



**Provider Manual Addendum
Access & Availability Changes**

Effective July 1, 2026, the National Committee for Quality Assurance (NCQA) standard for after-hours availability is changing. We will update page 75 in the current [Mississippi Medicaid Provider Manual](#) in the next annual review. Please see the following changes indicated in red text:

Update to After-Hours Standard Effective July 1, 2026. PCPs and behavioral health (BH) providers must provide 24-hour availability to your TrueCare patients by telephone. Whether through an answering machine or a taped message used after hours, patients should be provided the means to contact their PCP/BH* or a back-up provider to be triaged for care. It is not acceptable to use a phone message that does not provide access to you or your back-up provider and only recommends emergency room use for after hours.

*BH providers may refer their patients to the 988 Suicide & Crisis Hotline or the TrueCare Crisis Line (1-833-687-7396) if a provider is not available for the call.

Please contact Provider Services at 1-833-230-2174 (TTY: 711), available Monday through Friday, 7:30 a.m. to 5:30 p.m., Central Time (CT) with any questions.

MS-MED-P-5470228

DOM Approved: 6/10/2026