



Partner with Purpose



At TrueCare, we partner to understand how we can help eliminate administrative burdens and help physicians spend more time seeing and serving patients.

We provide analytics, data and pay models that create greater collaboration and help providers and health systems focus on improved health outcomes.

Our goal is to be a
Partner with Purpose!



Introducing TrueCare



As a provider-sponsored health plan, TrueCare offers a unique structure that leverages CareSource's 30+ years of Medicaid managed health plan experience and strength as a national leader in quality and operational excellence, while also bringing the local, clinical expertise of TrueCare's 60+ hospitals and health systems. Our goal is to drive value by helping providers deliver positive health outcomes for vulnerable Mississippians while effectively managing costs.

About CareSource

CareSource was founded in 1989 with an unwavering mission **to make a lasting difference in members' lives by improving their health and well-being.** With over 30 years of experience serving members with some of the most complex needs, CareSource deeply understands the challenges consumers face navigating the health care system and works to put health care in reach for them. As **a non-profit organization**, CareSource invests back into members and relentlessly pushes for innovations to improve their quality of care.

About TrueCare

TrueCare is a nonprofit, provider-sponsored health plan owned by nearly 60 Mississippi hospitals and health systems. TrueCare's innovative provider-payer alliance model aims to improve the health of Mississippi communities by giving providers a **real voice** in decision-making, utilizing a **patient-first approach**, aligning incentives, and improving care coordination and outcomes.

A photograph of a man with a beard and long hair, wearing a blue denim jacket over a white t-shirt, carrying a young girl with long brown hair on his shoulders. Both are smiling broadly. The background is a blurred outdoor setting with trees and a building. A large teal shape overlaps the left side of the image, containing text.

An Industry Leader in Operational Excellence

CareSource brings continued elite performance to this partnership. We rank among the best in the nation at meeting and exceeding state and federal claim payment metrics. Through our ongoing emphasis on getting things right the first time, ***we rank among our industry's leaders in operational efficiency.***

0.1 Days Pended Claim Volume Receipts on Hand

0 Claims aged over 30 Days (clean and unclean)

98.6% Claims systematically processed without manual Intervention

99.6% Claims processed within 7 days

99.8% Claim payment financial accuracy rate

Purposeful Partnership



TrueCare is an intentional, thoughtful partnership with the goal to serve members and health partners better. We are combining TrueCare's provider-sponsored health plan and clinical expertise with CareSource's member-centric focus and operational excellence. By pooling our many resources, TrueCare will leverage enhanced capabilities, innovative technology and infrastructure to bring high-quality care to MississippiCAN and CHIP members.

Person-Centered Care

Our innovative model of care is at the heart of our mission. As a **non-profit organization**, TrueCare is uniquely focused on circumstances far beyond the health care of our members.

Holistic Approach for the Member

With a people-first focus and a community-based approach, our priority is helping members live happier, healthier lives. We meet them where they are and help them find answers with information, resources, supportive services, innovative programs and meaningful guidance at every step along their journey. In addition to our traditional provider contracting, TrueCare contracts directly with behavioral health and Home and Community-Based Services (HCBS) providers to support a holistic approach to care.

Social Determinants of Health

We shape our benefits to integrate social and economic solutions seamlessly into our members' care to have maximum impact on their social support, stability, health and wellness. Life Services® is the umbrella framework through which TrueCare addresses social determinants of health including hunger, housing, social stability, workforce development and employment.

Within Life Services, our *JobConnect*™ program addresses the education and employment barriers that many of our members face and that impede their path to self-sufficiency. *JobConnect*™ is widely recognized within the managed care industry for reducing dependence on governmental services by providing members with life coaching, access to community-based resources, and support with setting and reaching their professional and educational goals.

Electronic Claims Payment

We partner with ECHO Health to provide electronic funds transfer (EFT) as a payment option. Providers who are registered for EFT benefit from:



Simplicity – Paper checks and Explanation of Payments (EOPs) will be eliminated for increased efficiency and payment processing.



Convenience – Electronic Remittance Advice (ERAs) are available 24/7.



Reliability – Claim payments are electronically deposited to your bank account.



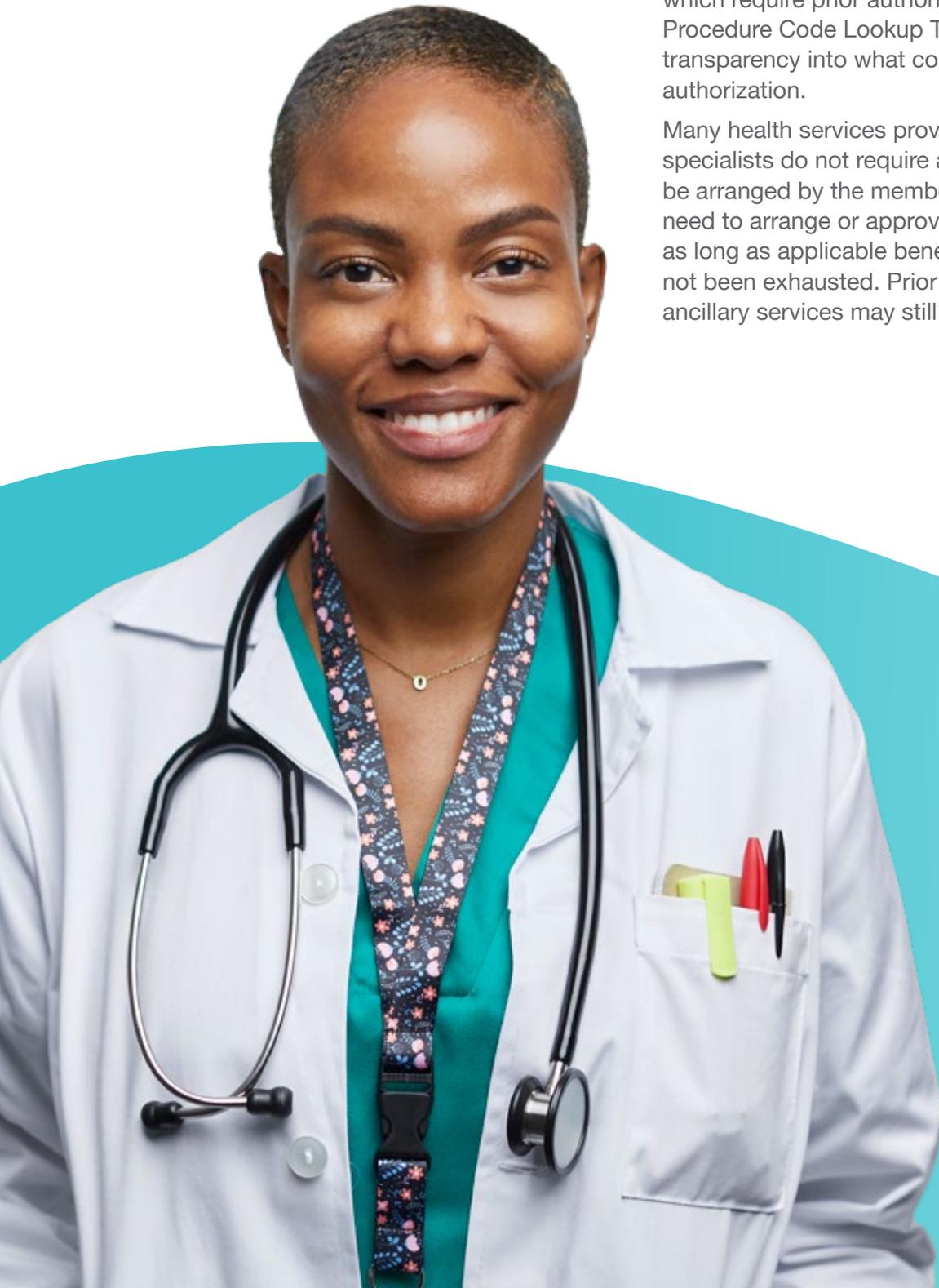
Security – Access your ECHO account through the secure TrueCare Provider Portal to view (and print if needed) remittances and transaction details.



Prior Authorizations & Referral

We keep our administrative processes simple for you and our members. We offer medically necessary services, some of which require prior authorization. Our online Procedure Code Lookup Tool provides transparency into what codes require prior authorization.

Many health services provided by specialists do not require a referral and can be arranged by the member. You will not need to arrange or approve these services as long as applicable benefit limits have not been exhausted. Prior authorization of ancillary services may still be required.



Provider Portal

At TrueCare, we make it easier for you to do business with us – 24 hours a day, seven days a week with our free, secure Provider Portal.

Our Provider Portal is a safe, internet-based website available to all registered providers. Through this site, you may access member eligibility and claim status, submit authorizations, check participating providers, and download frequently used forms.

Time-Saving Benefits of the Provider Portal

- **Member Eligibility & Termination** – Multiple member eligibility look-up for up to 24 months and member termination, if applicable
- **Claims Information** – Check claim status, submit claims and necessary attachments, submit and check status of claim disputes and appeals
- **Coordination of Benefits** – Confirm coordination of benefits for patients
- **Prior Authorization** – Medical inpatient/outpatient, specialty pharmacy, and prior authorization warning messages to verify accuracy
- **Care Treatment Plans** – You can access care plans online through the Provider Portal to easily provide input into your patients' care plans and consult with care managers
- **Care Management Referrals** – Automated care management forms for efficient enrollment
- **Member Profile** – Comprehensive view of patient medical/pharmacy utilization
- **Clinical Practice Registry** – Innovative online tool showing health partners when members need tests or services; filter data to show preventive health opportunities
- **Resources** – Access training modules that help navigate portal functionalities



Providers can access our secure TrueCare Provider Portal at **MSTrueCare.com**. If you have any questions, please call your TrueCare provider relations representative directly, or call **1-833-230-2174** and select the appropriate menu options

Claims

We work to remove any barriers you face and are committed to ensuring you receive timely and accurate reimbursement.

Although we accept claims in a variety of formats, we encourage our providers to submit routine claims electronically to allow for:



Faster claims processing



Reduced administrative costs, probability of errors and missing information



A streamlined path for solutions to claim questions

Clearinghouse Information

TrueCare partners with Availity to offer electronic claim payment to our health partners.

We're more than a health insurance plan, ***we're a neighbor, a partner, and an ally*** whose legacy is built upon being devoted to those we serve.

[Sign up today to join us.](#)



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