



UnitedHealthcare Community Plan of Mississippi market departure

We regret to share the news that UnitedHealthcare Community Plan doing business as Optum will no longer be a Mississippi Health Care Programs option for members effective July 1, 2025.

The following health plans are affected by this market departure:

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

Coverage under UnitedHealthcare doing business as Optum for Commercial HMO, PPO or POS and Medicare Advantage (including DSNP) is **not** affected by this change.



Next steps

It is prudent to verify member eligibility prior to providing all care. If you provide care for Mississippi members with UnitedHealthcare MSCAN or CHIP, please call the member's new managed care organization (MCO) for their continuity of care procedures.



Coverage deadline and exception

UnitedHealthcare MSCAN and CHIP 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 this case, UnitedHealthcare will continue to administer the inpatient member benefits through the date of discharge.



Claims and payments

- 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.
- All claims must be submitted for payment within 180 days of the date of service or date of discharge.



Appeals

- Our provider dispute and appeals processes are unchanged. The member grievances and appeals processes are also unchanged.



UnitedHealthcare providers

Please consult your contract and the UnitedHealthcare Community Plan of Mississippi Care [Provider Manual](#) which can be found on the Medicaid state-specific Administrative Guides and Manuals [page](#) of UHCProvider.com.



Member information

We remain committed to our members and member services is available by calling the number on the back of the member ID card.

- UnitedHealthcare members impacted by this change were notified and assigned a new health plan by the Mississippi Division of Medicaid to ensure a smooth transition of care.
- If a member wishes to change plans, they can call Gainwell Technologies Division of Medicaid enrollment support services at **1-800-884-3222**.

Questions? We're Here to Help.

We remain committed to providing ongoing support to our providers during this transition, even after the contract end date of June 30, 2025. Updates are available on the [Mississippi page](#) of Provider Express and specific support teams can be found on the [Contact Us page](#).

- **UnitedHealthcare providers** can continue access information and support at [UHCprovider.com](#)

Thank you for your partnership and for the care provided to our UnitedHealthcare Community Plan of Mississippi members.
