



Check out what's new
in the **2022 Medicaid
Provider Manual**

- Child Behavioral Health & Developmental Screenings
- Social Determinants of Health • Telehealth • and more

Helping Members Choose Tomorrow

Suicide is one of the top 10 leading causes of death in the United States resulting in more than 47,000 deaths annually. (CDC) The financial burden on society is also costly. Suicides and suicide attempts cost the nation over \$70 billion per year in lifetime medical and work-loss costs. (CDC)

Socioeconomics and other social determinants of health can play a role in suicide, which puts MHS Health members at higher risk for this tragic and preventable event.

Early identification of at-risk individuals is critical for suicide prevention. MHS Health recently launched the Choose Tomorrow™ Zero Suicide Prevention Program. The program was developed by Centene Advanced Behavioral Health as an enterprise-wide initiative that incorporates predictive risk modeling to identify members who may be at risk for self-harm. Centene is the parent company of MHS Health.

Zero Suicide is based on a mindset that suicide is preventable, and people experiencing suicidal thoughts often fall through the cracks in the healthcare system. Healthcare providers and

health-related organizations can make a real difference by transforming how patients are screened and improving the care they receive.

The Choose Tomorrow programs aims to:

- ✓ Reduce the loss of human life for families and communities
- ✓ Identify suicide risk through data analytics, screening, and assessment
- ✓ Treat those at-risk with compassion and respect, using evidence-based and best practice tactics
- ✓ Support effective provider driven interventions, referrals, and care modalities
- ✓ Provide comprehensive training to staff and providers to increase competence and confidence in assessing and addressing suicide risk and behavior
- ✓ Monitor results and continuously improve outcomes

Continued on next page.

news you can use

FREE AT-HOME COVID-19 TEST KITS FOR MEMBERS

Per [ForwardHealth Update No. 2022-06](#), “Effective for dates of service on and after January 31, 2022, ForwardHealth is adding coverage of U.S. Food and Drug Administration (FDA)-approved over-the-counter (OTC) at-home, rapid COVID-19 test kits.” “Members of BadgerCare Plus and other full-benefit Wisconsin Medicaid programs can get eight at-home COVID-19 tests per person, per month, without having to pay.”

PRO TIPS

Tips for Using the Provider Portal

PASSWORD OR ACCOUNT RESET

Haven't logged into the Provider Portal in awhile? Forgot your password? Other login issues? Whatever the reason, you may need to reset your account or your password for the MHS Health Secure Provider Portal. Here are some helpful tips:

Password Reset

- Log into the Provider Portal with your username.
- Click forgot password. The system will send you an email with instructions.

NOTE: The recovery email is from no-reply@mail.entrykeyid.com. If you don't get the email in your inbox, please check your spam/junk folder as it can be routed there. If you cannot find the recovery email in your junk mail, please contact your IT Help Desk as the email was likely flagged and blocked by your internal server.

Account Reset

If you cannot log in at all, your account may have been disabled inadvertently or due to time between log ins.

- Please reach out to our Provider Relations team at WI_Provider_Relations@mhswi.com for help with your username or reactivating your account.

PROVIDER PORTAL INSTRUCTION MANUAL AND FAQs

The Provider Portal Instruction Manual has been updated and can be found in searchable PDF format. Check it out! Be sure to learn more about recent enhancements like the Reconsider Claim button. Find Provider Portal registration info and FAQs on our [website](#).

Did you know? The Instruction Manual link can be found at the bottom of every portal page.



EVV COMPLIANCE

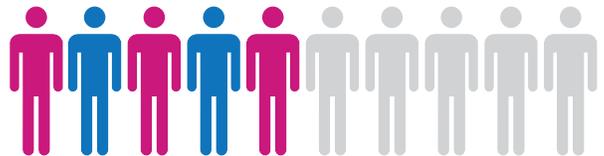
Alliance Total Care (ATC) had a visit from the MHS Health Provider Relations Team to honor their great progress with EVV billing compliance. To get them ready for EVV compliance, ATC participated in a four-week incentive-based program offered by MHS Health that offered the opportunity for personal care workers to earn a financial reward for submitting compliant EVV billing.

MHS Health presented ATC with the incentive grant funds in early January. The incentive money will be distributed to the workers who submitted compliant billing. The collaboration between ATC and MHS Health is one example of how working together can serve the needs of members, the health care provider, and the health plan.

Is your PCW agency compliant? MHS Health is here to help. Contact Yotzy Perteet at Yotzy.Perteet@mhswi.com.

Choose Tomorrow / cont'd

Nearly 50% who die by suicide see a primary care provider in the prior 30 days [NCBI](#)



The Choose Tomorrow program uses a comprehensive approach to suicide prevention that includes a predictive modeling reporting process and best practice tools and training. Members identified as being at-risk are contacted by MHS Health and a suicide risk assessment and Suicide Safety Plan (SSP) are completed. The care manager also helps the member find a behavioral health provider, connects them with community and crisis support resources, and assists with scheduling appointments if needed.

MHS Health has several mental health care resources available for providers. Visit our [website](#) to learn more.

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