



Network Notification

Notice Date: June 20, 2025
To: Mississippi TrueCare™ Providers
From: TrueCare
Subject: TrueCare Provider Portal Launch – Prior Authorizations Accepted
June 23, 2025
Effective Date: June 23, 2025

Summary

TrueCare is pleased to launch the provider portal early on June 23, 2025. This will include the ability to submit prior authorization requests in advance of the plan effective date of July 1, 2025. There may be some functions in the portal that are not accessible until July 1, 2025, such as member eligibility.

Accessing the Portal and Portal Resources

Register for the portal by following these steps:

1. Starting **June 23, 2025**, you may visit <https://providerportal.caresource.com/MS/User/Login>.
2. Click Sign-up.
3. On the Create Account page, complete the required information, and then click “Register”. (Required fields are marked with an asterisk.)
4. Locate the email in your inbox to activate your provider portal account. Open and click the Activate Account link. The activation email will come from a sender titled Okta and will have the subject “Activate Account”.
5. Sign in to the portal.

For more information about accessing the provider portal, review the following resources:

- [Portal Registration Guide](#)
- [Provider Portal Flier](#)
- [User Guide for TrueCare Provider-Portal](#)

Prior Authorizations

As a reminder, all service dates for submitted authorizations must be for dates of service July 1, 2025, or after. As of June 23, 2025, TrueCare will also accept prior authorizations via fax. The following fax options are available:

- **TrueCare authorizations fax:** 1-937-396-3677
- **Toll-free fax:** 1-844-794-1584

To identify if a service or benefit requires authorization use the [Procedure Code Lookup Tool](#).

See the table below for benefit management programs and vendor providers authorization requests.

Benefit Management Program	Vendor	Authorizations Accepted
Cardiac and Musculoskeletal Surgical Services	Turning Point Customer Service: 1-866-422-0800	Starting July 1, 2025
Radiology	Evolent Customer Service: 1-800-327-0641	Starting July 1, 2025
Benefit Providers		
Dental	Avesis	Starting July 1, 2025
Vision	Eye Med	Starting July 1, 2025
Hearing	Nations Hearing	Starting July 1, 2025

For more information about prior authorizations visit MSTrueCare.com > Provider Resources > [Prior Authorization](#).

Additional Training & Education

Visit HealthPlanResources.com.

1. To set up a New User account:
 - a. Access <https://healthplanresources.com/learn>.
 - b. Follow the directions provided in the Mississippi TrueCare Provider section and click the provided link.
 - c. Use your National Provider Identifier (NPI) as the Username.
 - d. Select your own unique password.
2. Log in and access provider training resources.

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