



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](#).

HEDIS PERFORMANCE Effectiveness in AODA Treatment

MHS Health Wisconsin takes pride in promoting and delivering quality care to our members by ensuring they have a positive healthcare experience. In order to encourage these efforts we work hard to improve our quality scores and star ratings by working diligently to meet our HEDIS measures.

We highlight the IET and FUA measures at this time because they have been identified as areas that will enhance service quality and promote positive outcomes for our members.

IET: Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment

Assesses the percentage of emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AODA) abuse or dependence, who had a follow up visit for AODA-related treatment within 14 days after their initial diagnosis, and engage in ongoing AODA treatment within 34 days of their initial visit. Providers can assist with this measure by scheduling a member for the initial 14 day follow up visit within 10 days of a new diagnosis, and scheduling two additional follow up appointments to occur within 34 days of the initial follow up appointment.

FUA: Follow up Visit for Alcohol and Other Drug Abuse or Dependence Treatment

Assess the percentage of members 13 years and older with an AODA related diagnosis who have AODA related follow up appointments after an emergency department visit. Members should follow up within 7 or 30 days after their initial ED visit. Providers can assist with this measure by scheduling the members 7 day follow up visit within 5 days of initial ED visit. If the appointment is unable to be completed within the first 7 days post ED visit, please schedule the member's appointment within 30 days of their initial ED visit.

Members are more likely to follow up with aftercare if appointments are scheduled immediately with a provider after a visit that qualifies them for the IET or FUA measure.

We encourage our providers to assist members in scheduling follow up appointments. If you experience any difficulty with scheduling an appointment, please contact MHS Health Customer Service for assistance at 1-800-547-1647.

Thank you for your partnership and continued support in better serving our members.

COVID VACCINE

FACTS
MYTHS

Debunking COVID-19 Vaccine Myths


MYTH: The COVID-19 vaccine can affect women's fertility.
FACT: The COVID-19 vaccine will not affect fertility. The vaccine encourages the body to create copies of the spike protein found on the coronavirus's surface. This "teaches" the body's immune system to fight the virus that has that specific spike protein on it.

MYTH: If I've already had COVID-19, I don't need a vaccine.
FACT: Due to the severe health risks associated with COVID-19 and the fact that re-infection is possible, people are advised to get a COVID-19 vaccine even if they have been sick with COVID-19 before.

MYTH: Researchers rushed the development of the vaccine, so its effectiveness and safety cannot be trusted.
FACT: Studies found that the two initial vaccines are both about 95% effective and reported no serious or life-threatening side effects.

MYTH: Getting the COVID-19 vaccine means I can stop wearing my mask and taking coronavirus precautions.
FACT: The CDC revised safety guidelines for those who are fully vaccinated against the coronavirus. Fully vaccinated people can resume activities without wearing a mask or physically distancing, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations, including local business and workplace guidance.

MYTH: Getting the COVID-19 vaccine gives you COVID-19.
FACT: The vaccine for COVID-19 cannot and will not give you COVID-19.

 ~8.7M calls were made to Centene vaccine-eligible members who had no known vaccinations as of 6/3/21. **These are the top reasons given for why they are not vaccinated.**

I've already had COVID – antibodies will fight it off.

DON'T WANT IT OR DON'T TRUST IT.

Not FDA approved. Rushed the vaccine. Want others to take it before me.

EVV Hard Launch Set for 01/01/22

Does your PCW agency need help getting ready?

As a reminder, MHS Health requires all personal care workers (PCW) agencies to utilize Electronic Visit Verification (EVV), including live-in workers. The Wisconsin Department of Health Services announced that as of January 1, 2022, all PCWs who are not in compliance will not be reimbursed for services.



MHS Health is required by the state to contact members who are not assigned to an EVV compliant provider and request that they transfer to a compliant provider. This means your members may be reassigned.

Nearly 750 of our members need PCWs for their daily care. Since PCWs are a critical to their quality of life, MHS Health has prioritized support to PCW workers and agencies to help them get ready for the January deadline. Please let us know how we can help, such as training, tools, or other resources.

Please contact your provider relations representative, Yotzy Perteet, at Yotzy.Perteet@mhswi.com, if you have questions.

Provider Satisfaction Survey

MHS Health values our provider feedback. Each year we survey our network for their honest opinions. Our vendor, SPH Analytics, randomly selects contracted providers from our network and sends them a **Provider Satisfaction Survey**.



As a thank you for participation, a prize winner is randomly selected from the surveys received.

Congratulations to the 2020 winner **Mary Reeve** who won an iPad on behalf of **Madison Podiatrists**.

If you received the 2021 Provider Satisfaction Survey, there is still time to complete it. Please consider sharing your valuable input in the survey by the end of August.

PR TIP Payspan Provider Portal and Payer Portal Webinar Trainings

Aug. 18, 2021 from 12:30 - 2:00 p.m. CST
Sept. 15, 2021 from 12:30 - 2:00 p.m. CST
Oct. 20, 2021 from 12:30 - 2:00 p.m. CST



Webinars are hosted on the Fuze application. Please join 10 minutes early to complete any required setup.

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