TRUECARE™ | Network Notification

Notice Date: October 20, 2026
To: Mississippi TrueCare Providers
From: TrueCare™
Subject: Access and Availability Appointment Standard Changes
Effective Date: July 1, 2026

Summary
Effective July 1, 2026, appointment availability standards will change for Primary Care Providers (PCPs) routine care, Behavioral Health (BH) providers routine care, and OB/GYN providers.

New Standards

PCPs

Type of Visit	Medicaid Standard
Well-care visit	Not to exceed 15 business days
Routine sick visit	Not to exceed 7 calendar days with an urgent care visit schedule; otherwise not to exceed 24 hours
PCP urgent care	Not to exceed 24 hours

Non-PCPs (Specialists)

Type of Visit	Medicaid Standard
Specialists	Not to exceed 45 calendar days
OB/GYN	Not to exceed 15 business days

Dental Care

Type of Visit	Medicaid Standard
Routine visits	Not to exceed 45 calendar days
Urgent care needs	Not to exceed 48 hours

Urgent and Emergency Care Providers

Type of Visit	Medicaid Standard
Urgent care providers	Not to exceed 24 hours
Emergency needs	Immediately upon presentation, 24 hours a day, 7 days a week and without prior authorization

BH and Substance Use Disorder Providers

Type of Visit	Medicaid Standard
Routine visit	Not to exceed 10 business days
Initial visit for routine care	Not to exceed 10 business days
Follow-up routine care	Not to exceed 30 calendar days
Care for a non-life-threatening emergency	Not to exceed 6 hours
Urgent needs	Not to exceed 24 hours
Follow-up post discharge from acute care psychiatric hospital (when TrueCare is aware of the member's discharge)	Not to exceed 7 calendar days

Related Information

TrueCare promotes access to care by partnering with health care providers to ensure members receive the best possible health care services. This includes evaluation of the availability, accessibility, and acceptability of services rendered to members by participating providers. TrueCare expects network providers to have procedures in place to see patients within time frames established by the National Committee of Quality Assurance (NCQA), regulatory bodies (such as the Centers for Medicare & Medicaid Services [CMS]), and plan contracts that are no less (in number or scope) than the hours offered to non-TrueCare members. Ensuring coverage 24/7 that allows patients to speak with a practitioner is important for them to receive appropriate care and maintain their health.

Resources

TrueCare has prepared resources and training to support your understanding of the standards.

- Take the training on **HealthPlanResources.com** or refer to the Provider Portal and select the "Timely Access to Care" training from the course catalog.

Questions?

Call Provider Services at 1-833-230-2174, Monday through Friday, from 7:30 a.m. to 5:30 p.m. Central Time (CT).