

## MHS Health Wisconsin: At-a-Glance

The MHS Health Wisconsin (MHS Health) provider network includes more than 14,000 clinicians and about 120 hospitals that serve MHS Health members through BadgerCare Plus; Medicaid SSI, and a Medicare Advantage - Special Needs Plan (SNP). MHS Health administers enrollment under Network Health’s contract with the State of Wisconsin Department of Health Services for Network Health’s BadgerCare Plus and Medicaid SSI members. Contact MHS Health for Network Health BadgerCare Plus and Medicaid SSI prior authorization and claim processing. *MHS Health/Network Health refers to the BadgerCare Plus and Medicaid SSI members of MHS Health and Network Health.*

### Medical and Behavioral Health Provider Services Line

800-222-9831

### Behavioral Health Provider Claims Customer Service Line

877-730-2117

Please have the **NPI** or **Medicaid ID** number plus the Tax Identification Number (**TIN**) ready when you call.

### www.mhswi.com

- Provider manuals
- Provider reference materials
- Pre-auth check tool
- Clinical and payment policies
- Secure provider portal access
  - Easily check patient eligibility.
  - View, manage and download patient lists.
  - View and submit claims including attachments.
  - View and submit service authorizations.
  - Maintain multiple TINs on one account.

**24-hour Nurse Advice Line:** 800-280-2348

### Medicaid Medication Coverage

Pharmacy Benefit: Prescription medications, radiopharmaceuticals, biopharmaceuticals and other injectables administered in home health, provider’s office, most OP settings and skilled nursing should be billed to Medicaid fee-for-service (FFS).

Medical Benefit: Hyaluronate derivatives and OP/IP hospital administered medication should be billed to MHS Health. Hyaluronate derivatives require prior authorization.

### Prior Authorizations

Medical Services FAX lines

- Prior Authorization Requests Fax: 866-467-1316
- Notification of Pregnancy Form Fax: 866-671-3668

### Medical Services Authorization Requirements

Please use the Pre-auth Check Tool on our [website](#) to determine if services require prior authorization.

### Behavioral Health Authorization Requests

BadgerCare Plus/Medicaid SSI Outpatient Treatment  
888-713-6180 (phone); 866-694-3649 (fax)

### Behavioral Health Services Requiring Prior Authorization

- Inpatient Hospitalization & Detoxification
- 23-Hour Observation
- ECT
- IOP
- Day Treatment
- Psychological Testing
- All Services by Out-of-Network Providers

### Electronic Claim Submission

All behavioral health claim EDI transactions

Utilize payer ID ..... 68068

All medical claim EDI transactions

Utilize payer ID ..... 68069

For MHS Health/Centene EDI support call

800-225-2573, ext. 6075525 or email: [ediba@centene.com](mailto:ediba@centene.com)

### Electronic Funds Transfer

MHS Health partners with PaySpan Health, a FREE solution that helps providers transition into electronic payments and automatic reconciliation. Visit **PaySpanHealth.com** and click “register.” Registration assistance is available by calling 1-877-331-7154 or by emailing [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).

## MHS Health Wisconsin: At-a-Glance (cont'd)

### Paper Claim Submissions and Corrections

Behavioral Health Claims  
MHS Health Wisconsin  
ATTN: Behavioral Health Claims  
P.O. Box 6123  
Farmington, MO 63640

Medical Claims  
MHS Health Wisconsin  
ATTN: Claims Department  
P.O. Box 3001  
Farmington, MO 63640-3801

### Claim Appeal Addresses

Behavioral Health Claim Appeals  
MHS Health Wisconsin  
ATTN: Behavioral Health Claim Appeals  
PO Box 6000  
Farmington, MO 63640

Behavioral Health Medical Necessity Appeals  
MHS Health Wisconsin  
ATTN: Medical Necessity Appeals  
12515-8 Research Blvd #400  
Austin TX 78759

Medical Claim Appeals  
MHS Health Wisconsin  
ATTN: Appeals Department  
PO Box 3000  
Farmington, MO 63640-3800

### Member Grievance & Appeal Addresses

Member Grievance & Appeals (Pre-Service)  
MHS Health Wisconsin  
ATTN: Grievance & Appeals  
801 S. 60<sup>th</sup> St. Suite 200  
West Allis, WI 53214

### Other Addresses

Refund Overpayments (on your check stock)  
MHS Health Wisconsin  
PO Box 3657  
Carol Stream, IL 60132-3657

Behavioral Health Refund Overpayments  
(on your check stock)  
MHS Health Wisconsin  
ATTN: Behavioral Health Refund  
PO Box 3656  
Carol Stream, IL 60132-3656

Return Centene Checks to: MHS  
Health Wisconsin  
ATTN: Returned Check  
PO Box 3001  
Farmington, MO 63640-3801

Medical Code Denial Reviews  
MHS Health Wisconsin  
ATTN: Medical Review Unit  
PO Box 3001  
Farmington, MO 63640-3800