

## Register Now for Telligen MS UM/QIO Qualitrac Provider Portal Training

As previously announced, the Mississippi Division of Medicaid (DOM) will transition to Telligen, a new Utilization Management/Quality Improvement Organization (UM/QIO), on January 16, 2024.

Beginning **Tuesday, January 16, 2024**, Telligen will begin performing all **new** prior authorization reviews for fee-for-service (FFS) Medicaid requests. All prior authorization reviews submitted prior to January 16, 2024, will be completed by Alliant or Kepro by January 31, 2024. Effective February 1, 2024, all FFS Medicaid authorization related business will be handled by Telligen.

Telligen has prepared the Provider Training Schedule and invites all Mississippi Medicaid Providers to participate in upcoming virtual training sessions. Training will give Providers a comprehensive overview of **Qualitrac**, Telligen's robust portal system for authorization requests. Please use the registration links below to choose the session(s) you wish to attend.

The **General Authorization** sessions are geared towards providing a general overview of submitting authorizations in our Qualitrac system. The service specific training sessions provide a deeper dive into submitting authorizations for those service types.

### Training Sessions:

Session 1: January 2, 2024, 10:00 AM CST [Register Session 1 General Authorization](#)

Session 2: January 2, 2024, 2:00 PM CST [Register Session 2 General Authorization](#)

Session 3: January 3, 2024, 10:00 AM CST [Register Session 3 General Authorization](#)

Session 4: January 3, 2024, 2:00 PM CST [Register Session 4 General Authorization](#)

Session 5: January 4, 2024, 10:00 AM CST [Register Session 5 General Authorization](#)

Session 6: January 4, 2024, 2:00 PM CST [Register Session 6 General Authorization](#)

Session 7: January 5, 2024, 10:00 AM CST [Register Session 7 General Authorization](#)

Session 8: January 5, 2024, 2:00 PM CST [Register Session 8 Behavioral Health Authorization](#)

Session 9: January 8, 2024, 10:00 AM CST [Register Session 9 Inpatient Authorization](#)

Session 10: January 8, 2024, 2:00 PM CST [Register Session 10 Dental Authorization](#)

Session 11: January 9, 2024, 10:00 AM CST [Register Session 11 Advanced Imaging Authorization](#)

Session 12: January 9, 2024, 2:00 PM CST [Register Session 12 DME Authorization](#)

Session 13: January 10, 2024, 10:00 AM CST [Register Session 13 Behavioral Health Authorization](#)

Session 14: January 10, 2024, 2:00 PM CST [Register Session 14 PRTF Authorization](#)

Session 15: January 11, 2024, 10:00 AM CST [Register Session 15 DME Authorization](#)

Session 16: January 11, 2024, 2:00 PM CST [Register Session 16 Dental & Vision Authorization](#)

Session 17: January 12, 2024, 10:00 AM CST [Register Session 17 Hospice Authorization](#)

Session 18: January 12, 2024, 2:00 PM CST [Register Session 18 PT/ST/OT Authorization](#)

Session 19: January 16, 2024, 10: 00 AM CST [Register Session 19 Hearing Authorization](#)

Session 20: January 16, 2024, 2:00 PM CST [Register Session 20 ICF/IID Authorization](#)

Session 21: January 17, 2024, 10:00 AM CST [Register Session 21 Advanced Imaging Authorization](#)

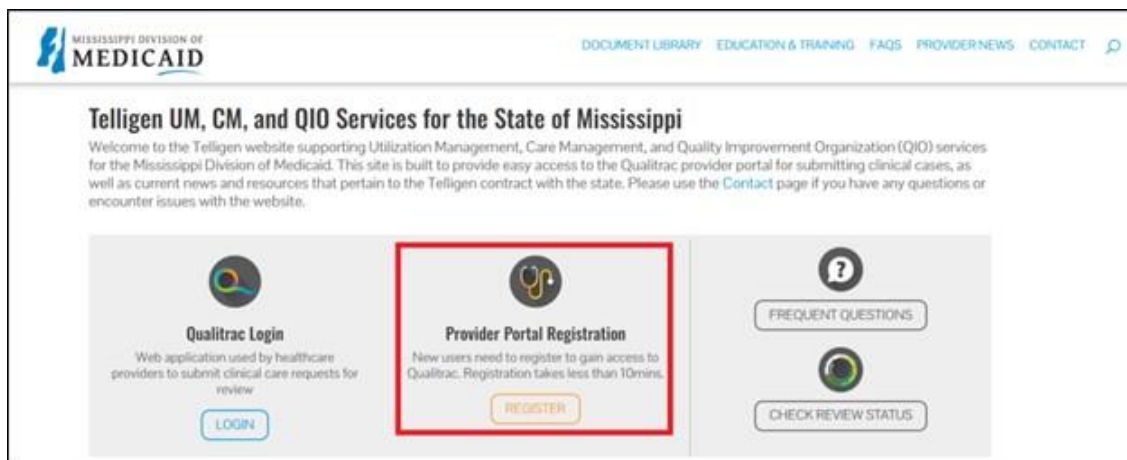
- Session 22: January 17, 2024, 2:00 PM CST [Register Session 22 Vision Authorization](#)
- Session 23: January 18, 2024, 10:00 AM CST [Register Session 23 Dental Authorization](#)
- Session 24: January 18, 2024, 2:00 PM CST [Register Session 24 PAD Authorization](#)
- Session 25: January 19, 2024, 10:00 AM CST [Register Session 25 Behavioral Health Authorization](#)
- Session 26: January 19, 2024, 2:00 PM CST [Register Session 26 PRTF Authorization](#)
- Session 27: January 22, 2024, 10:00 AM CST [Register Session 27 Inpatient Authorization](#)
- Session 28: January 22, 2024, 2:00 PM CST [Register 28 PT/ST/OT Authorization](#)
- Session 29: January 24, 2024, 10:00 AM CST [Register Session 29 Hospice Authorization](#)
- Session 30: January 24, 2024, 2:00 PM CST [Register Session 30 Private Duty Nursing Authorization](#)
- Session 31: January 26, 2024, 10:00 AM CST [Register Session 31 Dental Authorization](#)
- Session 32: January 26, 2024, 2:00 PM CST [Register Session 32 EPSDT Authorization](#)
- Session 33: January 29, 2024, 10:00 AM CST [Register Session 33 PT/ST/OT Authorization](#)
- Session 34: January 29, 2024, 2:00 PM CST [Register Session 34 Hearing Authorization](#)
- Session 35: January 30, 2024, 10:00 AM CST [Register Session 35 Inpatient Authorization](#)
- Session 36: January 30, 2024, 2:00 PM CST [Register Session 36 Advanced Imaging Authorization](#)
- Session 37: January 31, 2024, 10:00 AM CST [Register Session 37 Dental & Vision Authorization](#)
- Session 38: January 31, 2024, 2:00 PM CST [Register Session 38 PAD Authorization](#)

**REMINDER:** Stay tuned for additional upcoming training sessions! Telligen will have more informative sessions planned to further support Mississippi Medicaid Providers in handling authorization requests.

Providers are encouraged to keep an eye on Telligen’s website <https://msmedicaid.telligen.com/> for announcements regarding future training sessions. Telligen is committed to providing ongoing learning opportunities to enhance your skills and optimize the care provided to FFS Medicaid beneficiaries.

Should you need assistance, please contact Telligen’s Customer Service at: 1-855-625-7709.

Visit Telligen’s Mississippi UM/QIO website to register for portal access. Look for the Provider Portal Registration option, as indicated in the red box below. <https://msmedicaid.telligen.com>.



**Please note:** *Prior authorizations for members enrolled in MississippiCAN and CHIP will continue to be handled by the respective coordinated care organization.*