



Do we
have your correct
practice information?
We are required to send
you policy updates and other
important news. Update your
practice changes online for
[behavioral health](#)
or [medical](#).

Cultural Competence in Healthcare

Cultural competence, intercultural awareness, cultural humility — no matter what you call it, having a better understanding of and making deeper connections with your patients, work team, and provider partners can increase patient satisfaction and care outcomes.

According to CDC's definition, cultural competence is "a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations."

On the healthcare delivery side, this means reducing racial, economic, ethnic, and social disparities when meeting the healthcare needs of your patients.

As a provider, you want to deliver compassionate, expert, and equitable care to all of your patients. So, how do you know how well you are doing that?

MHS Health Wisconsin has developed a new Cultural Competence Self-assessment tool with the goal of supporting

health care providers to understand their cultural and linguistic needs and to enhance the quality of services and supports they deliver within culturally diverse and underserved communities.

We encourage you to complete the evaluation about your own beliefs, attitudes, and behaviors and how they influence patient care. Your responses will also give MHS Health an opportunity to better understand where it can support its providers with education and training.

Take the Cultural Competence Self Assessment

If you are interested in a more comprehensive assessment of your clinic or health system or need additional resources or training, MHS Health can help. Please reach out to your Provider Relations Representative or email WI_Provider_Relations@mhswi.com for more information.

Meet the TEAM!



NAME: Andrew Murrieta

TITLE: Provider Network Specialist II

TERRITORY: North, West Central, Madison

PROVIDERS: Independent hospitals, physician groups, and ancillary providers

BACKGROUND: I started with MHS Health this past April after 4+ years as Senior Support Claims Analyst with Centene.

PERSONAL INFO: I am married and have three children and a dog. I enjoy fishing and playing sports with my kids.

PHONE: (414) 773-4001

EMAIL: Andrew.R.Murrieta@centene.com

DATE STARTED AT MHS HEALTH: March 2022

PROVIDER RELATIONSHIP GOAL: My goal is to be the best problem solver I can be. I believe that my efforts in supporting the providers in my area will correlate to a positive impact on the members of MHS Health Wisconsin.

PRO TIP

*Provider Denials:
Attending, Billing
and Rendering*

Attending, billing, and rendering provider denials are common and typically caused by information billed not matching certification information from the State of Wisconsin (ForwardHealth).

The good news is that these can be identified and corrected easily. MHS Health created a few tips sheets based on provider type. Take a moment to click on the links below to learn what corrective action steps to take.

- ▶ [Attending Provider](#)
- ▶ [Billing Provider](#)
- ▶ [Rendering Provider](#)



TRANSFORMING THE PATIENT EXPERIENCE

Join us for the 2022 Virtual Provider Forum featuring a guest speaker from Press Ganey. The forum is an interactive workshop meant to engage our provider network in a discussion on the member experience and challenges of patient-centric care.

Agenda topics include:

- Improving communication with patients and developing rapport and trust among provider, patient, and health plan.
- How CAHPS survey questions relate to everyday practice
- HEDIS and CAHPS connections in care gaps.
- Current barriers in access to care for providers and patients.

1-hour Lunch Sessions on November 8, 9, 10

Receive a free lunch in the form of a gift card.

Learn more about times and register, visit

> [2022 Transforming the Patient Experience](#)

news you can use

The Periscope Project is a free program of the Medical College of Wisconsin, Department of Psychiatry and Behavioral Medicine that supports providers with diagnosis and treatment of mental health disorders in pregnant and postpartum patients.

Consultations provide evidence-based education related to screening, diagnosis, and treatment of perinatal mental health (PMH) disorders. Mental health conditions like mood, anxiety, trauma-related, and substance use disorders are the most common complication of pregnancy and the first year postpartum. **Despite negative consequences and treatment availability, 75% of women experiencing PMH conditions do not get treatment.**

Periscope closes the gap by building capacity in healthcare providers and can help OB/GYNs, midwives, family medicine physicians, psychiatrists, and pediatricians by providing:

1. Support with caring for perinatal patients with mental health needs.
2. Health care providers with a treatment plan to bridge patients to psychiatric care.
3. Perinatal mental health diagnosis and treatment education.
4. Reassurance on treatment of perinatal mental health disorders.
5. Connections for patients to local mental health resources.

Call 1-877-296-9049, 8 a.m. to 4 p.m., weekdays, for a provider to perinatal psychiatrist consultation within 30 minutes. Live webinars, toolkits, and recorded modules can be found at the-periscope-project.org.



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