

# MAC Network

(Mississippi Access to Care Network)

## User Guide

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## 1. Requirements to view the site

This site requires one of the following three browsers:

- Microsoft Internet Explorer Version 8 or greater.
- Mozilla Firefox Version 12 or greater.
- Google Chrome Version 33 or greater.

## 2. Getting Started

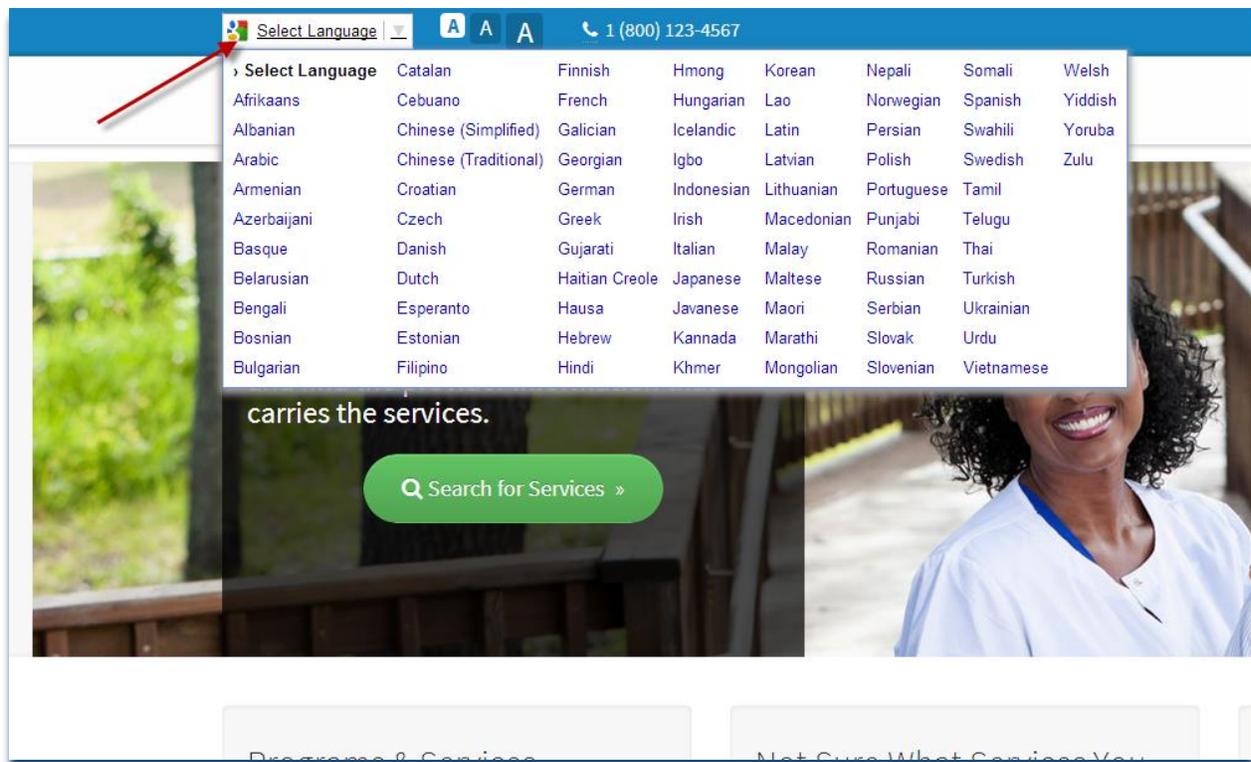
- URL

Open MAC Network site: [www.mississippiaccessstocare.org](http://www.mississippiaccessstocare.org)

- Selecting Language

The MAC Network website can change its text display to make the site easier to read or to translate into another language.

The MAC Network website always displays a **Select Language** dropdown box in the top left corner of the navy blue header line, as shown below:



- Changing Font Size

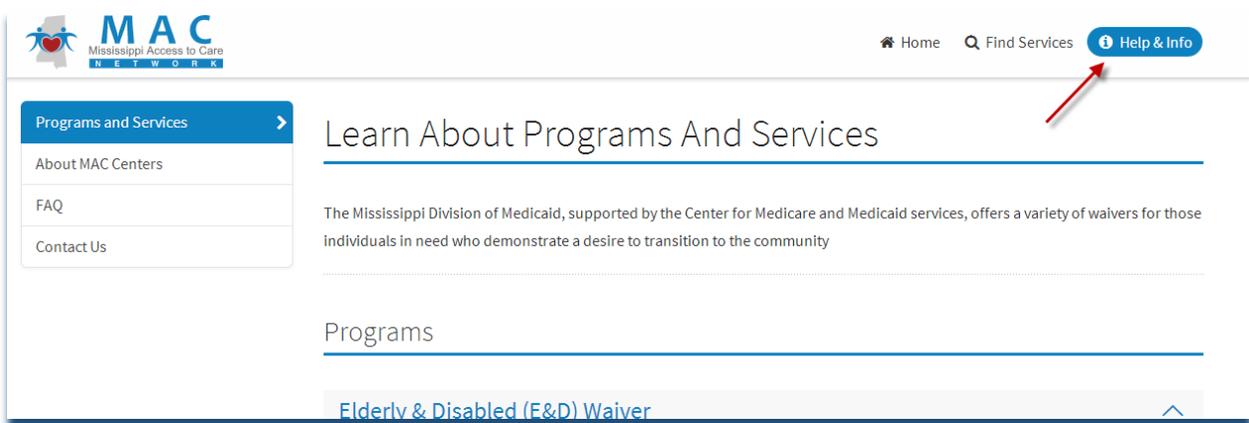
The MAC Network website can also change the size of the text and images it displays so they are easier to see. The size control is to the right of the Select Language dropdown box, as shown below:



The screen is automatically set to the smallest setting: the leftmost A. Clicking on the middle A will enlarge the text. Clicking on the right A will enlarge the text further. There are only three text size settings.

### 3. Help & Info

Clicking on the “Help & Info” icon on the right upper corner, system will take you to a section with more programs and services introduction, FAQ helps, and partner agencies contact information.



- [Finding Programs and Services Introductions](#)

Clicking on the “Help & Info” icon will bring you to the screen with Programs and services descriptions, you can also come to this screen by clicking the **Learn More** link under the MAC Network Centers text on home page.

Use this site to find the services you need and find the provider information that carries the services.

[🔍 Search for Services »](#)

## Programs & Services

The Mississippi Division of Medicaid, supported by the Center for Medicare and Medicaid services, offers a variety of waivers for those individuals in need who demonstrate a desire to transition to the community

[Learn More →](#)

## Not Sure What You Need?

Find the right service for you by completing a Service Assessment

Once you are on the Programs and Services screen, click on the arrow to expand the description:

Programs and Services >

About MAC Centers

FAQ

Contact Us

## Learn About Programs And Services

The Mississippi Division of Medicaid, supported by the Center for Medicare and Medicaid services, offers a variety of waivers for those individuals in need who demonstrate a desire to transition to the community

### Programs

Elderly & Disabled (E&D) Waiver

Independent Living (IL) Waiver

Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver

Assisted Living (AL) Waiver

Programs and Services >

About MAC Centers

FAQ

Contact Us

## Learn About Programs And Services

The Mississippi Division of Medicaid, supported by the Center for Medicare and Medicaid services, offers a variety of waivers for those individuals in need who demonstrate a desire to transition to the community

### Programs

Elderly & Disabled (E&D) Waiver

The Elderly and Disabled (E&D) Waiver is a statewide program designed to offer assistance to qualified Medicaid beneficiaries. The program allows qualified individuals to remain in a home or community based setting as an alternative to nursing facility care or other institutional care. This program is operated and administered by the Division of Medicaid. Individuals receiving services through this waiver must require the same level of care as someone applying for admission to a nursing facility, be Medicaid eligible, and be at least 21 years of age. Services offered through this program include: Case Management, Adult Day Services, Expanded Home Health Services, Home Delivered Meals, Personal Care Services, Institutional Respite and/or In-Home Respite, and Transition Assistance.

Click [here](#) to download an Elderly and Disabled Waiver Program Informational Pamphlet

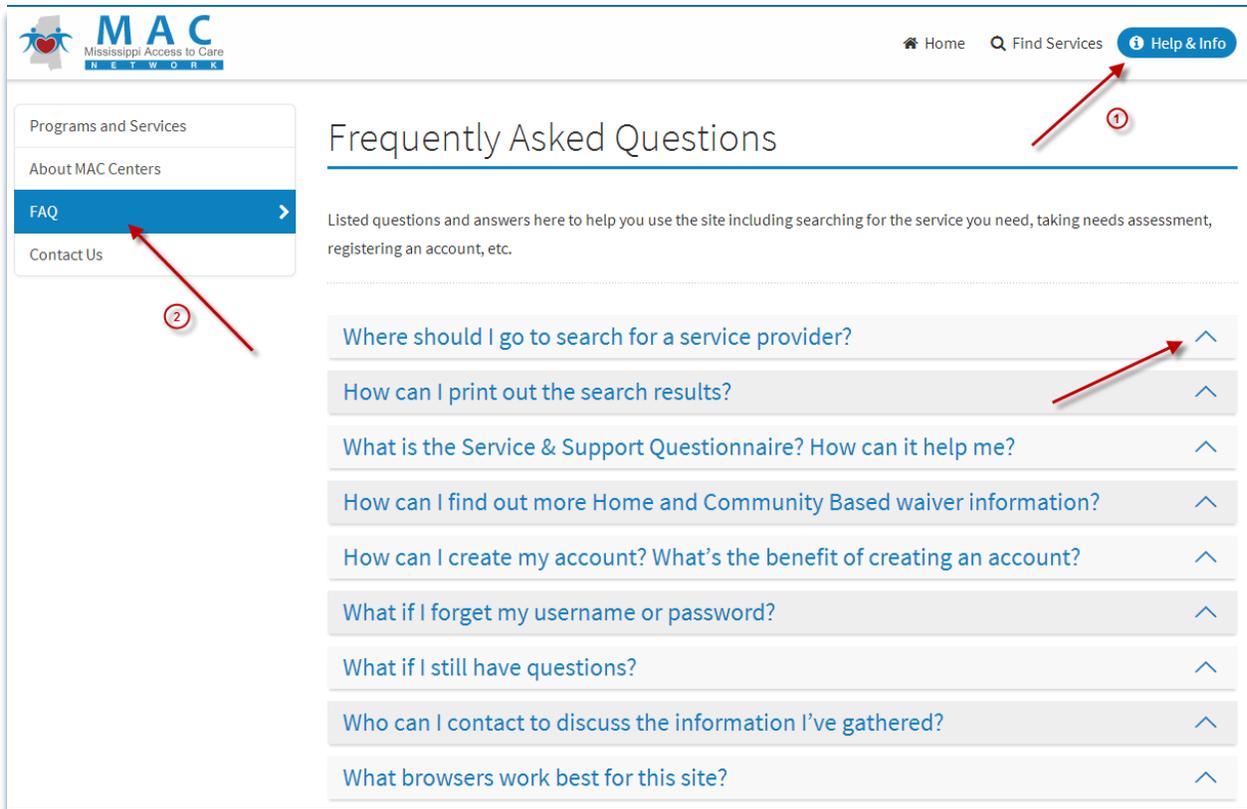
Independent Living (IL) Waiver

Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver

Assisted Living (AL) Waiver

- [FAQ](#)

From the Programs and Services screen, click on the FAQ link from the left side menu to view frequently asked questions. Just like on the Programs and Services screen, you can click on the arrow to expand the answer content for each question.



- [Finding Contact Information](#)

Click on the Contact Us Link in the left menu to see mailing and email addresses and fax and telephone numbers for the different state agencies, as well as the MAC Center.

- Programs and Services
- About MAC Centers
- FAQ
- Contact Us**

## Contact Us

### MAC Center

123 Elm Street  
Jackson, MS 12345  
T: (123) 456-7890

<http://www.maccenter.com>

Send a message to MAC center



## Partner Agencies

### Department of Human Services

750 North State St.  
Jackson, MS 39202  
[www.mdhs.state.ms.us](http://www.mdhs.state.ms.us)  
T: 1(800) 345-6347  
T: (601) 359-4500

### Department of Mental Health

1101 Robert E. Lee Building  
239 N. Lamar Street  
Jackson, MS 39201  
[www.dmh.ms.gov](http://www.dmh.ms.gov)  
T: (601) 359-1288  
F: (601) 359-6295

### Department of Rehabilitation Services

1281 Highway 51  
Madison, MS 39110  
[www.mdrs.ms.gov](http://www.mdrs.ms.gov)  
T: (800) 443-1000

### Division of Medicaid

Sillers Building  
550 High Street Suite 1000  
Jackson, MS 39201  
[www.medicaid.ms.gov](http://www.medicaid.ms.gov)  
T: 1(800) 421-2408  
T: (601) 359-6050

Also, links to the Partner Agencies, which is, Mississippi Department of Human Services, Department of Mental Health, Department of Rehabilitation Services, and Division of Medicaid are always listed in the black footer at the bottom of the page.

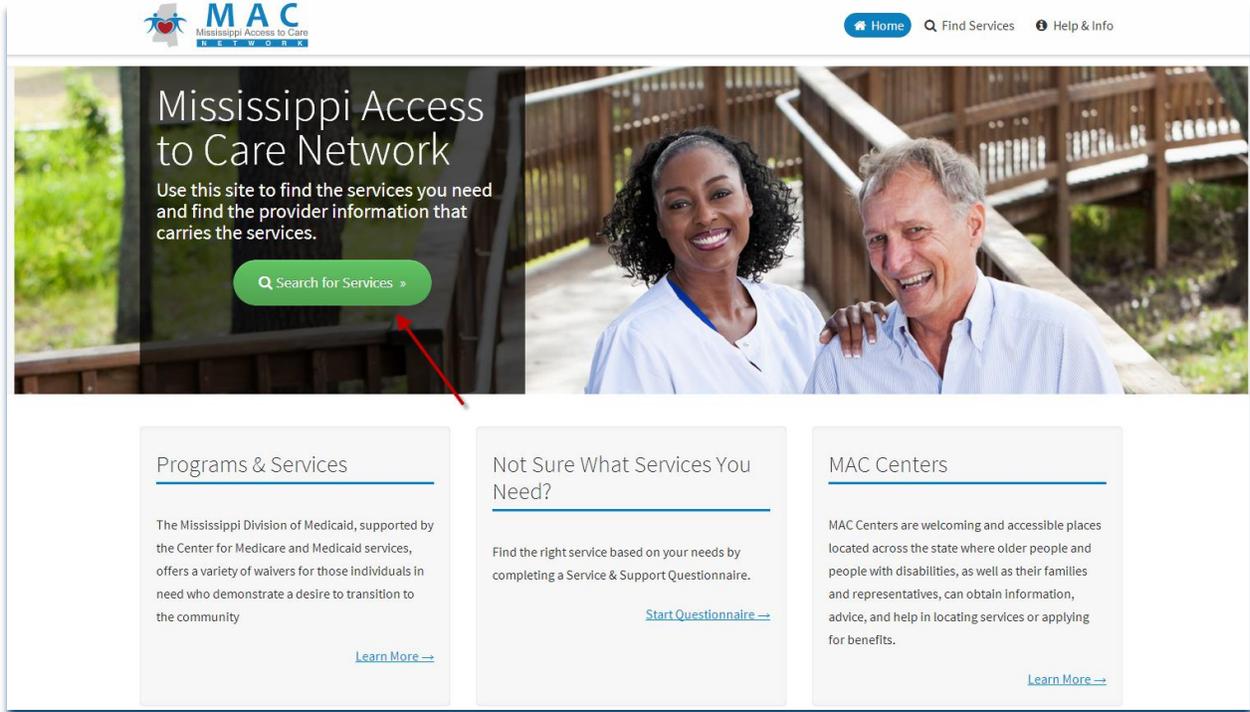
The screenshot shows a website footer with three columns of text and a 'Partner Agencies' section. The columns are: 'Programs & Services' (text about Medicaid waivers and a 'Learn More' link), 'Not Sure What Services You Need?' (text about a questionnaire and a 'Start Questionnaire' link), and 'MAC Centers' (text about accessible places and a 'Learn More' link). The 'Partner Agencies' section lists four departments with their respective websites: Department of Human Services (www.mdhs.state.ms.us), Department of Mental Health (www.dmh.ms.gov), Department of Rehabilitation Services (www.mdrs.ms.gov), and Division of Medicaid (www.medicaid.ms.gov). A blue footer bar contains links for 'POWERED BY FEI SYSTEMS', 'CIVIL RIGHTS STATEMENT', 'DISCLAIMER', 'TERMS OF USE', 'PRIVACY AND SECURITY NOTICE', and 'TRANSPARENCY MISSISSIPPI'.

## 4. Finding Services

The MAC Network have many different care services available, each of which can be provided by many different caretakers. You can search for services in two different ways.

- [Finding Service Providers](#)

You can search for service providers directly using the Search for Services icon at the middle of Home page.



**MAC**  
Mississippi Access to Care

Home Find Services Help & Info

# Mississippi Access to Care Network

Use this site to find the services you need and find the provider information that carries the services.

Search for Services »

## Programs & Services

The Mississippi Division of Medicaid, supported by the Center for Medicare and Medicaid services, offers a variety of waivers for those individuals in need who demonstrate a desire to transition to the community

[Learn More →](#)

## Not Sure What Services You Need?

Find the right service based on your needs by completing a Service & Support Questionnaire.

[Start Questionnaire →](#)

## MAC Centers

MAC Centers are welcoming and accessible places located across the state where older people and people with disabilities, as well as their families and representatives, can obtain information, advice, and help in locating services or applying for benefits.

[Learn More →](#)

You will use the following criteria to search the services:

- **Keywords:** A Keyword is part of the service provider's name.
- **Waiver Type:** A Waiver Type is a specific Medicaid program designed for a person with a certain needs.
- **Services:** A specific activity that assists an individual.
- **County:** The part of Mississippi where the service is provided.

## Search For Services

Keyword

Waiver Types

None Selected ▼

Services

None Selected ▼

County

None Selected ▼

Clear All

Search

- [Taking a Service and Support Questionnaire](#)

If you are not sure what service you want to search for, taking the Service and Support Questionnaire might help. Clicking on the button and a list of questions will be brought up.

**MAC**  
Mississippi Access to Care  
NETWORK

Home Find Services Help & Info

### Search For Services

Keyword  
Keyword

Waiver Types  
None Selected

Services  
None Selected

County  
None Selected

Clear All Search

### Not sure which services you need?

Find the right service based on your needs by completing a Service & Support Questionnaire. To save your questionnaires to your personal and private Care Record, simply [Register](#) or [Sign In](#).

[Search by Questionnaire](#)

### Search Results

Print Results

No data available in table

Showing 0 to 0 of 0 entries

<< ← Previous Next → >>

Simply fill in the questionnaire, and click on the Submit button at the end of the questionnaire. If you do not want to answer the questions, you can click on the “Back to Previous page” to go back to the Find Service screen.

[← Back to Previous Page](#)

## Service & Support Questionnaire

1) I am looking for information about services for... (please select one)

Myself

My child

My parent

My spouse

My friend

My relative

Someone I provide services to

2) I prefer to receive services: (check all that apply)

I'm not sure

In my home

In the community



**13) Age:** (please select one)

- 0-6 years
- 7-15 years
- 16-20 years
- 21-35 years
- 36-59 years
- 60+ years

**14) County of Residence:**

Select a County ▼

I would like to be contacted by an options counselor

✕ Cancel

Submit



The Service and Support Questionnaire has three types of questions. Where the answers are marked with a circle, the question has one and only one answer. Where the answers are marked with a square, all the answers may be marked.

A closeup of the Services and Support Questionnaire, with the "check all that apply" and "please select one" text highlighted.

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Home Find Services Help & Info

12) I need assistance with other matters such as... (check all that apply)

- Insurance
- Disability benefits
- Estate planning
- Finances
- Legal advice
- Purchasing medication
- Supplemental Security Disability Income (SSDI)
- Supplemental Security Income (SSI)

13) Age... (please select one)

- 0-6 years
- 7-15 years
- 16-20 years
- 21-35 years
- 36-59 years
- 60+ years

- Results of searching

Whether you search for services directly or use the Service and Support Questionnaire, you will see a list of search results, as shown below.

A Screen capture of the search results from using either the Search for Services query box or the Search for Services Questionnaire.

**MAC**  
Mississippi Access to Care  
NETWORK

Home Find Services Help & Info

### Search For Services

Keyword  
Keyword

Waiver Types  
None Selected

Services  
Adult Day Care

County  
None Selected

Clear All Search

Not sure which services you need?  
Find the right service based on your needs by completing a Service & Support Questionnaire. To save your questionnaires to your personal and private Care Record, simply [Register](#) or [Sign In](#).

Search by Questionnaire

### Search Results

Print Results

- PROFESSIONAL STAFFING SOLUTION**  
306 WASHINGTON AVENUE T: (662) 335-5554  
GREENVILLE, MS 38701  
More details  
Share
- WWISCAA**  
142 NORTH SHELBY STREET T: (662) 378-5853  
GREENVILLE, MS 38701  
More details  
Share
- REACH ADULT RECREATION SERVICE**  
JOYCE SMITH BOWENS SOLE MBR T: (662) 838-5555  
73 CHASE ST  
BYHALIA, MS 38611  
More details  
Share
- THE AMBASSADOR FOR SENIORS**  
500 KATIE AVENUE STE D T: (601) 546-1006  
HATTIESBURG, MS 39401  
More details  
Share
- ANGEL ADULT CENTER**  
513 E WALNUT STREET T: (662) 512-1502  
RIPLEY, MS 38663  
More details  
Share
- ANCOR CORPORATION**  
5451 ROBINSON ROAD EXT T: (662) 627-5317  
JACKSON, MS 39209  
More details  
Share

To print the results of a search, click the blue **Print** button in the Search Results header.

To find more information on a service provider, click the blue **More details** button in the row of search results.

To email the results to someone, click the gray **Share** button in the row of search results. You will need to enter your email address and the recipient's email address in the **Share** form, as shown below:

**Search Results** 1 [Print Results](#)

---

<p>1. <b>PROFESSIONAL STAFFING SOLUTION</b>          306 WASHINGTON AVENUE          GREENVILLE, MS 38701</p>	<p>T: (662) 335-5554</p>	<p>2 <a href="#">More details</a></p> <p>3 <a href="#">Share</a></p>
<p>2. <b>WWISCAA</b>          142 NORTH SHELBY STREET          GREENVILLE, MS 38701</p>	<p>T: (662) 378-5853</p>	<p><a href="#">More details</a></p> <p><a href="#">Share</a></p>

## 5. My Information

- [Creating an account](#)

You can begin creating your account by clicking the **Register** link on the right side of the blue header. A screen capture of the MAC Network Home Page with the Register Link highlighted.

This will bring you to the client creation screen shown below:

## Registration

User Name:

Password:

Confirm Password:

Email Address:



 Generate a new code

Enter the confirmation code:

Register

Cancel

Once you have entered all this information, click the **Create** button and your account is created.

- [Logging In](#)

You can log in after creating your username and password or from the home screen, by clicking the **Sign in** link on the right side of the blue header.

Once you have come to the login screen, enter your User name and your Password.



## Please Sign In

---

[Forgot username?](#) [Forgot password?](#)  
[Change password](#)

If you have forgotten your user name, click the **Forgot username?** link. You will be asked to enter your Email. Once you have done this, press the **Go** button and an email will be sent to help you recover your username.



## Username Recovery

---

Email Address:

If you have forgotten your password, click the **Forgot password?** link. You will be asked to enter your User Name and Email. Once you have done this, press the **Go** button and an email will be sent to help you recover the password.

## Password Recovery

Username

Email Address:

If you want to change your password click the **Change Password** link. You will be asked for your User Name, your old password, and the new password. Once you have done this, press the **Submit** button.

## Change Password

User Name:

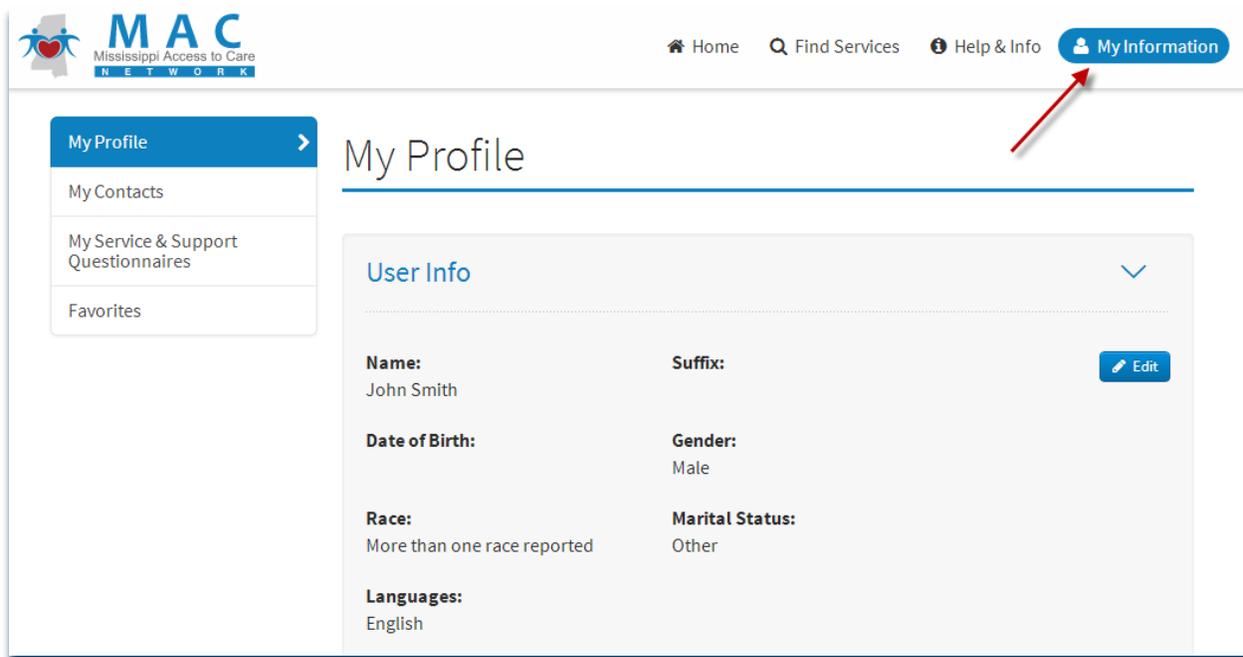
Old Password:

New Password:

Confirm New Password:

- [My Profile](#)

Clicking on the My Information tab and My Profile screen will be displayed. You can add or change this information by clicking the blue **Edit** button in the different sections of information.



- [My Contacts](#)

You can keep a list of contact information for people related to your care and services. You can display a list of contacts by clicking the **My Contacts** option in the My Information menu. You can add contacts by clicking the green **Add New Contact** button and entering the information in the form. To see a list of the

MAC  
Mississippi Access to Care  
NETWORK

Home Find Services Help & Info My Information

My Profile  
My Contacts  
My Service & Support Questionnaires  
Favorites

## My Contacts

Filter by: Relatives

**+ Add New Contact**

**London, Christopher** Actions  
**Relationship:** Relative (Primary), Friend  
**Address:** Buloxi, MS **T:** (321) 020-3923  
**@:** --

**Smith, John** Actions  
**Relationship:** Other - Cousin (Primary), Relative, Friend, Representative, Doctor - , Other - Lawyer  
**Address:** 1 Main Way Apt. 500 Columbia, MD 20010 **T:** (123) 456-7890 ext. 123  
**@:** jsmith@yipee.com

**Tendra, Augusto** Actions  
**Relationship:** Relative (Primary)

- [My Service and Support Questionnaires](#)

If you have signed in to the MAC Network Website when you take a Service and Support Questionnaire, the MAC Network Website will save the questionnaire for you.

- My Profile
- My Contacts
- My Service & Support Questionnaires >
- Favorites

## My Service & Support Questionnaires

Date of Questionnaire	Actions
04/07/2014	Actions ▾
03/26/2014	Actions ▾
03/26/2014	Actions ▾
03/26/2014	Actions ▾
02/24/2014	Actions ▾
02/20/2014	Actions ▾
02/20/2014	Actions ▾
02/20/2014	Actions ▾
02/19/2014	Actions ▾
02/19/2014	Actions ▾

Showing 1 to 10 of 24 entries

<<   ← Previous   1   2   3   Next →   >>

By clicking the gray **Actions** dropdown, you can review the answers you entered on the questionnaire, re-display the Service Providers the questionnaire suggested, or delete the saved questionnaire.

## My Service & Support Questionnaires

Date of Questionnaire	Actions
04/07/2014	Actions ▾
03/26/2014	<div style="border: 1px solid #ccc; background-color: #fff; padding: 5px; width: 150px; margin: 0 auto;"> <ul style="list-style-type: none"> <li>View Details</li> <li>Apply New Search for Services</li> <li style="padding-left: 20px;">Delete</li> </ul> </div>
03/26/2014	Actions ▾
03/26/2014	Actions ▾
02/19/2014	Actions ▾

- Favorites

For a logged in user, by searching directly or by using the Service and Support Questionnaire, there will be a **Favorite** button displayed for each search record. By clicking it, this provider will be saved to your

account. If you see a record with the **Favorite** button in orange, that means this provider is already saved under your account.

MAC  
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Home Find Services Help & Info My Information

None Selected

Services  
Adult Day Care

County  
None Selected

Clear All Search

### Search Results

Print Results

- WWISCAA**  
142 NORTH SHELBY STREET  
GREENVILLE, MS 38701  
T: (662) 378-5853  
More details  
Favorite Share
- ANGEL ADULT CENTER**  
513 E WALNUT STREET  
RIPLEY, MS 38663  
T: (662) 512-1502  
More details  
Favorite Share
- ANCOR CORPORATION**  
5451 ROBINSON ROAD EXT  
JACKSON, MS 39209  
T: (662) 627-5317  
More details  
Favorite Share
- ADULT DAY CARE CENTER**  
103 WEST GAY STREET  
CHARLESTON, MS 38921  
T: (662) 345-0222  
More details  
Favorite Share

If you want to view the list of your favorite provider, click on My Information tab, then on the left side menu click on the Favorite link.

MAC  
Mississippi Access to Care  
NETWORK

Home Find Services Help & Info My Information

My Profile  
My Contacts  
My Service & Support Questionnaires  
Favorites

### Favorites

Print Results

- ADULT DAY CARE SERVICES**  
606 DESOTO AVE  
CLARKSDALE, MS 38614  
T: (662) 345-0222  
More details  
Remove Share

Clicking on the **More details**, **Remove**, **Share** button, you can see detail information of the provider, remove the provider from your favorite list, or share the provider info with someone else.

- My Profile
- My Contacts
- My Service & Support Questionnaires
- Favorites** >

## Favorites

 Print Results

- ADULT DAY CARE SERVICES**  
606 DESOTO AVE  
CLARKSDALE, MS 38614  
T: (662) 345-0222  
① [More details](#)  
② [Remove](#) [Share](#) ③
- ADULT DAY CARE LOVE & CARE**  
401 MCLEMORE ST  
GREENWOOD, MS 38930  
T: (662) 453-2064  
[More details](#)  
[Remove](#) [Share](#)
- ADULT DAY CARE CENTER**  
103 WEST GAY STREET  
CHARLESTON, MS 38921  
T: (662) 345-0222  
[More details](#)  
[Remove](#) [Share](#)

Showing 0 to 0 of 0 entries

<< ← Previous Next → >>