



# Network Notification

**Notice Date:** October 20, 2025  
**To:** Mississippi TrueCare Providers  
**From:** TrueCare  
**Subject:** Reminder – Monthly Provider Connection Series  
**Effective Date:** October 22, 2025

## Summary

The Provider Representative team reminds you about the launch of Provider Connections, a monthly forum created for provider office staff. This initiative will provide valuable instruction and information to support your work. We look forward to seeing you there!

## Impact

We understand that interacting with a new payer can be challenging. Provider Connections is a monthly forum for providers to engage with TrueCare support and operations specialists on topics based on your feedback and our data sources. This informative and interactive opportunity allows providers and their staff to connect with subject matter experts (SMEs) who will deliver education on a pre-selected topic, address common claims submission errors, and allow time for your questions. The sessions aim to educate providers, reduce administrative burdens, and enhance overall satisfaction.

See below for remainder of the 2025 schedule.

Date	Time	Topic	Registration Deadline
10/22/2025	12 – 1 p.m. Central Time (CT)	Common claim errors; additional topic(s) TBD	10/21/2025
11/19/2025	12 – 1 p.m. CT	Common claim errors; additional topic(s) TBD	11/18/2025
12/17/2025	12 – 1 p.m. CT	Common claim errors; additional topic(s) TBD	12/16/2025

## Registration

Log into the TrueCare [Provider Portal](#), navigate to “Users” then “Provider Training” and select “Health Plan Resources.” From the Health Plan Resources landing page, select “Course Catalog” and search for or locate the “TrueCare Provider Connections” course. Once located, click on the course and select “Enroll” next to the desired session.

- Navigating to the ellipses on the right will allow adding the event to a calendar.
- A “Join” button will be available from the course location 15 minutes prior to the start of the session.

## Questions?

Provider Services is available for your call Monday through Friday, 7:30 a.m. to 5:30 p.m., CT. Call **1-833-230-2174**.

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