

Question:

Our office received an email from Qualex Health Care requesting a lot of credentialing information from our office. The Subject line was Healthy Mississippi Credentialing. We have never heard of this company and want to ensure they are legitimate before we respond. Can you help us with this issue?

Response:

MOA contacted Healthy Mississippi to query if they are indeed using Qualex Health Care for their credentialing. The response was as follows:

“Qualex is a commercial TPA that administers a Medicare Advantage product named Healthy Mississippi. We have a delegated credentialing arrangement with them that allows us to enroll our network providers in Healthy MS without the provider having to go through additional credentialing or contracting. Bottom line if the provider is already part of MPCN then they only need to sign the attached amendment and we will take care of the rest.

It is understandable for providers to be cautious. We are approached each year by many organizations with plans that ultimately place providers at risk, and in those situations, we choose not to move forward. As an organization owned by the Mississippi State Medical Association, our focus is always on arrangements that provide upside and protection for the provider.

While we do not yet have a long track record with Qualex / Healthy MS, I can share that we have been enrolling a wide range of providers into the Healthy MS network for over a year. During that time, we have not received any complaints or negative feedback from providers. In addition to our commercial business—which remains our primary focus—we currently support enrollment for approximately 14 government-related products.

WHY Healthy Mississippi?

1. State-wide Medicare Advantage Plan
2. Pays 100% of Medicare fee schedule
3. Pays timely consistent with CMS guidelines
4. Pays value-based care incentives to participating Providers
5. Opportunity for risk-sharing contracts for interested Providers
6. Streamlined Prior Authorization procedures
7. Low-cost mail order pharmacy located in the state of MS.

If a provider wishes to join Healthy Mississippi as a provider, please understand that they do, indeed, use Qualex Health Care for their credentialing.

Healthy Mississippi is a provider for several plans including D-SNP:

Medical eye care is covered through Healthy Mississippi. Providers need to become credentialed.

Well vision, routine eye care benefits (supplemental) are covered through Avesis. Providers need to be credentialed to provide any of these benefits. Since these are supplemental benefits, patients must purchase that coverage separately. (<https://healthy-ms.com/supplemental-benefits/>) (see below)

Provider Information can be found on: <https://healthy-ms.com/summary-of-benefits/#>

Provider manual: <https://healthy-ms.com/wp-content/uploads/2025/05/HM-Provider-Manual-2025-v5.pdf>