



STATE OF MISSISSIPPI
GOVERNOR TATE REEVES

DEPARTMENT OF FINANCE AND ADMINISTRATION

LIZ WELCH
EXECUTIVE DIRECTOR

Mississippi's State and School Employees' Health Insurance Plan IMPORTANT CHANGES

Currently, ActiveHealth Management performs utilization review management and case management services for Mississippi's State and School Employees' Health Insurance Plan (Plan).

Effective July 1, 2021, Kepro will assume responsibility for performing these services on behalf of the Plan.

Utilization Review Management

Utilization review is a process to ensure participants receive medically necessary care, delivered in the most appropriate location, and follows generally accepted medical standards. Utilization review provides clinical review and certification of the medical necessity of care.

The following services require prior authorization:

- Inpatient hospital admission (except routine maternity admissions)
- Inpatient rehabilitation
- Residential treatment facility
- Inpatient bariatric surgical procedures
- Outpatient bariatric surgical procedures
- Private duty and home health nursing
- Solid organ and bone marrow/stem cell transplants
- Home infusion therapy
- Skilled nursing facility
- Long term acute care facility
- Hospice care
- Diabetic self-management training/education

Case Management

Case management nurses provide services for participants who have a complicated, catastrophic or chronic condition. Case management nurses are available to assist you with managing a condition and with working in conjunction with your physician to help you with the treatment plan ordered for you.

Starting on June 25, 2021, you can contact Kepro by calling 888-801-1910 or by visiting their website at <https://MississippiSHP.kepro.com>.

WHAT'S NOT CHANGING

ActiveHealth Management will continue to provide Health and Wellness services and Disease Management services for participants.

Health and Wellness

Motivating Mississippi – Keys to Living Healthy is the Plan's health and wellness promotion program. It is designed to help participants achieve and maintain a healthy lifestyle and reach their wellness goals. Participants can access this program through the Plan's website at <http://KnowYourBenefits.dfa.ms.gov>.

Disease Management

Participants with certain chronic conditions may enroll in a disease management program administered by ActiveHealth. The program provides help, support and education for participants living with diseases such as cardiac disease, asthma, and/or diabetes. The program is voluntary, completely confidential and provided at no cost to participants. Special features of the program include:

- Personalized telephonic counseling about the participant's specific health condition
- Helping the participant achieve health goals
- An individualized care plan for nutrition, exercise and other lifestyle needs
- Educational materials
- Access to community resources
- Access to health and medical topics

This program does not replace care rendered by the participant's provider. For information on this program, contact ActiveHealth at 866-939-4721.

Please visit the Plan's website at <https://knowyourbenefits.dfa.ms.gov> or contact customer service at 800-709-7881 for more information.

Vendor Contact Information:

- Utilization Review Management/Case Management:
Kepro 888-801-1910 (Starting June 25, 2021)
- Health and Wellness Promotion/Disease Management:
ActiveHealth Management 866-939-4721