



New

Provider FAQs

Do you have questions about credentialing, how to access forms, or use the secure Provider Portal? Take a look at our frequently asked questions!

>> [FAQs](#) <<

Cardiovascular and Diabetes Care

Monitoring for patients with Behavioral Health Diagnoses

Lack of appropriate care for diabetes and cardiovascular disease for people with schizoaffective disorder or bipolar disorder who use antipsychotic medications can lead to worsening health and death. Screening and monitoring of physical health needs is an important way to improve health, quality of life and economic outcomes downstream. ([NCQA](#))

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of health care's most widely used performance improvement tools. Two of its measures are Diabetes and Cardiovascular Disease Monitoring for People with Schizophrenia (SMD, SMC).

WHAT ARE THE MEASURES LOOKING AT?

- Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD): Assesses adults ages 18–64 with schizophrenia and diabetes who had both an LDL-C test and an HbA1c test during the measurement year.
- Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia (SMC): Assesses adults ages 18–64 with schizophrenia and cardiovascular disease, who had an LDL-C test during the measurement year.

WHAT IS INCLUDED?

- Medicaid members aged 18-64 years.
- Member had at least one acute inpatient encounter, or had at least two visits in an outpatient, intensive outpatient, partial hospitalization, ED or nonacute inpatient setting, on different dates of service, with any diagnosis of schizophrenia or schizoaffective disorder.
- Member had diabetes during the measurement year or the year prior (SMD).
- Member had cardiovascular disease during the measurement year or the year prior (SMC).

HOW ARE THE MEASURES MET?

- The goal is for members with schizophrenia and diabetes or cardiovascular disease to receive an annual assessment and screenings for HbA1c and LDL-C.
- Document of the date of the tests and lab results in the medical record.
- Code the correct diagnosis on every claim.
- Visit the [MHS Health website](#) to learn more.

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Meet the TEAM!



NAME: Yotzy (pronounced JOH-tsee) Perteet

TITLE: Provider Relations Representative II

TERRITORY: Statewide

PROVIDERS: Personal Care Worker Agencies

BACKGROUND:

Prior to joining MHS Health, Yotzy worked in roles focused on Medicaid and Medicare integrity.

PERSONAL INFO:

During my spare time I enjoy watching my boys at their sporting events. I also enjoy traveling with my family, specifically to destinations involving warm weather and beaches!

PHONE: 1-800-222-9831

EMAIL: Yotzy.Perteet@mhswi.com

DATE STARTED AT MHS HEALTH: March 2020

HOMETOWN: Milwaukee area

PROVIDER RELATIONSHIP GOAL:

My goal is to establish strong relations with my PCW Agencies. I want to continue to collaborate and educate my providers on the upcoming state requirement for Electronic Visit Verification to ensure they are ready when the requirement goes live. I enjoy talking and visiting with my providers and am thrilled to see how we've improved on the implementation of EVV so far.



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WHAT CAN YOU DO TO HELP?

- To increase compliance, consider using standing orders to get lab tests.
- Verify the lab is contracted with the health plan to ensure the patient will not incur unnecessary charges.
- Educate patients and their caregivers on the importance of completing annual visits and blood work annually.
- Maintain appointment availability in your practice for patients and schedule follow-up appointments before the patient leaves the office.
- Reach out to patients that do not keep follow-up appointments and set flags if available in their medical record or develop tracking method for members due or past due for lab work and assessments.
- Provide psychoeducation to the patient and family, including the importance of disease management, medication adherence and lab testing.
- Encourage patients to sign the appropriate release of information forms, and coordinate care with their medical and behavioral health providers.
- Collaborate with MHS Health to address barriers and refer patients to community-based and case management services.

Providers who have identified an MHS Health or Network Health Medicaid member who they think would benefit from disease or case management should contact the MHS Health care management team at 1-800-222-9831.

ECHO Survey Training

Purpose: Provide awareness and strategies to enhance health plan member satisfaction and experience with mental health and substance use services.

Duration: 20 minutes

Audience: Physical and Behavioral Health Providers

Learning Objectives:

1. Describe the purpose and benefits of the Experience of Care and Health Outcomes (ECHO) survey
2. List the survey composite measures
3. Identify strategies to help improve members'/patients' experience with mental health and substance use services

Access the Training: [Click this link](#) and enter pin# pp8479.



Childhood Behavioral Health Screening

MHS Health, in accordance with section 5022(d) of the SUPPORT Act, is working to assure that age-appropriate, validated screening tools are used in primary care settings to identify behavioral health needs for members from birth to age 18 and that reports are provided annually to the State.

To aid in reporting, MHS Health has created a simple, online attestation form for providers. The screening tools and periodicity table are embedded in the form. Please complete this form once annually through the link below.

► [Childhood Screening Attestation Web Form](#)

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