



**ATTENTION:**  
Personal Care  
Workers/Agencies

*The hard launch date for  
Electronic Visit Verification  
begins on May 1, 2023.  
Are you ready?*

[Learn More](#)

## Preventing RSV in Babies and Children

Americans are facing a triple threat of illnesses this winter with COVID-19, flu, and Respiratory Syncytial Virus (RSV) and the affect is taking a toll on every age. MHS Health continues to encourage its members to get their flu and COVID-19 vaccines; however, RSV does not currently have an approved vaccine.

RSV is a common, highly contagious respiratory virus that typically peaks in November or December and fades in spring. This year, the virus took hold early, quickly and voraciously. RSV symptoms range from a mild cold to severe respiratory symptoms that may require the use of a ventilator.

“At this time, there aren’t any effective medicines to directly treat RSV; however, there is a medication called Synagis that can prevent the illness,” said Dr. Tom Nichols, MHS Health Chief Medical Director. Synagis is a shot of antibodies that help a baby fight off the virus before it takes hold. “The challenge is that it needs to be given once a month, and it’s very expensive. Fortunately, this series of shots is covered for MHS Health plan members, so there is no cost to the family. The hope is that if these vulnerable babies get the shot, they can prevent hospitalization and severe illness.”

The MHS Health Population Health and Clinical Operations (PHCO) team recognized that many of its plan members may not be aware of this preventive medicine. The team pulled together a list of babies that may qualify as high-risk and have been reaching out to their parents/guardians to encourage them to talk to their child’s doctor about the shots.

If members are interested, the PHCO team helps them schedule their shot appointment and follow-ups with the baby’s doctor to ensure all member needs are met.

The MHS Health PHCO team called more than 300 families who had a baby or child who may eligible for the medicine. Many families noted they were not aware of the preventive medicine and expressed appreciation for the proactive outreach.

MHS Health helped schedule more than 50 appointments for babies and children to begin receiving their series of shots.

Help MHS Health prevent RSV in babies and children by recommending Synagis to your eligible patients. If you have questions, reach out to your Provider Relations representative or call the Provider Inquiry Line at 1-800-222-9831.

# Meet the TEAM!



**NAME:** Crystal Agee

**TITLE:** Manager, Contracting & Network Development

**BACKGROUND:** Crystal has 20 years of experience with providers and healthcare technology companies. Previously, she held various roles in contract negotiating and managed care operations at Northwestern Medicine.

**PERSONAL INFO:** Crystal has a daughter, two sons, and a Yorkie-Poo named Yaya. She enjoys spending time with her family, reading, and listening to crime podcasts.

**HOMETOWN:** Romeoville, Illinois

**EMAIL:** [Crystal.Agee2@mhswi.com](mailto:Crystal.Agee2@mhswi.com)

**DATE STARTED AT MHS HEALTH:** February 2022

**PROVIDER RELATIONSHIP GOAL:**

I know that my work will ultimately have an impact on our members. So, establishing and maintaining healthy provider relationships is key to keeping both MHS Health and our members happy and taken care of.



## MHS Health Welcomes

**TITUS MUZI JR**

*Plan President and CEO*

MHS Health Wisconsin is pleased to announce Titus Muzi Jr. has been appointed as Plan President and Chief Executive Officer.

Titus is a Wisconsin native and has more than 30 years of healthcare leadership experience that include serving in many executive roles in a multi-hospital system environment. Most recently, he served as the Senior Vice President (Managed Care Strategy) for Advocate Aurora Health. He has held other executive level positions in Wisconsin with Anthem, United, and Humana.

Titus' hospital, physician, contracting and community relations leadership will be instrumental as MHS Health continues to deliver on its mission to help transform the health of its members and local communities.

## PRO TIP

### Member PCP Reassignment

**What:** MHS Health has implemented a claims-based primary care provider (PCP) reassignment process.

**Why:** Align patients to the PCP they have been visiting rather than who they were previously assigned to but had not seen.

**How:** While assessing your patient panel, closing care gaps, or working the Continuity of Care program, you may identify members who are established with another PCP. If so, please complete the PCP Reassignment Request form. Please note: Patients are assigned based on: 1) PCP history, 2) claims history, 3) family history.

**Complete:** [PCP Reassignment Request Form](#)

**Send to:** Your Provider Relations representative or [WI\\_Provider\\_Relations@mhswi.com](mailto:WI_Provider_Relations@mhswi.com)

**Help:** Contact your Provider Relations representative or email [WI\\_Provider\\_Relations@mhswi.com](mailto:WI_Provider_Relations@mhswi.com)

## HEALTH EQUITY

*Understanding Today  
Changing Tomorrow*



**Back by popular demand!** Join us for a webinar about health inequities, implicit bias, and how your role as a healthcare professional can reduce disparities. *First-time attendees who complete the webinar will receive a \$25 Amazon gift card.*

**Tuesday, February 28 | 11-11:45 a.m. CST**

► [Click here to register](#) (required)

**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