



## FEEDBACK WANTED

A Provider Satisfaction Survey may be coming your way. Please take a moment to complete it. The first 400 respondents will get a **\$25 Amazon gift card!**

## Impacting Behavioral Health Measures

In May, our nation observes Mental Health Awareness Month as a way to raise awareness and advocate for improvements in behavioral healthcare. It also reminds us to come together as a healthcare community in an effort to reduce the stigma and focus our attention on ways that can improve the care and treatment of those who struggle with mental illness.

The United States faced a behavioral health care crisis before the COVID-19 pandemic with nearly 20% adults experiencing mental illness. More than half of these individuals have not had their care needs met.

Addressing social factors, expanding health insurance, and increasing awareness and acceptance of behavioral health has lessened some of the obstacles for getting care. However, the demand for behavioral health professionals, which was already exceeding the supply pre-pandemic, is at a great shortfall and cannot be easily resolved.

The behavioral health provider shortage has necessitated primary care providers to become more involved in the overall behavioral health of their patients. With that in mind, MHS Health recently launched an At-A-Glance Toolkit for providers

that addresses specific HEDIS® Behavioral Health Measures for mental illness or substance use disorders, medication adherence, and metabolic monitoring.

The toolkit was designed to improve the quality of behavioral health treatment among at-risk member populations in coordination with HEDIS® behavioral health measure outcomes and provide a convenient way for providers to meet, document, and code HEDIS® measures, such as

- Antidepressant Medication Management (AMM)
- Follow-Up After Hospitalization For Mental Illness (FUH)
- Follow-Up after Emergency Department Visit for Mental Illness (FUM)
- Initiation and Engagement of Substance Use Disorder Treatment (EIT)

By working together, we can provide the care and services our communities need to stay healthy and improve our quality scores and Star Ratings. Please contact your Provider Relations Representative at 1-800-222-9831 if you need more information or have any questions.

Access the Toolkits: [MHS Health Wisconsin](#) | [Network Health](#)

# Meet the TEAM!



**NAME:** Mark A. Kapler

**TITLE:** Manager, Strategic Provider Partnerships

**TERRITORY:** Northern two-thirds of Wisconsin

**PROVIDERS:** Large providers/health systems

**BACKGROUND:**

30-year career in healthcare, provider network relations, management and contracting. Spent 14 years as Network Executive with HealthEOS/MultiPlan and Director with Network Health Plan

**PERSONAL INFO:**

I serve on our church council, a Scoutmaster for my son's Boy Scout troop, and a partner with my siblings in the ownership and active management of our family timber farm. My wife and I have 2 children and 2 dogs. Spending time

with my family and being outdoors is what I enjoy the most.

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

**EMAIL:** [Mark.A.Kapler@mhswi.com](mailto:Mark.A.Kapler@mhswi.com)

**DATE STARTED AT MHS HEALTH:** May 29, 2016

**HOMETOWN:** Fond du Lac

**PROVIDER RELATIONSHIP GOAL:**

Simply put – to help make a difference in supporting the quality health goals and desires of both MHS Health and our network providers. My direct care management experience has helped me develop a blend of health plan stewardship and provider advocacy in my overall approach to managing those provider relationships in the pursuit of that quality goal.

## news you can use

### Provider Credentialing Rights

Network practitioners must successfully complete the MHS Health credentialing and contracting process.

• Learn more: [Quick Referencing Guide to Credentialing](#)

During the credentialing process, we obtain information from various sources to evaluate your application. Ensuring the accuracy of this information is key, so please review and provide any corrected information as soon as possible.

You also have the right to review the status of your credentialing or recredentialing application at any time. Call your Provider Relations Representative at 1-800-222-9831 or email [WI\\_cred@mhswi.com](mailto:WI_cred@mhswi.com) if you have questions.

### Policy Update

The following policy goes into effect on July 1, 2022.

Policy Number	Policy Title/Link	Business Line
CP.MP.182	<a href="#">Short Inpatient Hospital Stay</a>	Medicare



**MHS Health is proud to welcome new MHS Health Chief Medical Director, Thomas Nichols, M.D.**

Dr. Nichols brings experience in clinical leadership having most recently served as the Chief Medical Officer at Ascension Wisconsin in the Fox Valley.

Prior to Ascension, Dr. Nichols was a pediatric hospitalist at Mayo Clinic and Regional Medical Director of Pediatric Hospitalist Services at Children's Wisconsin.

After completing his Doctor of Medicine degree at Rush University, he went on to complete his Masters in Business Administration at the Haslam College of Business at the University of Tennessee.

In his role as Chief Medical Director, Dr. Nichols will serve as the health plan's clinical advisor where he will direct and coordinate the medical management, quality improvement, and credentialing functions in support of the strategic plan.

Dr. Nichols and his family live in Neenah.



### REACHING FOR THE STARS: A Practical Approach to Patient-centered Care Tuesday, May 24 from 9:15 - 10 a.m. | Free | [Register Online](#)

Join MHS Health for a free, info-packed webinar that will explain some effective ways to improve the patient experience – a must for anyone who impacts patient satisfaction. *Everyone who registers and completes the webinar will receive a \$25 Amazon gift card.*

**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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 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  
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