



We are offering incentives and translation services to assist with EVV compliance. A mandatory town hall meeting will be held for those who are out of compliance.

>> **EVV goes live 1/1/22.** <<

Need help? Email

[Yotzy.Perteet@mhswi.com](mailto:Yotzy.Perteet@mhswi.com)

## Promoting Positive Outcomes

MHS Health Wisconsin is dedicated to promoting and delivering quality care to our members by ensuring they have positive healthcare experiences. We can learn how well we are doing by evaluating our quality scores and star ratings to meet our HEDIS (Healthcare Effectiveness Data and Information Set) measures.

We also need to work closely with the providers who are caring for our members. You play a crucial role in improving the health of our members, so we want to be sure that we are doing all we can to support your efforts to drive improvements in quality and outcomes.

There are two behavioral health measures that have been identified as being important areas that will enhance the quality of service and promote positive outcomes for our members/your patients.

### **Follow-Up After Hospitalization For Mental Illness (FUH)**

**What it measures:** Assesses the percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm

diagnoses and who had a follow-up visit with a mental health provider.

**Measurement:** Members should receive follow up care within 7 days or within 30 days of discharge.

**What you can do:** Providers can assist with this measure by scheduling the 7-day follow up appointment within 5 days post discharge. If the appointment is unable to be completed within 7 days post-discharge the appointment should be scheduled to occur within 30 days after discharge. Please note that appointments that occur on the same day of discharge will not count toward this measure.

### **Follow-Up after ED Visit for Mental Illness (FUM)**

**What it measures:** Assesses the percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness.

**Measurement:** Members should receive follow up care within 7 days or within 30 days of initial ED visit.

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**Take Cultural Competence Training and Win a Party for Your Whole Office!**

**Do you want to increase your Cultural Competence to improve the experience for your patients?**

MHS Health is offering an office party for any of our providers who complete a free, online training from the Office of Minority Health. We recommend the following training through HHS.gov that is appropriate for healthcare clinicians and administrators:

**Guide to Providing Effective Communication and Language Assistance Services**

This guide will help you and your organization interact more effectively with culturally and linguistically diverse individuals. The short course offers strategies for communicating in a way that considers the cultural, health literacy, and language needs of your patients and their families. *It's free to you!*

► **REGISTER HERE**

Just let us know when you have finished your training and then MHS Health will then send you a party for the staff in your office. [Click here](#) if you have questions or to let us know when your training is complete.

Cont'd from pg 1

**What you can do:** Providers should schedule the 7-day follow up within 5 days post ED visit and within 30 days post ED visit if the member is unable to complete the appointment within 7 days.

Members are more likely to follow up with aftercare instructions if appointments are scheduled immediately with a provider after a visit that qualifies them for the FUH or FUM measure. We encourage our providers to assist members in scheduling follow up appointments.

If you experience difficulty with scheduling an appointment for one of our members, please contact MHS Health Customer Service for assistance at 1-800-547-1647.

Watch for additional articles about how we can work together to improve the experiences of our members/your patients.

# PRO TIP

## Your COVID-19 At-Risk Patients AT YOUR FINGERTIPS

MHS Health Wisconsin is excited to share our newest provider report: **COVID-19 Detail**

This new report shows the detailed COVID-19 vaccination status for the portion of your patient panel who are at higher risk to contract or to experience more serious effects of COVID-19. Factors associated with risk include but are not limited to a positive or pending COVID-19 test and comorbidities.

Take a moment to view your personal report by following the directions below.

### HOW TO ACCESS THE COVID-19 DETAIL REPORT

- Log in to the Secure Provider Portal at [mhswi.com/providers](https://mhswi.com/providers)
- Select the link > Provider Analytics  
*Note: Only account managers have access to Provider Analytics. Contact your Provider Representative if you need access or assistance.*
- Select the report by date:  
COVID-19 Detail --/--/2021
- You can filter your report to provide the specific information you need.



You can use this report to help focus your COVID-19 vaccination outreach efforts on the most vulnerable, unvaccinated patients.

**If you have any questions or feedback about this report, please call the Provider Inquiry line at 1-800-222-9831.**

## We Need Your Help!



**How do you code for Social Determinants of Health (SDoH)?** Please take a minute to [complete a brief survey](#) so we can learn how you identify and track your patients SDoH.

**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