

## Register Now for Telligen MS UM/QIO Training Sessions

### Registration Open for Telligen MS UM/QIO August Training Sessions

Since February 1, 2024, all FFS Medicaid authorization-related business is now under the management of Telligen. To facilitate a seamless transition and enhance understanding of key processes, Telligen is organizing virtual Provider Training sessions.

We extend a cordial invitation to all Mississippi Medicaid Providers to participate in these sessions. Please utilize the registration links provided below to select the session(s) most relevant to your needs.

#### 1. **Advanced Imaging Submission Training Session:**

These sessions are specifically designed to provide comprehensive knowledge and practical skills essential for optimizing your submission processes. Key topics include understanding advanced imaging submission guidelines, best practices for ensuring accurate and timely submissions, troubleshooting common issues, and Q&A session to address specific queries or questions.

#### 2. **Hospice Submission Training Session:**

These sessions are designed to provide comprehensive education and guidance on the correct procedures for submitting authorizations for hospice care services. By participating in these sessions, providers will gain knowledge and skills necessary to navigate the authorization process more effectively.

#### 3. **Qualitrac Q&A Session:** Questions are structured interactions where participants are given the opportunity to ask any questions, they have about Qualitrac. Subject matter experts (SME) will be available to respond to questions raised to ensure participants receive accurate and helpful answers.

#### 4. **Therapy Services: PT/OT/ST Submission Training:** This training will deliver detailed instruction and support on the procedures for submitting prior authorizations for therapy services. This session is designed to equip Physical Therapists (PT), Occupational Therapists (OT), and Speech Therapists (ST) with essential knowledge and skills related to the prior authorization process under Mississippi Medicaid. Attendees will gain the critical knowledge and expertise needed to effectively navigate the authorization process, guaranteeing timely and appropriate care for their patients.

We encourage your active participation in these training sessions. Your cooperation is crucial to the success of this transition.

We look forward to your active engagement in these informative sessions.

#### **Training Sessions:**

Session 1: August 08, 2024, 10:00 AM CST [Registration: Advanced Imaging Submission Training Session](#)

Session 2: August 15, 2024, 10:00 AM CST [Registration: Hospice Submission Training Session](#)

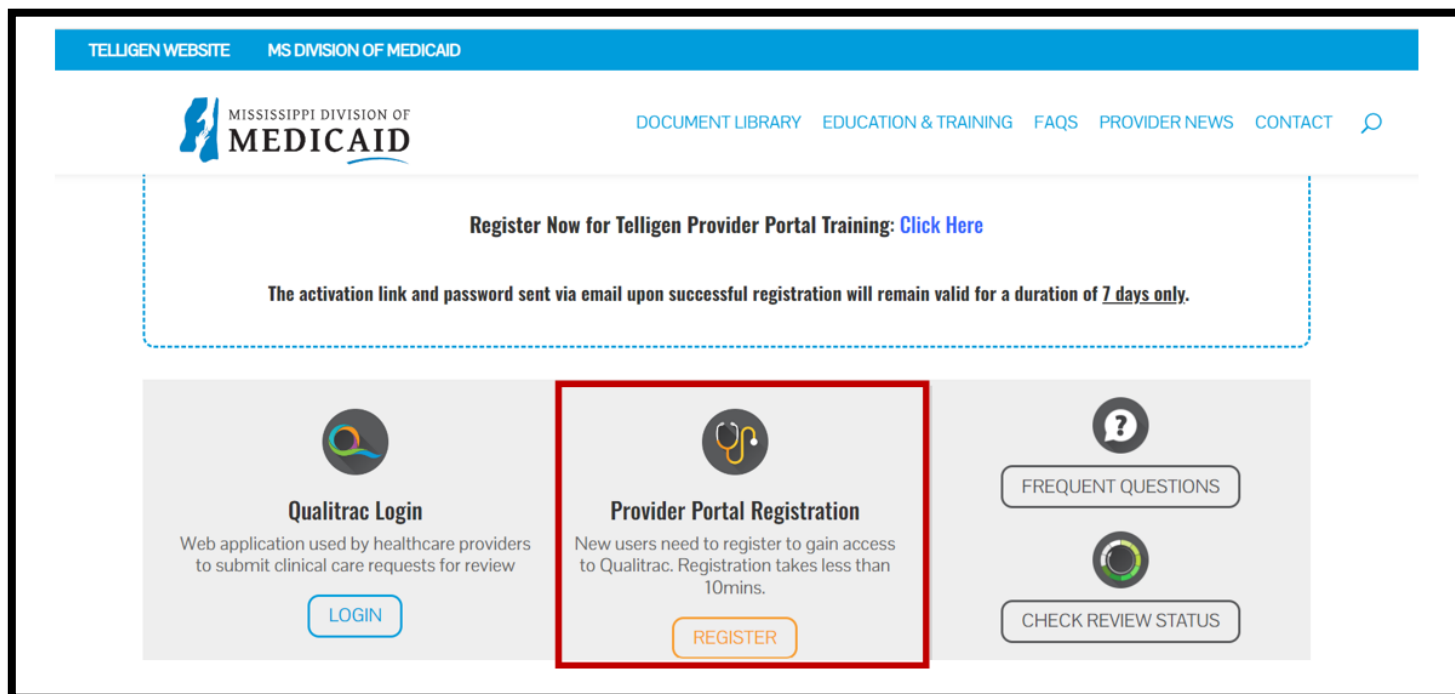
Session 3: August 20, 2024, 10:00 AM CST [Registration: Qualitrac Q&A Session](#)

Session 4: August 22, 2024, 10:00 AM CST [Registration: Therapy Services: PT/OT/ST Submission Training](#)

**REMINDER:** 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**. You may also contact us via email at [msmedicaidum@telligen.com](mailto:msmedicaidum@telligen.com).

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>.



The screenshot shows the Mississippi Division of Medicaid website. At the top, there is a blue navigation bar with "TELLIGEN WEBSITE" and "MS DIVISION OF MEDICAID". Below this is the "MISSISSIPPI DIVISION OF MEDICAID" logo and a navigation menu with links for "DOCUMENT LIBRARY", "EDUCATION & TRAINING", "FAQS", "PROVIDER NEWS", and "CONTACT". A central banner contains the text "Register Now for Telligen Provider Portal Training: [Click Here](#)" and a note: "The activation link and password sent via email upon successful registration will remain valid for a duration of **7 days only**." Below the banner are three main sections: "Qualitrac Login" with a "LOGIN" button, "Provider Portal Registration" (highlighted with a red border) with a "REGISTER" button, and "Frequent Questions" with a "CHECK REVIEW STATUS" button.

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