TRUECARE™ | Network Notification

Notice Date: October 1, 2026
To: Mississippi TrueCare Providers
From: TrueCare™
Subject: Primary Care Provider (PCP) Name on Card: What You Need to Know

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Summary
Patient experience is essential for delivering high-quality healthcare. Please remember, the provider's name on the member's ID card does not need to match the provider rendering the service. Members can receive services from any participating primary care provider (PCP).

Impact

- **Enhanced Patient Experience:** Understanding that patients can choose any participating PCP encourages providers to focus on delivering high-quality care and fostering positive relationships with patients, ultimately leading to better patient satisfaction.
- **Increased Patient Retention**: By ensuring that patients feel empowered to choose their providers, practices can improve patient retention rates. Satisfied patients are more likely to return for future care.
- **Improved Health Outcomes:** When patients have the freedom to choose their providers, they are more likely to seek timely care, leading to better health outcomes. Providers play a crucial role in this process by being accessible and responsive.

Importance
The importance is to promote patient empowerment, access to care, quality service delivery, and a collaborative health care environment, all of which are essential for improving patient outcomes and satisfaction.

Questions?
If you have questions, we are here to help. Please contact Provider Services at 1-833-230-2174 Monday through Friday, 7:30 a.m. to 5:30 p.m., Central Time (CT).