



MISSISSIPPI

INSURANCE DEPARTMENT

MIKE CHANEY
Commissioner of Insurance
and State Fire Marshal

PRESS RELEASE

Media Contact:

Donna Cromeans
601-359-3569
Donna.Cromeans@mid.ms.gov



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Chaney Announces Resource Tools to Aid in Insurance Questions Regarding Diagnosis and Treatment of Autism Spectrum Disorders

Jackson, MS – Two new tools to help individuals and caretakers of individuals with developmental disorders such as autism gain access to treatment and coverage were announced today by Commissioner of Insurance Mike Chaney.

An Autism Hotline (1-833-488-6472) and website (<http://www.mid.ms.gov/healthcare/autism-aware.aspx>) designed to help consumers with any issues related to claiming health insurance benefits for the screening diagnosis and treatment of autism spectrum disorder (“ASD”), went live today.

“It is very fitting that make this announcement today as we observe ABA/Autism Awareness Capitol Day in our state capitol,” Chaney said.

“We have worked very closely with the Mississippi Autism Board, the Behavior Analysis Association of Mississippi, and other organizations interested in providing access to treatment for individuals diagnosed with Autism Spectrum Disorder and other developmental disorders, in the creation of these valuable tools.”

The consumer friendly Autism Insurance Resources webpage is a comprehensive source of information for Mississippians filing health insurance claims for the screening, diagnosis, and treatment of autism spectrum disorder. Among the many features of the website are:

- Direct access to a step-by-step guide to the MID formal complaint process. This page includes phone numbers to the MID Consumer Services Division in addition to direct links to the hard copy and online complaint form.
- Resource guidance to providers related to the following topics:
 - Claim Filing Procedures
 - Credentialing Procedure
 - Provider Contract Disputes
 - Utilization Review, Grievance and Appeals, External Review
 - The Jurisdiction of the Mississippi Insurance Department

- Filing a Complaint
- Resources that have been developed to help parents of children with autism spectrum disorders navigate the health insurance industry and find treatment for their child.
Resources include:
 - Autism FAQ
 - Glossary of common insurance terms
 - Step-by –step guide to the health insurance claim/reimbursement process
 - Link to list of Mississippi Licensed applied behavioral analysis (“ABA”) therapy providers
 - Link to the M-CHAT autism spectrum disorder screening tool
- Feedback from the major insurance carriers in the state. Consumers will have access to issuer specific information related to the appropriate CPT code standards, precertification and preauthorization requirements, contact information for specific issues, a list of providers currently in-network.

People may also call the new Autism Hotline (1-833-488-6472) where trained professionals are available to assist in answering questions.