



### Childhood Behavioral Health Screenings

MHS Health and Network Health require PCPs to follow and attest to usage of the [Bright Futures periodicity schedule](#).

The online attestation form is found at [mhswi.com](https://mhswi.com)

## Patient Satisfaction

### *Members receive survey about primary care services*

MHS Health Wisconsin relies on its network of providers to help it achieve its purpose of transforming the health of the community, one person at a time.

The health plan supports its members in accessing benefits and services to ensure they get the care they need and that it is delivered with the highest quality.

Member feedback is integral to learning what the health plan and its provider network are doing well and where there are opportunities for improvement. Direct member feedback through surveys provides valuable quantitative data quickly and easily.

Last month, the health plan's Wellcare By Allwell members began receiving satisfaction surveys about their recent encounter with their primary care provider (PCP).

It is important that you are aware of this survey process because the collaboration between the health plan and provider are critical in providing exceptional care. Patients may also inquire about the survey.

Here are a few details about the survey.

- Question topics include: ease/access of appointment scheduling • an assessment of individual staff and provider • care team collaboration • safety and privacy • likelihood to recommend.
- Surveys are sent to members who had an in-person or telehealth visit.
- Surveys are conducted through text and/or email and contain a link to complete the survey online.
- Members may receive up to three outreach attempts within a 30-day window. They will only receive one survey within a six-month period, even if they see their PCP more than once during that time.
- Member responses are anonymous and confidential.

Please reach out to your Provider Relations representative if you have any questions by calling the Provider Inquiry Line at 1-800-222-9831.

# Meet the TEAM!



**NAME:** Hailey Xiong

**TITLE:** Provider Network Specialist II

**TERRITORY:** Northeast and Southeast Wisconsin

**PROVIDERS:** Independent hospitals, physician groups, and ancillary providers

**BACKGROUND:** I have 10 years in the healthcare industry that provided me skills with direct patient care, claims resolution, provider and payer relations, and network contracting.

**PERSONAL INFO:** I am married with three beautiful children. I enjoy spending quality time with family and hope to travel more.

**PHONE:** 1-800-222-9831

**EMAIL:** [Hailey.Xiong@mhswi.com](mailto:Hailey.Xiong@mhswi.com)

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

**HOMETOWN:** Milwaukee area

**PROVIDER RELATIONSHIP GOAL:**

I look forward to creating stronger relationships with providers and to optimize effective communication that would ultimately result in increased provider and member satisfaction.

## HEDIS® Training

### Behavioral Health Measures

The intent of the Healthcare Effectiveness Data and Information Set (HEDIS®) is to provide helpful information to health care consumers about a health plan's performance related to important quality care processes. The metrics also give health plans the data it needs to drive improvement.

On-demand trainings have been designed to help providers recognize the role Behavioral Health HEDIS® measures.

**Strategies to Improve Cardiovascular, Diabetes, and Metabolic Monitoring: APM, SSD, SMC, and SMD HEDIS® Measures**

APM	SSD
Metabolic Monitoring for Children and Adolescents on Antipsychotics	Diabetes Screening for People with Schizophrenia or Bipolar on Antipsychotics
SMC	SMD
Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia	Diabetes Monitoring for People with Diabetes and Schizophrenia

**Purpose:** The purpose of the training is for medical and behavioral health providers to recognize the intent of the Behavioral Health HEDIS measures and share strategies to impact quality care and outcomes for our members.

**Duration:** 8-10 minutes

**Restriction:** [Click to access the training](#)

## PRO TIP



**How Primary Care Providers Can Help Prevent Elder Suicide: A New Guide to Geriatric Suicide Safer Care**

Geriatric depression and suicide risk often go underidentified and treated in primary care. Providers have opportunities to intervene, and the [Association of Clinicians for the Underserved](#) has developed a new [geriatric suicide prevention toolkit](#) to help.

Attend this *free webinar* to better understand the role providers can play in intervention of geriatric suicide, discuss common risks and warning signs, and learn more about screening tools, clinical pathways, and evidence-based interventions for geriatric suicide prevention.

**Tuesday, September 27 from 12 - 1 p.m.**  
**Register** at <https://bit.ly/acuprevention>



**Health Equity: Understanding Today, Changing Tomorrow**

Join MHS Health Wisconsin for this *free webinar* to have an interactive discussion about health inequities, implicit bias, and how your role as a healthcare professional can reduce disparities. This webinar is free to anyone who impacts the patient experience, but registration is required. Everyone who registers and completes the webinar will receive a \$25 Amazon gift card.

**Tuesday, October 18 from 9:30 - 10:15 a.m.**  
**Register** at <https://www.mhswi.com/hesummit>

**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