



@MHSHealthWisconsin

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Prenatal Power: Your Impact in Early Care

In 2022, MHS Health Wisconsin supported 2,277 members during their pregnancies and post partum. Moms and babies are a top priority and MHS Health goes the extra mile to ensure they get the very best care.

Prenatal care is essential for ensuring the health and well-being of mother and baby through early detection and intervention of health issues, monitoring of fetal development, providing nutritional guidance, screening for birth defects, managing complications, and offering emotional support.

MHS Health wants to ensure its pregnant members start their prenatal care as soon as possible, and that requires a strong partnership with the member and their provider.

MHS Health can help its pregnant members:

- Find a maternal health provider, if needed
- Schedule prenatal care appointments
- Make referrals to pregnancy/post partum support programs and services (health plan specific and community-based)

- Help member establish with a MHS Health maternal community health worker and/or care manager
- Earn member-specific incentives for healthy behaviors during pregnancy and post partum

Supporting pregnant members requires that MHS Health is notified as soon as a member's pregnancy is confirmed. This notification allows MHS Health to initiate prenatal care coordination with its members and their providers.

MHS Health is requesting its network providers complete a **Notification of Pregnancy** (NOP) form for their pregnant patients who are members of MHS Health.



Provider reimbursement for NOP completion

1st trimester = \$75
2nd trimester = \$50
3rd trimester = \$25

MHS Health members can earn a \$25 reward for submitting their own NOP and \$25 for completing a post partum visit.

Meet the TEAM!



NAME: Belinda Groshek, RN

TITLE: Manager, Grievances and Appeals

BACKGROUND: Belinda has many years of experience as a registered nurse, charge nurse, and preceptor in hospitals. She previously served as manager of SSI care management at MHS Health. Belinda also used her skills as a Sr. Learning and Development Specialist to onboard new medical management employees.

PERSONAL INFO: Married with two grown sons.

EMAIL: Belinda.J.Groshek@mhswi.com

DATE STARTED: May 2011

PROVIDER RELATIONSHIP GOAL:

Reduce provider abrasion and decrease appeal volumes by tracking and trending issues, provide communication with thorough provider education, and improve collaboration and relationships with our provider partners.

The Opioid Crisis

Reducing overuse and misuse

Drug overdose deaths involving prescription opioids rose from 3,442 in 1999 to 16,706 in 2021. (NIH) In Wisconsin, prescription opioid overdoses increased by more than 20 percent between 2019 and 2020. (CDC)

Studies show that individuals who receive opioids from four or more prescribers or pharmacies have a higher likelihood of opioid-related overdose death than those who receive opioids from one prescriber or one physician. (NCQA)

The National Committee for Quality Assurance (NCQA) measures Use of Opioids from Multiple Providers (UOP)

About the UOP Measure

The purpose of this measure is to assess for potentially high-risk opioid analgesic prescribing practices and to identify members at risk for opioid overuse and misuse. A lower rate (less members numerator compliant) indicates better performance.

The measure looks at percentage of members 18 years and older, receiving prescription opioids for greater than or equal to 15 days during the measurement year from multiple providers. Three rates are reported.

1. Multiple Prescribers
2. Multiple Pharmacies
3. Multiple Prescribers and Multiple Pharmacies

Learn more about the UOP measure and the role providers play in helping to prevent opioid use and misuse.

How to Put Cultural Diversity and Inclusion into Practice

MHS Health is committed to the development, strengthening, and sustaining of healthy provider and member relationships. Members are entitled to dignified, appropriate, and quality care. When healthcare services are delivered without regard for cultural differences, members are at risk for sub-optimal care. Members may be unable or unwilling to communicate their healthcare needs in an insensitive environment, reducing the effectiveness of the entire healthcare process.

In 2022, 91.3% of Wisconsinites reported English as their preferred language and 4.6% prefer Spanish, followed by 2.0% prefer other Indo-European, according to the U.S. Census data.



MHS Health Member Language Preferences

- 95% Speak English
- 5% Speak another language
 - 70% speak Spanish
 - 9% speak Hmong
 - 9% declined to answer
 - 8% speak a language not listed
 - 5% speak Burmese

MHS Health members speak more than 15 languages, and its membership grows more diverse every year. To assist providers in developing culturally competent and culturally proficient practices, MHS Health provides a variety of resources, including securing interpreters for patients and translated and/or alternate format materials.

Learn more about how to foster a culturally diverse and inclusive patient experience in your practice.

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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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
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