



# Network Notification

**Notice Date:** June 3, 2025  
**To:** Mississippi TrueCare Providers  
**From:** TrueCare  
**Subject:** Prior Authorization Requirement for Non-Emergent Neonatal Intensive Care Unit (NICU) Transfers and Transports  
**Effective Date:** July 1, 2025

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## Summary

TrueCare requires a prior authorization for non-emergent neonatal intensive care unit (NICU) transfers and air and rotary transports.

## Impact

TrueCare is committed to providing the best access to care for our members. It is our priority to make the process of moving patients between hospitals and hospital systems smooth and timely. As per TrueCare policy, all non-emergent neonatal transfers and air and rotary transports will require a prior authorization based on line of business.

## Importance

Failure to obtain prior authorization before non-emergent transfer of a neonate member will result in the denial of hospitalization, as well as denial of the associated transportation.

## Questions?

If you have any questions or concerns, please contact Provider Services at **1-833-230-2174**, Monday through Friday, 7:30 a.m. to 5:30 p.m. Central Time (CT).

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