



Electronic Visit Verification (EVV)

If you are a Medicaid-covered personal care and supportive home care service agency, you must be EVV compliant by January 1, 2022. If you need help getting ready, email [Yotzy Pertect](mailto:Yotzy.Pertect).

Where does good health start?

At MHS Health Wisconsin, we value the relationships we share with our providers. Working together is more effective than working alone, especially when it comes to providing the very best care to your patients/our members.

Good health starts in our homes, schools, workplaces, neighborhoods, and communities. Care goes beyond helping them to manage their blood pressure or diabetes. Comprehensive care involves the whole person. Whole-person care can only be delivered when all factors that influence a member's health status are taken into account. These factors affect a wide range of health risks and outcomes. They are commonly known as the "social determinants of health."

The Centers for Disease Control and Prevention (CDC) describes [Social Determinants of Health \(SDoH\)](#) as

"...CONDITIONS IN THE PLACES WHERE PEOPLE LIVE, LEARN, WORK, AND PLAY THAT AFFECT A WIDE RANGE OF HEALTH AND QUALITY-OF LIFE-RISKS AND OUTCOMES."

Social determinants of health include safe housing, transportation, education, access to food/supplies for

everyday living, racism, and income. Each of these factors impacts a person's health, well-being, and quality of life. They can also contribute to wide health disparities and inequities.

Understanding and addressing SDoH increases two-way communication and trust-building during the care process, which in turn, increases satisfaction, retention, and patient self-care compliance.

The challenge lies in how to capture and document SDoH in a way that will give all the patient's caregivers access to the same data. CMS recommends using common codes, called Z Codes, to identify SDoH in the patient's record. Using [SDoH-related Z Codes](#) is a great step in shining a light on things like homelessness, food insecurity, and transportation issues.



We are going to continue highlighting tools and tips to aid you in identifying the SDoH of your patients and how that information can help us work together to positively impact overall care.

We'd like to know how you address SDoH with your patients.

► Please take a moment to complete this [BRIEF SURVEY](#).



Moving the (Vaccine) Needle

Rewards and Member Texting Outreach Yields Action

The \$100 COVID-19 first dose vaccination incentive has been successful in getting more Wisconsinites vaccinated. MHS Health initiated a texting campaign to eligible unvaccinated members, ages 18 and older, to remind them of the reward and assist them with scheduling a vaccine appointment.



Members responded immediately and reached out to us to help get their vaccine course started.

The success of the initial text outreach triggered a series of follow-up SMS messages to members when the state's \$100 reward was extended. Additionally, MHS Health held its first COVID-19 vaccine clinic for members who live within 10 miles of the company's West Allis office on Friday, September 17.

We continue our outreach through phone calls to notify members about area vaccine clinics and help schedule appointments. We are also actively participating in community-based events to promote vaccination, utilizing PCW agencies to encourage vaccination among their clients, and are even working with Hayat Pharmacy to provide vaccines to our homebound members.

Meet the Brand That is Taking a No-nonsense Approach to Medicare

We are sharing with you an exciting change to the Allwell from MHS Health Wisconsin Medicare health plan. Beginning January 1, 2022, we will be known as Wellcare. Centene, the parent of company of MHS Health, has combined its multiple national Medicare brands under the Wellcare name to offer a better range of plans that provide members with affordable access to doctors, nurses, and specialists.

As a unified national brand, Wellcare aims to remove the nonsense from health insurance and focuses on giving current and future Medicare members the coverage they need, the simplicity they want, and the high-quality care they deserve. And as always, Wellcare is committed to working with you to ensure your patients receive the best care.

There are no changes to current members' coverage, benefits, and ID number for the balance of 2021. Any changes for 2022 will be based on which plan they choose. They will also continue to receive rewards for positive healthy behaviors.

Soon you will begin to receive materials with the new Wellcare branding. We will continue to update you in the coming weeks on any news that will affect you or your patients.

Celebrating with Care



On August 14, the last day of National Health Center Week, one of our network providers took the opportunity to celebrate with a special weekend event for their patients. Family Health La Clinica is one of Wisconsin's many valued

Community Health Centers, providing a comprehensive health home for patients at their locations in Wautoma, Beaver Dam, Mauston, Friendship, and Stevens Point.

Their caring team opened up their doors on a normally closed weekend to help families get children caught up on well care exams and vital immunizations.

Mary O'Bara, Population Health Coordinator for the clinic poured countless hours into inviting families to the event with postcards, calls, and even conversations in the waiting room. Her passion paid off, with a request for appointments so overwhelming that they had to expand the event. They are considering a second event in coming months, targeting those who will be due for well checks and sports physicals.

MHS Health Wisconsin is proud to partner with providers who share our goal of transforming the health of our community, one person at a time.

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