

TennCare and Department of Intellectual/Developmental Disabilities (DIDD) Program Integration

Frequently asked questions

Thank you for serving our members. We understand that you may have questions as we work to bring the 1915(c) waiver programs, Employment and Community First (ECF) CHOICES and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) under the operational leadership of the Department of Intellectual Developmental Disabilities (DIDD). We have created this document to answer your questions and provide more information about the integration. We hope you find it helpful.



Credentialing

Do I still need to maintain my credentialing information through CAQH or will each managed care organization (MCO) oversee the credentialing process?

CAQH is still a requirement for credentialing.

I serve members in a 1915(c) waiver program, and I'm interested in becoming an Employment and Community First (ECF) CHOICES provider. What steps do I need to take? DIDD Beginning July 1, 2022, in addition to continuing credentialing process for providers who want to become ECF CHOICES providers. They will conduct the initial credentialing process and let us know when credentialing is complete. The MCOs will then determine if they would like to proceed with a contracting relationship for ECF CHOICES. If that is the case, the MCOs will complete the final steps to be "claims ready" in our claims payment system. We are making every effort to align our processes with DIDD processes and increase efficiencies/reduce provider burden where possible.

Is DIDD still responsible for licensing? Are there any changes in licensing?

If you are currently licensed through DIDD, your license process will remain the same.



Contracting

As a new provider, how will I be contracted with the MCOs?

New providers will have an opportunity to become a participating provider in the 1915 (c) network once credentialing with DIDD is complete. DIDD will let the MCOs know when new providers have completed credentialing and are eligible to become a participating provider with each MCO.



Do I have to sign contracts with all three MCOs?

Each MCO is required to offer a provider agreement to all 1915 (c) and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID). You can choose if you want to accept the provider agreement. Accepting the agreement will allow you to receive reimbursement for future members that may be enrolled with different MCOs. Members that qualify to receive services may be assigned to any of the three MCOs, which allows them to select any contracted provider from all MCO networks.



Billing and Reimbursement

How will I bill for IDD services?

You will continue the same billing process through DIDD. If a provider is currently billing directly through the MCO, this will continue. The frequency or billing method will not be change. You will receive an explanation of benefits (EOBs) and a Remittance Advice (RA) from each MCO to reconcile payments. You will also receive a Remittance Advice (RA) from DIDD.

Each MCO will provide resources for claims submissions. Information will be included in the Provider Manuals for each MCO, and we will continue to be aligned on all Long-Term Services and Supports (LTSS) -related codes.

How will I be reimbursed?

TennCare MCOs will pay the state mandated rates for services that are in each person-centered support plan (PCSP). Each member's level of support and level of needs assessment are determined during the creation of the PCSP.

Rates for 1915(c) waived provider services are set by DIDD and will be administered by the TennCare MCOs. Any annual rate updates will be communicated on the DIDD website. If you are an ICF/IID provider, your rates will continue to follow the existing cost review process.

Each member will be assigned to one of the three TennCare MCOs. You may receive payments from any or all MCOs depending upon member's MCO assignment. It is possible for you to receive multiple payments each claim cycle. Any future changes in reimbursement methodology will be communicated to you ahead of time for future dates of service.



Provider Manuals

Will there be different provider manuals to follow?

Each MCO will have a Provider Manual posted to their website. 1915(c) and ICF/IID program content will be consistent across all TennCare MCOs. Differences in contact information will be provided in the specific MCO's Provider Manual.





Prior Authorization

When will I start getting authorizations for current DIDD members?

The current authorization process is not changing and will remain the same for 1915(c)-waivered providers. As we go through different phases of IDD integration, more information and future dates will be provided.



Referrals

After the TN IDD integration, will service coordinators and DIDD provide referrals?

The referral process will not change. For ECF CHOICES, referrals will continue to come from the MCOs. For DIDD services, referrals will continue to come from DIDD.



Member Assignment

How do I know which MCO a member is assigned to?

The MCO assignment will appear on the member's TennCare Medicaid card. You may also find this information by calling each MCO's dedicated call center or searching Tennessee Online Services: <https://tcmisweb.tennCare.tn.gov/tcmis/tennessee/Security/logon.asp>



Audits

How will audits be handled?

The processes will remain the same as they are today.

How will the Quality Assurance process change for yearly reviews? Will DIDD continue or will the MCO's each complete one for each agency?

The processes will remain the same as they are today.



Training

Where can I access training requirements from MCOs and the ECF CHOICES program?

Each MCO will have training located in the Provider Manual and/or on their websites.

What will training requirements look like after the integration? Will current Direct Support Professional (DSP) training requirements change?

DIDD will work with MCOs on provider orientation to ensure continued alignment, streamlined approaches and efficiencies in these processes.

The DSP training should remain the same.

