

WINTER 2025



# PROVIDER Source

## New Provider Newsletter

We work hard to ensure you are kept up to date on what's happening with TrueCare and to bring attention to topics that impact your practice.

ProviderSource is a quarterly newsletter for TrueCare partners in Mississippi. In each edition, you will find information about:

- Online resources and helpful tools
- Program announcements and updates
- Clinical resources
- Procedure changes
- And more!

Thank you for your partnership in serving TrueCare members.



## Chief Medical Officer's Note

I am delighted to extend a warm welcome to you, our partner in providing quality health care. As TrueCare's Chief Medical Officer (CMO), I am excited to bring our operational innovation and enhanced member experience to Mississippi.

My experience as a physician allows me to understand the importance of your time and the effort you put forth in providing patients with exceptional care. With this in mind I work to ensure that TrueCare delivers solutions you need. From convenient online self-service tools and fast prior authorizations to hassle-free claims processing, we want to make it simple for you to do business with us.

Our mission is to make a lasting difference in the lives of those we serve by improving their health and well-being. We focus on personalized service and expanded options for member care.

With our mission driven and member-centric principles and your valued partnership, we can make a significant impact on the health and well-being of the communities we serve. I am proud to bring these benefits to you and our members and I look forward to the positive outcomes we will achieve together.

Sincerely,



Dr. John Mitchell,  
TrueCare Chief Medical Officer



# Welcome to TrueCare!

Our mission is to make a lasting difference in the lives of those we serve by improving their health and well-being. We focus on personalized service and expanded options for member care.

## The TrueCare difference!

TrueCare is committed to providing excellence in our managed care product lines through fiscally responsible programs that ensure access to and the delivery of cost-effective and high-quality medical services.

- Non-profit organization committed to putting people over profits
- Exclusively focused on government programs with deep Medicaid and dual-eligible experience
- Operational excellence with industry-leading accuracy and timeliness
- Leading the way in innovation to serve complex populations

# Working With Us

## Tools to Get You Started

TrueCare communicates with our provider network through a variety of channels, including phone, fax, Provider Portal newsletters, **MSTrueCare.com** and network notifications. We encourage you to reach out to Provider Services at **1-833-230-2174** Monday through Friday, 7:30 a.m. to 5:30 p.m., Central Time (CT) with any questions.

### Payer ID

Medicaid - MSMCDCS1

### Provider Portal

[ProviderPortal.CareSource.com/MS](http://ProviderPortal.CareSource.com/MS)

Our secure online Provider Portal allows you instant access at any time to valuable information. You can access the TrueCare Provider Portal at **MSTrueCare.com** > Login > Provider.

- Current users of the TrueCare Portal can continue accessing the portal on the TrueCare site.
- New users to the TrueCare Portal will need to register in the TrueCare Portal. Once you log in on the TrueCare site, select the TrueCare and it will take you to the TrueCare Provider Portal.

*\*Note:* Multi-factor authentication (MFA) is part of connecting to the TrueCare Provider Portal.

### Provider Portal Benefits:

- Easy access to a secure online (encrypted) tool with time-saving services and critical information
- Available 24 hours a day, seven days a week
- Accessible on any personal computer (PC) without additional software





## Website

Accessing **MSTrueCare.com** is quick and easy. On the **Provider** section of the site, you will find commonly used forms, newsletters, updates and network announcements, our provider manual, claims information, frequently asked questions, clinical and preventive guidelines and much more.

## Quick Reference Guides



To equip you to provide the best service for our members, the Quick Reference Materials webpage can help you familiarize yourself with the plan. Key materials can be found on **MSTrueCare.com** > Providers > Tools & Resources > Quick Reference Materials.



## Provider Manual

The Mississippi Provider Manual explains important requirements and guidelines for working with TrueCare. Refer to this manual at **MSTrueCare.com** > Providers > Provider Manual for the details on the topics featured in this guide.

## Updates and Announcements



TrueCare strives to make partnering with you simple. We're aware things may change in the way we do business with you and want to communicate the changes in an efficient manner. Visit our Updates and Announcements page at **MSTrueCare.com** > Providers > Tools & Resources > Updates & Announcements to view our network notifications communicating any business updates.



## Provider Resources

We want to make it easy for you to get the information you need when you need it. You can find helpful links and information online on our Provider Resources page by visiting our website at **MSTrueCare.com** > Providers > Provider Resources.

## Contact Us



You can find helpful contact information on our website at **MSTrueCare.com** > Providers > Provider Overview > Contact Us.

# Explore TrueCare

## Staying Up to Date

TrueCare offers providers a number of ways to stay connected and keep up to date. See below for ongoing communications, trainings and resources you will want to explore.

### Network Notifications

TrueCare will regularly communicate operational updates on our website.

Our goal is to keep you updated with a format that is quickly accessible and that keeps you informed about working with us. You can view network notifications on our website at [MSTrueCare.com](https://MSTrueCare.com) > Providers > Tools & Resources > Updates & Announcements.

### Monthly Bulletin Email

Monthly emails are automatically sent to all participating providers. Email content is created using the most recent network notifications, trainings, policy changes and general updates.

## Educational Resources

We encourage providers to learn more about TrueCare and topics related to your practice.

### Training and Events

You can access our available education and trainings at [MSTrueCare.com](https://MSTrueCare.com) > Providers > Education > Training & Events. This page will provide on-demand training as well as highlight any upcoming training events.

### Provider Orientation

Orientation resources are available at [MSTrueCare.com](https://MSTrueCare.com) > Providers > Education > Become a Participating Provider. This training will give you more details for completing common processes and provide helpful information.





## Provider Spotlight

The Provider Spotlight is a platform we created to highlight outstanding providers who partner with TrueCare. Select providers are featured throughout various platforms such as the provider newsletter, provider bulletin, social media and the website.

# Provider Services

## We Are Here for You

TrueCare strives to make it easy for you to work with us, whether online or over the phone.

For questions not addressed in the resources provided here, please call Provider Services at:

**TrueCare: 1-833-230-2174**

Monday through Friday from  
7:30 a.m. to 5:30 p.m. (CT)





P.O. Box 8738  
Dayton, OH 45401-8738

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**VISIT US**

**[MSTrueCare.com](http://MSTrueCare.com)**

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-  [youtube.com/@MSTrueCare](https://youtube.com/@MSTrueCare)



*Thank you  
for helping us  
care for our  
members!*