



UnitedHealthcare Community Plan of Mississippi market departure

We regret to inform you that UnitedHealthcare Community Plan ("UnitedHealthcare") will not be a Mississippi Health Care Programs option for members effective July 1, 2025. This includes the following health plans:

- Coordinated Access Network Program (MSCAN)
- Children's Health Insurance Program (CHIP)

Members have been notified

We remain committed to our members and to you as one of our participating care providers. UnitedHealthcare members impacted by this change have been notified and encouraged to select a new plan. If they choose not to do so, a health plan will be selected for them by the Mississippi Division of Medicaid to ensure a smooth transition of care. You can assist patients in selecting a new health plan by having them reach out to Gainwell Technologies Division of Medicaid enrollment support services at 800-884-3222.

Who's not affected

If you're a contracted care provider for UnitedHealthcare for Commercial HMO, PPO or POS and Medicare Advantage (including DSNP), this change **does not** affect members under those plans. However, UnitedHealthcare will no longer serve members under Mississippi CAN and CHIP Programs effective **July 1, 2025**.

Member care

We'll continue to provide member care **through June 30, 2025**. Please use the following guidelines during this transition:

Eligibility and benefits – Continue to verify member eligibility every time a member seeks care.

Claims submission – Continue to submit claims for eligible members with dates of service up to and including **June 30, 2025**. UnitedHealthcare will remain responsible for all medically necessary services rendered to our members through **June 30, 2025**, at 11:59 p.m. Effective **July 1, 2025**, the new health plan will be responsible for the members' care, claims and authorizations unless a member is at an inpatient facility and is expected to remain past **June 30, 2025**.

Note: Please ensure that all claims are submitted for payment within **180 days** of the date of service or date of discharge.

Member questions – Members can still reach out to us using the phone number on the back of their ID card. Our member services team will continue to be available to assist with their questions.

Continuity of care – Please call the member's new managed care organization (MCO) beginning **July 1, 2025**, to better understand their continuity of care procedures. UnitedHealthcare coverage for all members ends **June 30, 2025**, unless a member is at an inpatient facility and is expected to remain past **June 30, 2025**. In those cases, UnitedHealthcare will continue to administer the inpatient members' benefits through discharge.

Disputes and appeals – Our care provider dispute and appeals process and member appeals and grievances process will remain the same.

- **UnitedHealthcare care providers:** Please consult your contract and the UnitedHealthcare Community Plan of Mississippi Care Provider Manual at UHCdental.com/medicaid > Provider Resources > Select Mississippi for access to administrative guides and manuals

We're here to help

To help make this transition easier for you, UnitedHealthcare remains committed to providing support for our care provider network after the contract end date of **June 30, 2025**.

- **UnitedHealthcare care providers:** You can continue to access UHCdental.com/medicaid for information and support