsin for Medicaid-covered personal care and supportive home care services since November 2, 2020. In order for Wisconsin Medicaid to continue to receive its full federal funding, the Wisconsin Department of Health Services (DHS) is required to begin imposing consequences for failure to capture required EVV information.

For dates of service on and after May 1, 2023, DHS will begin imposing financial and programmatic consequences when EVV information is not captured for required personal care and supportive home care services (service codes T1019, T1020, S5125, and S5126). Consequences include claim denial, exclusion from future capitation rate setting development, and possible IRIS (Include, Respect, I Self-Direct) participant disenrollment.

MHS Health requires EVV for all personal care workers, including live-in workers.

- ▶ For more information, review [ForwardHealth Update No, 2022-48](#).

YOUR FEEDBACK REQUESTED



Behavioral Health Training for Providers

MHS Health will be offering behavioral health training this summer for its network providers and staff. Free CMEs/CEUs!

Let us know which topics you feel would most benefit your practice and patient care.

- ▶ [Vote for the training topics here](#)

Wisconsin Blood Lead Poisoning Prevention Program

The Wisconsin Blood Lead Poisoning Prevention Program is asking healthcare professionals for their thoughts on the benefits and challenges in implementing different blood lead testing strategies, specifically regarding children under six years of age.

- ▶ The survey will take about five minutes to complete. [Take the survey here](#)

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