



Network Notification

Notice Date: June 4, 2025
To: Mississippi Medicaid Providers
From: TrueCare
Subject: New Address for Refund Checks
Effective Date: July 1, 2025

Summary

Refund checks that are being sent to TrueCare as a result of an overpayment should be sent to the following address:

**Mississippi True
P.O. Box 632581
Cincinnati, OH 45263-2581**

The address listed above is for refund check submissions only. Correspondence other than refund checks submitted to this lock box will cause a delay in the processing of the checks and remaining correspondence.

To streamline the process of submitting refund checks, TrueCare has created a form to help ensure timely and accurate processing. The [Claim Recovery Request Form](#) is available to download on MSTrueCare.com. A separate form and appropriate documentation must be submitted for each refund check.

Questions?

Please contact Provider Services at **1-833-230-2174** from Monday through Friday from 7:30 a.m. to 5:30 p.m. Central Time (CT) with any questions.

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