



Welcome to the TrueCare™ Provider Education Manual

We recognize the importance of supporting provider success. Productive collaboration between the Coordinated Care Organization (CCO) and you, the health care provider, helps confirm that our patients successfully reach their health care goals. At TrueCare, we are committed to ensuring that our providers have the training, tools and resources necessary for a successful long-term partnership.

TrueCare has created this Provider Education Manual to share our approach to provider training. You will find a description of our provider education program and learn how we develop education customized to our TrueCare provider needs. We offer training that is available live through virtual webinars and large in-person conferences, as well as on-demand modules that present important information in five to seven-minute recorded presentations.

Continue reading to learn about TrueCare and our commitment to improving health care delivery in Mississippi.



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About TrueCare

Our Mission

TrueCare is a nonprofit, provider-sponsored health plan owned by nearly 60 Mississippi hospitals and health systems. We are supported by CareSource's 30+ years of managed health plan experience. TrueCare's innovative provider-payer alliance model aims to improve the health of Mississippi communities by giving providers a real voice in decision-making, utilizing a patient-first approach, aligning incentives, and improving care coordination and outcomes.

TrueCare's sole mission is to improve the health of Mississippians by leveraging local physician experience to inform decision-making and reduce friction between the delivery and financing of health care. In doing so, TrueCare will change the way health care is delivered in Mississippi.

Local Focus and Presence

TrueCare's local market focus is supported by dedicated staff who reside in the communities we serve. Local Provider Representatives collaborate with health care providers and office staff to ensure access to the right tools and resources to streamline day-to-day administrative tasks. Our local teams also supply education and support that covers a variety of topics, including billing guidance and clean claims submission, quality measures, and tips for closing gaps-in-care.

At TrueCare, we strive to elevate the voices of our members. We work relentlessly to reduce and eliminate disparities in health care and Social Determinants of Health (SDOH) that adversely affect our members, especially those from excluded or marginalized groups. We are champions of health equity and improving health outcomes for those who entrust us with their care.

Our local presence enables our teams to participate in community events and programs, which include food distribution and health fair sponsorships. Visit the [Health Equity Newsroom](#) to read more about our community involvement and initiatives.

Health Care with Heart

TrueCare's goal in creating a provider education program is to support the needs of our providers and nurture a collaborative relationship. At its heart, the program focuses on improving health outcomes for our members by promoting our providers' success. We believe a strong and collaborative partnership with health care providers is the key to making a lasting difference in our members' lives by improving their health and well-being.

Health Equity Commitment Statement

We are dedicated to the communities we serve and to making a positive impact in the lives of our members through the elimination of health disparities, supporting health equity initiatives and partnering with community stakeholders to carry out this work.

Consistent with federal mandate 42 CFR 438.206 (c) (2), Access and Cultural Considerations, TrueCare and its Affiliates, participate in efforts to promote the delivery of services in a culturally competent manner to all members. Participating providers must also meet the requirements of this mandate, and any applicable state and federal laws or regulations pertaining to provision of services and care. We prohibit our providers or partners from refusing to treat, serve or otherwise discriminate against an individual because of race, color, national origin, disability, age, religion, or sex (which includes discrimination on the basis of sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes).

In consideration of cultural differences, including religious beliefs and ethical principles, we will not discriminate against providers who practice within the permissions of existing protections in provider conscience laws, as outlined by the United States Department of Health and Human Services (HHS).

Education Program

Program Highlights

At TrueCare, member well-being and positive health outcomes are our primary concerns. Achieving this goal is possible through collaborative partnerships with our provider partners. We have established education teams at the enterprise and State levels, and support this goal through instruction on a variety of themes, including but not limited to:

- Operations (such as claims submission, prior authorization, credentialing, and use of the secure TrueCare provider portal),
- Physical and Behavioral Health (i.e., screening tools, clinical guidelines and best practices),
- Care and Disease Management Programs,
- Health Equity, Implicit Bias and Cultural Competency, and
- Quality Improvement (including Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Healthcare Effectiveness Data and Information Set (HEDIS) outcome reporting and mitigation planning).

TrueCare is dedicated to improving the health care system and committed to collaborating with the Division of Medicaid (DOM) CCOs to establish and implement an education plan that supports high-quality member outcomes.

Customized Education

Education and training presented by TrueCare is developed in-house and is specific to our Mississippi network. Development of provider training is guided by our Provider Education charter and Network Provider Education Development Policy and Procedure (P&P), which outline our purpose and define our scope of work. The enterprise Provider Education team works closely with TrueCare internal business area teams. Health care provider support begins with the leaders at the top of our organization. Their guidance flows through multiple layers and channels, with the Network Provider Engagement team serving as a hub that connects business areas and subject matter experts.

Education topic identification and selection is an ongoing collaborative process that utilizes the expertise of our local, provider-facing teams and identifying needs by business area. The

Provider Education team solicits feedback from the local Provider Representatives through regular discussions and workgroups created for this purpose. Our workgroups meet monthly to review current training modules, identify gaps in concept awareness, select topics to address and develop educational content.

Provider education opportunities are communicated to our internal teams and external stakeholders on the pages of **MSTrueCare.com** and our provider portal, as well as in our Provider Bulletin monthly emails and ProviderSource quarterly newsletters. Modules for the Provider Education Series are published to HealthPlanResources.com, our Learning Management System (LMS), accessible through our provider portal. Live training sessions are communicated through network notifications available on **MSTrueCare.com**, which include registration instructions and are highlighted on HealthPlanResources.com.

Complex Health Solutions

The Complex Health Solutions team is committed to strategic investment in industry expertise, resources, and comprehensive training to transform the provider experience and disrupt the traditional line between payer and provider. For example, the Community of Innovation™ (COI), sponsored by Complex Health Solutions, is a strategically organized coalition of complex health industry leaders, intently focused on innovations and support, that transform the provider experience to improve the outcomes of complex health populations. The COI identifies and creates solutions for complex health provider economic, environmental, social and technological factors that impede their ability to deliver the best person-centered quality of care. For more information on our COI, email us at Community.Innovation@CareSource.com.

Internal Staff Training

With support from the local market Provider Engagement team, the TrueCare Network Provider Engagement team has created an internal training curriculum to ensure our provider-facing staff are well-prepared to support and educate providers. Training is presented in live sessions by leaders from the market team and subject matter experts, and on-demand in pre-recorded webinars and training modules. Internal staff training is reviewed and updated biannually.

Educational Opportunities

Learning Management System (LMS)

TrueCare houses and manages our education program resources on **HealthPlanResources.com**, our LMS. All provider training is administered and tracked through this platform, providing us with the ability to:

- Conduct live training sessions,
- Track completed trainings,
- Generate attendance reports for State reporting purposes,
- Gather questions and feedback,
- Conduct feedback surveys, and
- Produce data to evaluate the success of the Education Program.



HealthPlanResources.com

Accessing educational materials is easy through HealthPlanResources.com!

We know your time is valuable and that you are working with multiple insurance plans. To help improve access and understanding, we have developed a provider facing LMS. All training on our **HealthPlanResources.com** platform is developed in-house and is specific to our organization. For any provider who is unable to attend, all TrueCare live training sessions will be recorded and posted to this platform.

First Time Access: The first time you visit HealthPlanResources.com, you will use your National Provider Identifier (NPI)* and the generic password in your Welcome Letter.

Single Sign-On: If you are registered to use our provider portal, you can single sign-on from that platform by choosing Health Plan Resources in the left menu bar.

Office Manager/Administrators*: Managing a group of providers? You have the ability to complete training and manage accounts for all providers in your taxpayer identification number (TIN).

Visit our online Provider Training & Events page for more information.

**If you do not have an NPI number, no problem! When you visit HealthPlanResources.com, you will set up a new account using a unique email address as your username. To use single sign-on in the future, you will need to make sure you use the same email address and password when accessing the provider portal.*

On-Demand Training

TrueCare recognizes that health care providers and their staff are busy and need short concise training that is worth their time and attention. Our customized on-demand curriculum provides focused instruction to support effective collaboration with TrueCare, meeting member care expectations and instituting best practices. Experience has shown that initial and ongoing periodic education is important for productive partnerships with clinicians to support members at all points of the health care continuum. Providers are introduced to the availability of these modules during provider onboarding and informed of updates over the course of time. We utilize multiple modalities to share the availability of new modules, including monthly Provider Bulletin emails, provider newsletters and communication from our Provider Representative team.

Our Provider Education Series training modules are web-based, and available on-demand through HealthPlanResources.com. This training library covers topics identified by our market team and provider office staff. These five to seven-minute recorded video files cover topics that include:

- Access and Availability Survey
- CAHPS Survey
- Contracting and Credentialing
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- Provider Attribution and Assignment
- Provider Portal: Overview and Prior Authorization
- Provider Satisfaction Survey
- Risk Adjustment

- Screening, Brief Intervention and Referral to Treatment (SBIRT)
- CareSource Life Services®

TrueCare also publishes links to education produced by external sources. One example is our partnership with CME Outfitters, an organization that awards free Continuing Medical Education (CME) credits by offering innovative, evidence-based clinical and non-clinical activities presented through a health equity lens.

Webinars and In-Person Trainings

TrueCare conducts live webinars and in-person sessions, led by subject matter experts from the Mississippi Provider Representative team, select enterprise business area teams, and external presenters, with time allotted for discussion. Session topics may include, but are not limited to:

- New Provider Orientation
- Clean Claim Submission
- Credentialing and Recredentialing
- Grievance and Appeals Processes
- Health Equity and Cultural Competency
- Primary Care Medical Homes (PCMH)
- Risk Adjustment and Coding
- Use of the Provider Portal
- Youth Mental Health First Aid

The presenters record questions from the attendees and provide responses in verbal and written format. Feedback from participants guides improvements to the training sessions and identifies additional gaps in knowledge. Training cadence is based on market need, contractual, and regulatory requirements.



If you are a provider or organization serving members with complex health needs and would like more information, email us at **Project.ECHO@CareSource.com**.

Provider Engagement Webinar Series

We are also offering webinars covering a variety of information important to Mississippi providers. These presentations are meant to bring you information that is useful for your practice. Check the [Training and Events](#) webpage for upcoming sessions.

Mississippi Provider Conferences

As part of our on-going education and outreach efforts, we want to meet you where you are! TrueCare participates in many provider-focused conferences and other community events. Check the [Training and Events](#) webpage for upcoming sessions.

Education Events

Provider Connections

Provider Connections is a dedicated, monthly forum for Mississippi providers to directly engage with provider support and operations specialists. In addition to a focus on clean claims submission, monthly topics are selected based on quality improvement initiatives, provider feedback, issue trends, and other indicators of potential provider pain points.

Each month we focus on different areas that are impactful to you and sessions are led by subject matter experts who can answer questions and provide guidance. The goal of Provider Connections is to give you a chance to connect with us. To sign up for our next session, visit **HealthPlanResources.com**.

Project ECHO

Project ECHO® allows TrueCare, through our partner CareSource, to disseminate existing specialty knowledge (i.e., evidence-based practices and complex health related trainings) and practice experience in a proven tele-mentoring model. The model leverages the enhanced provider partnerships cultivated within the COI. Project ECHO transforms the way education and knowledge are delivered to reach more people in rural and underserved communities. Project Echo clinics are provided by CareSource.

Visit IECHO.org and search “CareSource” for details on current clinics.

