



**National
988 Suicide &
Crisis Lifeline goes live
July 16, 2022!**
[Learn more about 988!](#)
Print out the 988 Suicide
and Crisis Lifeline overview
to give to patients.
[GET IT HERE](#)

Increasing Adolescent Vaccination Rates

Talking about vaccines with your patients can feel like tricky territory these days. But data have shown that most people are receptive to vaccines, and the most important factor for patients to get vaccines may be as simple as your direct and clear recommendation.

You know your patients best. They trust your advice. You don't necessarily need to have lots of "myths vs. facts" information ready to prevent pushback. Your clear advice is their main guide and their strongest motivator for vaccine compliance.

- Make a specific recommendation to each patient that is based on their unique needs and cultural beliefs.
- Use positive language and avoid statistics.
- Use simple words in their preferred language.
- But be ready to reassure patients who have negative perceptions.
- Help make vaccination easy and convenient.
- Provide an immunization schedule.
- Remind about adolescent vaccines.

There is room for improvement in getting adolescents vaccinated against potentially serious conditions.

All of the following immunizations should be completed on or before age 13. The number of required vaccinations include:

VACCINE	DOSE	AGE ADMINISTERED
Meningococcal Conjugate	1 dose	Between ages 11 and 12
Tdap	1 dose	Between ages 10 and 13
HPV Vaccine	2-3 doses	Between ages 9 and 13
COVID-19 Vaccine	1-2 based on vaccine manufacturer	Vaccine age 5 and older
COVID-19 Booster	1 dose	Booster for ages 12 and older who are moderately or severely immunocompromised

- ▶ For a complete listing of immunizations required by MHS Health for birth to age 18, download the CDC's [Childhood and Adolescent Immunization and Catch-Up Schedules and Adult Immunization Schedule](#).

Meet the TEAM!



NAME: Kristel Johns

TITLE: Provider Relations Specialist II

TERRITORY: Statewide

PROVIDERS: Independent, small group, and solo Behavioral Health providers

BACKGROUND:

Prior to joining MHS Health, I was with Cenpatco, a subsidiary of Centene focused on behavioral health services for vulnerable and underserved populations.

PERSONAL INFO:

I am married with two grown children and an 18-month-old grandson. In my free time, I enjoy travelling, antiques and hanging out with friends.

PHONE: 1-800-222-9831

EMAIL: Kristel.L.Johns@mhswi.com

DATE STARTED AT MHS HEALTH: June 2002

HOMETOWN: Milwaukee area

PROVIDER RELATIONSHIP GOAL:

My goal is to ensure our providers' satisfaction by creating and maintaining trusted relationships to increase quality service for both our members and providers. Lending to that goal is my past clinic office management experience, many years of provider relations, and my practice of solving core issues permanently and pursuing the root cause.

Patient Experience Summit Focuses on Action Planning

The Quality Improvement and Provider Relations departments at MHS Health recently hosted a patient experience summit for nearly 80 network providers to learn more about the role they play in member satisfaction with their overall healthcare, as rated in Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys.

The summit's objectives were to:

- ▶ Emphasize the connection between patient satisfaction and improved health outcomes
- ▶ Demonstrate ways to impact the patient experience through practical strategies
- ▶ Create an action plan for collecting and analyzing patient satisfaction information, identifying areas for improvement, and developing attainable tactics
- ▶ Offer to work with network provider groups on the development and implementation of their action plans

Within one hour of the summit's conclusion, four network providers reached out to the MHS Health with requests for partnership on patient satisfaction. Please reach out to the MHS Health Provider Relations team if you would like to collaborate on patient experience improvement efforts.

Learn more about patient-centered care and how it results in effective health care ... and earn credits!

The Centene Institute for Advanced Education is offering a free, 4-part virtual podcast series called, "Person Centered Thinking for Providers." ▶ [Learn more and sign up!](#)

news you can use

Wellcare By Allwell requires prior authorization (PA) as a condition of payment for many services. Information regarding such PA requirements are applicable to all Medicare products offered by Wellcare By Allwell. Changes to PA requirements that take effect July 1, 2022 can be found online. ▶ [Access the Medicare Prior Authorization changes.](#)



MHS Health is proud to welcome Katherine Kasabuske, Vice President of Health Equity.

Katherine provides critical thought leadership to design and implement strategies aimed at increasing equitable access, reducing care disparities, and improving quality outcomes for members.

Prior to MHS Health, Katherine was the VP of Home and Community Based Services at Milwaukee Center for Independence. She also served as VP of Operations at iLIFE Financial Management Services. Her background in operations, quality and continuous improvement in health and human services has provided a unique lens for understanding the intersection between the drivers of health, health equity and disparate health outcomes.

Katherine and her family live in Milwaukee. She can be reached at Katherine.Kasabuske@mhswi.com.

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:

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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