

## Question of the Month June 2025

**Question:** I received this email this morning with the message below stating my offices are not in network with Superior Vision/Davis Vision. Did I fill out the incorrect information for TrueCare through CareSource online? I again felt it extremely odd when calling the phone number listed the greeting included Superior Vision. I am not interested in joining either of those vision plans. I filled out all of the required information directly on the website and received the confirmation numbers previously forwarded to you. Am I doing something incorrectly?

**Response:** I believe you did not apply for the correct True Care plan. CareSource is the parent company. This is the website: <https://www.caresource.com/mississippi/> Mississippi TrueCare is only using EyeMed. And we have not had other reports that providers are receiving these same messages. You do have to already be a credentialed Mississippi Medicaid Provider, however. I suggest you try again at the above and be sure you are on the TrueCare Mississippi page. Please let me know if you run into other issues.

**Further Information from Provider Asking Question:** I re-applied to the same link you provided (same as where I applied in April) and received new confirmation numbers. The confirmation email listed the same phone numbers, in which, I called and today they answered Care Source and not Superior Vision. The lady I spoke with stated that they were having application issues back in April. I now have 2 applications for both offices pending. They have fixed the issues with the phone number and applications. There was some type of mix up on Care Source's end.

**NOTE:** If your practice also received incorrect information from CareSource regarding the Mississippi TrueCare contract, please consider contacting Mississippi TrueCare again to ensure your application is being processed. Again, TrueCare Mississippi is using EyeMed for the well vision (routine) care and TrueCare Mississippi is covering the medical eye care benefits.