

SPRING 2026



PROVIDER *Source*

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Chief Medical Officer's Note

TrueCare's mission has always been built on the foundation of partnership—with the physicians, dentists, advanced practitioners, and other members of the care team, as well as the institutions who deliver care to our members every day. As we embark on another year of service, our partnership based on a common goal will be more important than ever: sustainably providing high-quality, coordinated care.

While the total cost of care is often discussed in terms of dollars and cents, it is, in fact, the net result of many clinical decisions made throughout the care continuum. The setting of care, its coordination, and the proactivity of care all have an effect. When care is coordinated, patients receive better care, and unnecessary costs decrease accordingly.

Not only is the total cost of care not about rationing care or denying access to necessary care, it is also about *doing what is most important, in the right setting, at the right time*. What are the unnecessary costs of care? All of us are aware of the unnecessary costs of care. These include unnecessary emergency department visits, avoidable hospitalizations, fragmented care within specialties, delays in follow-up care after hospitalization, and the lack of care coordination between physical health, behavioral health, and social services.

Primary care has a key role as the 'coordinator and anchor' of care, while specialists, hospitals, post-acute providers, behavioral health professionals, and community partners are equally important in ensuring continuity and alignment. Total cost of care can be improved by more thoughtful referrals, seamless transitions, and earlier identification of members with rising or complex needs.

As a Chief Medical Officer at TrueCare®, my job is to partner with you—not to add to your workload, but to help inform your clinical decisions through collaboration, transparency, and shared accountability. In the coming year, our clinical priorities will include improving transitions of care, facilitating care in the right setting, earlier identification of high-risk members, and enhancing integration across physical health, behavioral health, and community resources.

These initiatives are particularly important for the populations we serve together, such as our infants, children, pregnant mothers, older adults, and members with complex medical, behavioral, and social needs. Models of care that focus on integration, such as long-term services and supports and PACE, have shown that integrated care can drive better outcomes while stabilizing the total cost of care. I will write more about these models in the future.

As we continue forward, I encourage you to ask yourself a simple question in your daily work: Is this care helping the patient achieve the best possible outcome in the most appropriate setting? When we all focus on that question, quality, experience, and sustainability naturally follow.

Thank you for your continued partnership and dedication to TrueCare members. I look forward to the work ahead.

With Gratitude,

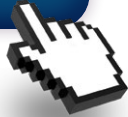


John Mitchell, MD
TrueCare Chief Medical Officer



Network Notification Bulletin

UPDATES



TrueCare regularly communicates 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. Here were some network notifications posted from the previous quarter that you may have missed:

- [Prior Authorization Requirement Update](#)
- [Avesis Dental Policy Update](#)
- [It's Patient Experience Survey Season!](#)

Network notifications can be accessed at **MSTrueCare.com** > Providers > [Updates & Announcements](#).

TrueCare would also like to remind you of our electronic policy postings. Conveniently packaging medical, pharmacy, reimbursement and administrative policy updates into a monthly network notification for your review. You can also find our provider policies listed at **MSTrueCare.com** > Providers > [Provider Policies](#).



Find Updates from TrueCare Online

We strive to make partnering with us simple and easy. We're aware things may change in the way we do business with you and want to communicate these changes to you in an efficient manner.

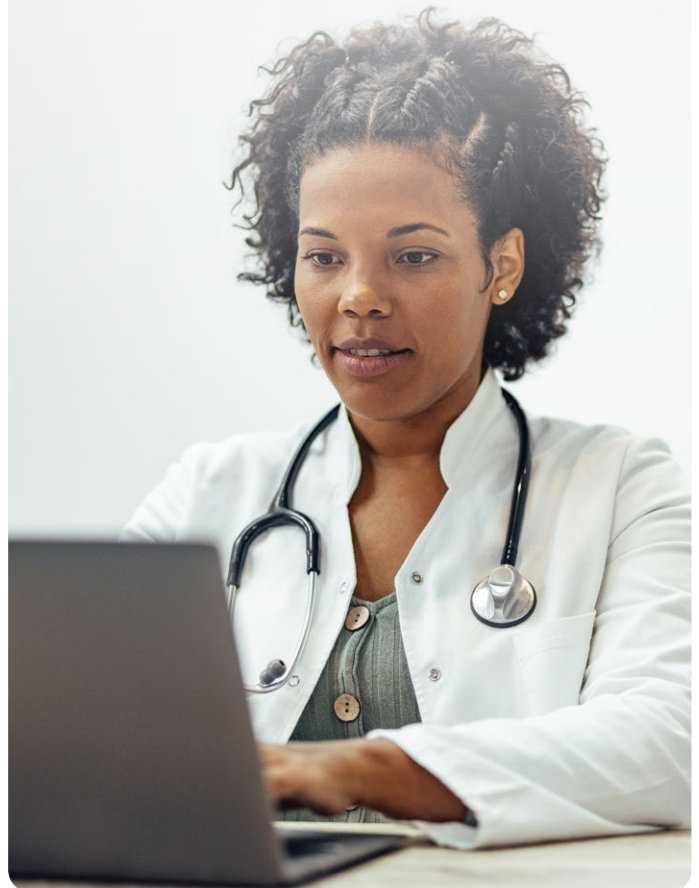
To find all the latest TrueCare news, visit our Updates & Announcements page on the Provider pages of **MSTrueCare.com**. You will find all the updated regarding the preferred drug list (PDL), prior authorization requirements, and medical and reimbursement policies.



Importance of Proper Documentation

Proper documentation is essential to you and your patients. It ensures patients receive services that are reasonable and necessary, supports proper payment of claims, and supports favorable medical record review decisions. CMS offers a *Documentation Matters Toolkit* on the importance of proper documentation. This toolkit provides guidance for medical and behavioral health professionals, instructional videos, and electronic health records fact sheets.

The toolkit can be found at:
www.cms.gov/medicare/medicaid-coordination/states/dcocumentation-matters-toolkit.





Understanding the Risks of Xylazine and Medetomidine in Street Drugs

As medical providers, it is crucial to stay informed about emerging substances that are increasingly being mixed into street drugs. Two such substances are xylazine and medetomidine, both of which are strong sedatives originally intended for veterinary use. While xylazine, often referred to as "tranq," is used to calm animals, it is not approved for human use. Unfortunately, it has found its way into the illicit drug supply, frequently mixed with opioids like fentanyl, often without users' knowledge.

How Xylazine Affects the Body

Xylazine functions by slowing down both brain activity and bodily functions. The effects of xylazine can include extreme sleepiness, slow breathing, low blood pressure, and a decreased heart rate. When combined with opioids, the risk of overdose significantly increases, and the effects can become more intense and unpredictable.

One of the most concerning dangers associated with xylazine use is its potential to cause severe skin damage. Xylazine constricts blood vessels, leading to reduced blood flow to the skin. This diminished circulation can hinder the healing process, resulting in painful sores or open wounds. Even minor cuts can escalate into large wounds or infections, posing serious health risks to users.

Medetomidine: A Stronger Sedative

Medetomidine, sometimes referred to as "rhino tranq," is another powerful sedative used in animals. Like xylazine, it is not intended for human use and has been found mixed into street drugs, including fentanyl. Many users are unaware that medetomidine is present in these substances.

Medetomidine is even stronger than xylazine and can cause profound sedation, very slow breathing, and a decreased heart rate. Individuals under its influence may be difficult to awaken or may not respond to verbal stimuli, which raises significant concerns regarding safety.

The Need for Awareness and Caution

Given that medetomidine is a newer addition to the street drug supply, medical professionals are still learning about its long-term effects when used inappropriately. There is potential for severe withdrawal symptoms and other serious health complications. The combination of potent sedatives like xylazine and medetomidine with other drugs increases the risk of overdose, making it more challenging to treat.

It is essential to note that naloxone (Narcan), a medication commonly used to reverse opioid overdoses, does not counteract xylazine or medetomidine overdoses because these substances are not opioids. However, naloxone should still be administered during an overdose situation, as there may be opioids present due to the mixing of drugs. After naloxone is used, individuals may still appear excessively sleepy or unresponsive, so calling 911 in an emergency is critical.

Conclusion

Xylazine and medetomidine significantly increase the dangers and unpredictability of drug use. As health care providers, understanding the risks associated with these substances is vital for protecting your health and potentially saving lives. By staying informed and vigilant, we can better support our patients and communities in navigating the complexities of substance use and its associated risks.

Pharmacy Updates

TrueCare has a searchable drug list that is updated monthly on the website. To find out which drugs are covered for each plan, go to the Find My Prescriptions link under Member Tools & Resources. The most current updates can be found there. If members do not have access to the internet, they can call Member Services for their respective market and plan. A TrueCare Representative will help members find out if a medication is covered and how much it will cost.



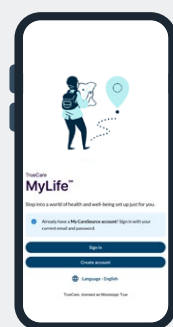
Exciting News: Launch of Our New Learning Management System!

We are excited to announce the launch of our new Learning Management System (LMS) with HealthPlanResources.com! This user-friendly platform offers a variety of educational resources, training modules, and interactive courses tailored to your needs, all developed by TrueCare. New content is added based on Provider feedback.

All providers and staff can now register for HealthPlanResources.com to access comprehensive content that supports your learning journey. Whether you need orientation as a new Provider or want to deepen your knowledge of our health plan and industry best practices, HealthPlanResources.com has the tools you need.

Register today and visit our **Training and Events** page for more information and instructions.

Explore HealthPlanResources.com now!

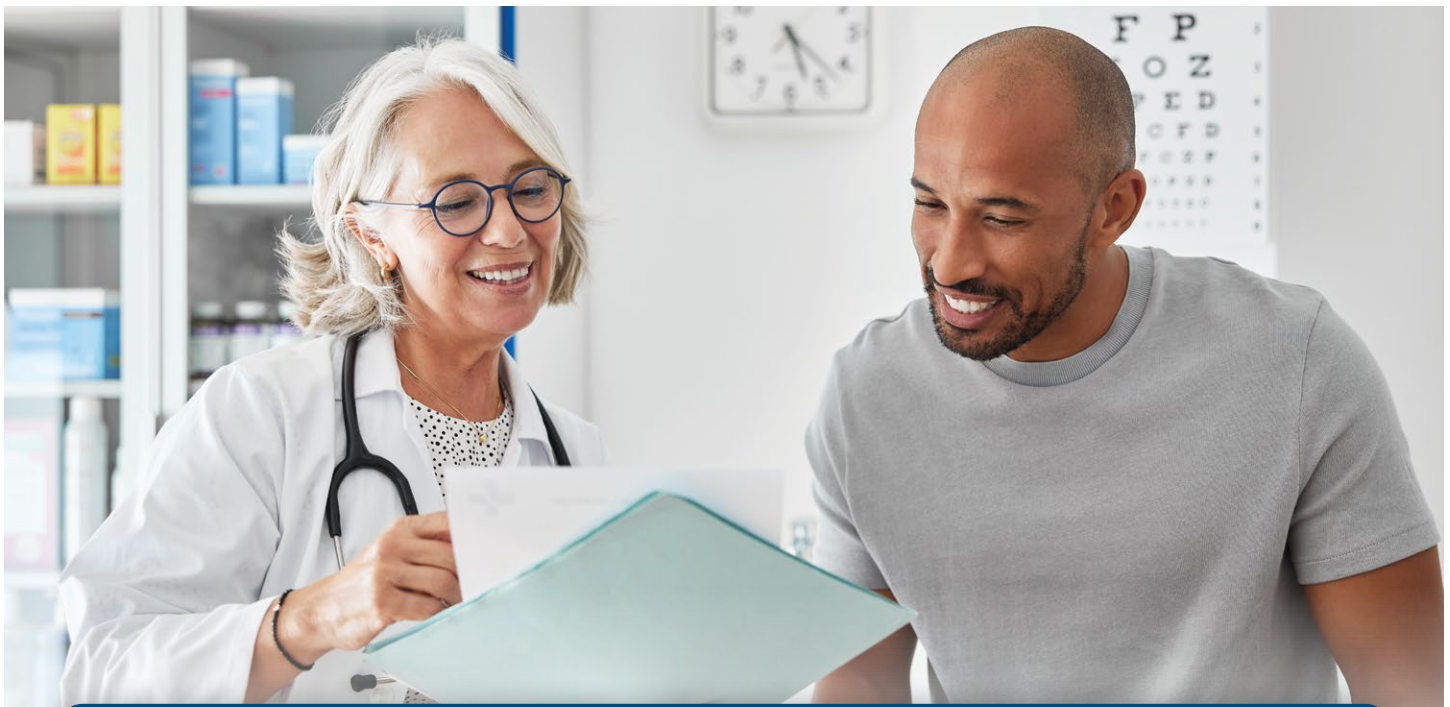


Health Risk Screening (HRS) Available Through TrueCare MyLife

Members can complete the HRS for themselves—or for their children or dependents—through their TrueCare MyLifeSM account. The assessment is available online at MyLife.MSTrueCare.com/Assess, where members enter their first and last name, date of birth, and ID number to get started.

Encourage your patients to complete their HRS. Timely completion helps us better understand member needs and connect them with appropriate resources, support and care. Visit MyLife.MSTrueCare.com/Assess to support your members in completing it. Or scan the QR code.





How Do Your Patients Perceive You?

Every year, from February through May, TrueCare is required to conduct patient experience surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. In this anonymous survey, many of your TrueCare patients will be asked questions about their experiences with providers and the health plan. It is the patients' chance to voice their opinion.

We know your team works hard to provide the best care for every patient on every visit! Our partnership makes a big impact on the patient's perception of their health care experience, and we are here to help. Some things to consider:

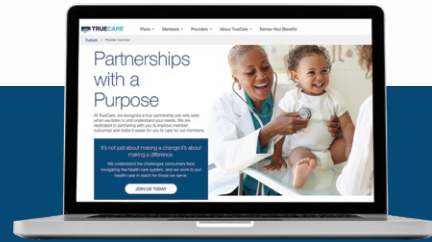
- ✓ How would your patients rate the care you provide?
- ✓ Can patient appointments be scheduled "easily" and "as soon as needed"?
- ✓ When making a referral, do you inform your patients about how long it will take to get the appointment?
- ✓ Are you working with patients to proactively schedule routine care and screenings?
- ✓ Are your patients aware of your hours and where to go for urgent care?
- ✓ Will your patients think you are informed and participating in their health care plan?
- ✓ Will your patients think you spent time explaining things, including necessary vaccinations, test processes and results?
- ✓ How would your patients rate how well you listened carefully, showed respect, and spent the needed amount of time with them?

We appreciate all that you do and look forward to continuing as your partner in delivering a high standard of care!

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



TrueCare would like to remind you about our website **MSTrueCare.com**



You can find information on any matter and even download it!

- Information about TrueCare's Quality Improvement Program including goals, processes, and outcomes as related to care and service.
- Information about TrueCare's Population Health Programs and services, the targeted populations, as well as how members can opt in/out these programs.
- Information about case management and disease management programs, including how to use the services and how TrueCare works with your patients in the program.
- The process to refer members, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of TrueCare's adopted clinical practice guidelines and preventive health guidelines, including those for:
 - COPD
 - Perinatal Care
 - Asthma
 - Diabetes
 - ADHD (children)
 - Depression (adults)
 - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
 - Men: Stay Healthy at Any Age
 - Women: Stay Healthy at Any Age
- TrueCare's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about utilization management (UM) issues.
- How to access language assistance for members during health encounters including interpreters for sign language.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.
- TrueCare's policy prohibiting financial incentives for UM decision-makers.
- Information about TrueCare's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and TrueCare's processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or re-credentialing application.
- TrueCare's member rights and responsibilities statement.



If you have any questions about accessing our website or if you would like more information, please call Health Partner Services at **1-833-230-2174**. The most recent information about TrueCare's and our services is always available on **MSTrueCare.com**.



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MSTrueCare.com

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 linkedin.com/company/truecare-ms

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 instagram.com/mstruecare/

 youtube.com/@MSTrueCare



Member Corner

The MemberSource newsletter is a great resource to stay up-to-date with health, wellness and plan information for your TrueCare patients. To view editions of the MemberSource newsletter, visit **MSTrueCare.com** > Members > Education > [Newsletters](#).

Thank you for your partnership!