



**NCQA
Access and
Availability Standards**
Primary care providers
are required to meet certain
National Committee for Quality
Assurance standards.
**Are you meeting
the standards?**
>> [Learn more](#) <<

Partnering for the Health of Mom and Baby

MHS Health is committed to taking steps to address the maternal health crisis affecting the entire United States. While the overall rate of maternal mortality in Wisconsin is lower than the U.S. average, the disparity in mortality rates between Black and white mothers is greater in Wisconsin.

MHS Health supports prenatal, birth, postpartum, and infant care aimed at reducing maternal mortality, improving birth outcomes, and bettering the overall health of mom and baby through interventions such as:

- ✓ Promoting early notification of pregnancy
- ✓ Pursuing care management for women with comorbidities
- ✓ Managing behavioral health issues
- ✓ Addressing care gaps
- ✓ Identifying social determinants of health
- ✓ Connecting women with community-based resources
- ✓ Encouraging attendance at prenatal and post-partum medical appointments

Maternal health programs, such as MHS Health's Start Smart for Your Baby®, proactively address many of the factors that can lead to maternal mortality and adverse birth outcomes.

The use of doulas has also been shown to improve health outcomes for mom and baby, as well as the experiences of pregnancy, birth, and postpartum. (NCBI)

In April, MHS Health partnered with Pacify Health to launch the first virtual doula program for Wisconsin Medicaid members. Pacify Health uses a 360-degree engagement strategy to provide on-demand, virtual access to a nationwide network of maternal and pediatric experts to improve population health, engage members, and reduce costs.

Every health plan member who is either currently pregnant or up to two months postpartum have the option to enroll in Pacify at no cost. Once enrolled, she has instant, round-the-clock, and unlimited access to resources through an easy-to-use app where she can talk via live video chat with a doula or lactation consultant during her pregnancy and up to a year after delivery. Topics range from creating a birth plan to breastfeeding. She will also receive push notifications based on pregnancy status, such as scheduling prenatal or well child visits.

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Meet the TEAM!



NAME: Brenda Robinson

TITLE: Provider Network Specialist

TERRITORY: Milwaukee County

PROVIDERS: Independent hospitals, physician groups, and ancillary providers

BACKGROUND: HEDIS coordinator, Coding Manager, Coding Manager, Coding Educator & Reviewer, Certified Professional coder (CPC)

PERSONAL INFO: I love spending time with my grandchildren, traveling, comedy shows, and family gatherings.

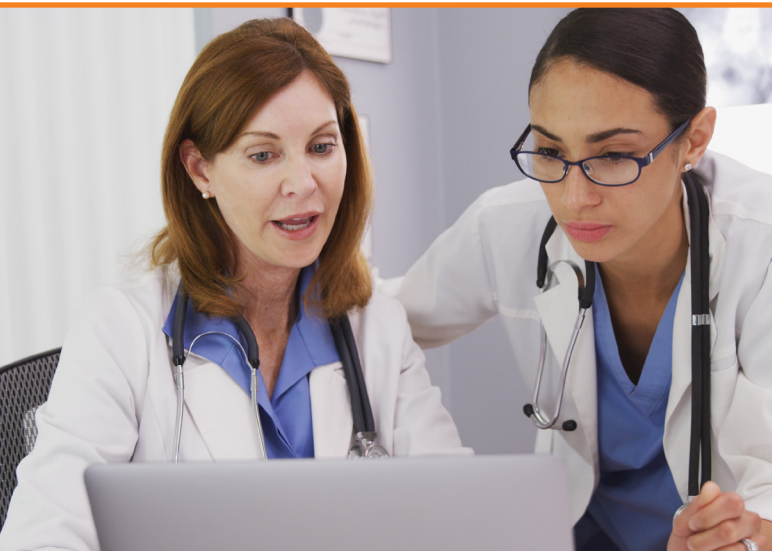
PHONE: 1-800-222-9831

EMAIL: Brenda.Robinson@mhswi.com

DATE STARTED AT MHS HEALTH: August 2018

HOMETOWN: Milwaukee area

PROVIDER RELATIONSHIP GOAL: My goal is to continue to build strong relationships with my providers and to also collaborate with our internal work group to improve Provider Satisfaction Survey scores.



Understanding Peer-to-Peer Communication and Collaboration

Effective patient care is best achieved when there is shared communication and collaboration among primary care providers and behavioral health and other specialists.

To help us understand how we can better manage care for our members, we need your feedback about how you engage with other providers to provide patient care.

The survey is only four questions and will take five minutes to complete.

► [Click here to access the survey.](#)



Family members and friends don't make good interpreters. MHS Health requires the use of professional interpreters. A list of approved interpreters is available at mhswi.com. Interpreters should bill MHS Health for their services.

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The partnership with Pacify serves to complement the care the health plan's pregnant and post partum members are receiving from their provider and through the MHS Health Start Smart for Your Baby Program.

If your patient is pregnant, a Medicaid beneficiary of MHS Health Wisconsin or Network Health, and you think she would benefit from enrollment in Pacify, please call 1-800-222-9831.

news you can use

POLICY UPDATES

- [Medicare Peer-to-Peer Review Requests](#)
Effective September 1, 2022
- [Elective Medical Inpatient Authorization Process](#)
Effective November 1, 2022

EVV CUSTOMER CARE CONCIERGE SERVICE

The Wisconsin Department of Health Services has established a new concierge provider support program. Personal Care Workers can contact Wisconsin Electronic Visit Verification (EVV) Customer Care by [email](#) or by phone at 1-833-931-2035 to get help or answer EVV questions.

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