



Network Notification

Notice Date: September 11, 2025
To: Mississippi Medicaid Providers
From: TrueCare™
Subject: System Error Identified and Corrected
Effective Date: August 1, 2025

Summary

TrueCare identified that our internal configuration incorrectly required prior authorization for several psychotherapy codes across all settings, rather than specifically for mental health services provided in an outpatient department of a general hospital.

We corrected this error in our system on August 1, 2025.

In the meantime, psychotherapy claims from all other service locations will not receive denials due to the lack of prior authorization. Claims that were incorrectly denied will be reprocessed.

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).

MS-MED-P-4290451

DOM Approved: 9/10/2025