

Overview of Operations

This section contains general information about HealthSystems of Mississippi (HSM's) review program for precertification and quality review of therapy services rendered to Medicaid beneficiaries. For more details regarding how and when review is performed, we strongly encourage you to read through the sections in this manual. The sections contain information about each review type (precertification, concurrent, retrospective, reconsideration and quality sample), review request forms and required documentation that must be submitted to HSM.

Our office is located in downtown Jackson at the following address:

175 East Capitol Street
Suite 250, Lock Box 13
Jackson, MS. 39201.

HSM's hours of operation are as follows: Our business hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Our direct office phone number and primary fax number are:

Voice Phone: (601) 352-6353
Fax Number: (601) 352-6358

All precertification requests for outpatient therapy services must be faxed or mailed to HSM according to the timelines provided in this manual. Fax outpatient therapy certification requests to:

1- 888-557-1920

There is a help line available for questions regarding certification review decisions and other review processes. This number is:

1-866-740-2221 (Toll-Free)
1-601-360-4949 (Jackson Metropolitan Area)

HSM also provides a toll-free hot line through which beneficiaries and providers can report quality concerns and/or complaints. This hot line can be accessed from the hours of 8:00 a.m. through 5:00 p.m. Monday through Friday; the hot line number is:

1-888-204-0221