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## TennCare MCO/ CoverKids Integration

### Frequently Asked Question for Providers

#### Why is TennCare integrating CoverKids with the TennCare MCOs?

There are times when a family may have family members in both TennCare and CoverKids. CoverKids integration will allow family members to have all of their care managed by one managed care organization and to receive care from the same providers. This change will also allow members to remain in the same MCO should they transition between CoverKids and TennCare due to income changes. Additionally, members will have choice of MCOs.

#### What is CoverKids?

The Children's Health Insurance Program (CHIP) is a federally sponsored program that provides health insurance to uninsured children in all 50 states and the District of Columbia. In Tennessee, this program is called CoverKids.

CoverKids offers free health coverage for pregnant women and free or low cost health coverage for children who don't have insurance and who don't qualify for TennCare. Preventive health care is free! Sick visits and medication have low copays. Children age 18 and under also get dental and vision benefits, and pregnant women get prenatal, delivery, postpartum care.

#### What services are covered?

CoverKids provides comprehensive health insurance through the following health care services:

- Vaccinations and well-child visits
- Physician services
- Hospitalization
- Mental health services
- Physical, speech and occupational therapy
- Children also get vision and dental care

#### Will my patients have to choose between the three MCOs?

No. TennCare will assign an MCO to each CoverKids enrollee and will make every effort to assign all members of the same family to the same MCO.

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### **What if my patient wants to change MCOs?**

TennCare will notify CoverKids enrollees of their MCO assignment and how they can switch MCOs if they wish to do so. Following this communication, the MCOs will send their members a CoverKids welcome kit, information to access a member handbook, provider directory and a membership ID card.

Each CoverKids enrollee will have up to 90 days from the effective date of their assignment during which they may change MCOs. To change MCOs, enrollees should call 1-800-878-3192.

### **How will claims be paid for CoverKids services prior to January 1, 2021?**

In order to ensure sufficient time for processing provider claims for services rendered prior to January 1, 2021, BlueCare Tennessee will continue to process claims through June 30, 2021 for dates of services prior to January 1, 2021.

If you have questions concerning the claims payment process, during this time period, you should contact BlueCare Tennessee at 1-800-924-7141.

### **What will happen with my patients' prior authorizations?**

To ensure continuity of **ongoing** treatment and services, BlueCare Tennessee will transfer information concerning prior authorized services to the CoverKids enrollee's new MCO. Patients can call their new MCO if they have questions or need help. For care that has not started yet, you will need to contact the patient's new MCO to obtain any necessary authorizations for service. The new MCO will be responsible for making all new prior authorizations after January 1, 2021.

### **Will the transition disrupt my patients' existing course of treatment?**

No. The Division of TennCare's contract with the MCOs has provisions to ensure a smooth transition, particularly for CoverKids enrollees currently receiving a course of treatment.

The new MCO will be responsible for coordinating care for all CoverKids enrollees, with a particular focus on those undergoing active treatment for chronic or acute medical or behavioral health conditions.

### **What will happen with my patients' prescription refills?**

Beginning January 1, 2021, OptumRx will cover all current CoverKids prescriptions which have refills remaining. Additionally, all active prior authorizations will be transferred to OptumRx and will remain in place for the entire prior authorization's approval period (i.e., six months to one-year depending on the type of medication).

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Therefore, CoverKids enrollees will not need to request a new copy of a prescription for their medications or prior authorizations from their providers. OptumRx will send all members a CoverKids membership ID card, welcome kit, information to access a member handbook and provider directory.

### **Does the CoverKids program have benefit limits?**

Most CoverKids benefits are covered as medically necessary. However, some benefits have limits. The following types of care have limits under the CoverKids program:

1. Durable Medical Equipment
2. Home Health Services
3. Occupational Therapy
4. Physical Therapy
5. Skilled Nursing Facility
6. Speech Therapy
7. Vision Services

### **How does this transition impact pregnant woman on January 1, 2021?**

If less than 3 months pregnant, the member may have to pick a **new** doctor who takes her **new** health plan. What if the member is more than 3 months pregnant on January 1, 2021? The member can keep the same doctor while she is pregnant through her postpartum care after she delivers the baby.

### **What does all this mean for doctors, hospitals, and other healthcare providers?**

To serve CoverKids enrollees, healthcare providers must be contracted with one of the three TennCare MCOs. The Division of TennCare has directed all three TennCare MCOs to contract with all existing CoverKids network providers, based on the current MCO's provider agreement terms, including the MCO's current reimbursement rate structure.

If a provider does not contract with a TennCare MCO, the MCOs are not required to utilize non-contracted providers to provide routine services for CoverKids enrollees.

### **Where can I go to find out more?**

Additional information is available at [www.tn.gov/coverkids](http://www.tn.gov/coverkids). For more detailed questions about CoverKids, please call 855-259-0701.

TennCare MCO Provider Contact Information:

**AMERIGROUP**  
Community Care  
<https://providers.amerigroup.com>

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Three Lakeview Place  
22 Century Blvd., Suite 310  
Nashville, TN 37214  
1-800-454-3730

**BlueCare**

<https://bluecare.bcbst.com>

1 Cameron Hill Circle, Suite 0002  
Chattanooga, TN 37402-0002  
1-800-468-9736

**UnitedHealthcare Community Plan**

<https://www.uhcprovider.com/en/health-plans-by-state/tennessee-health-plans/tn-comm-plan-home.html>

8 Cadillac Dr., Suite 100  
Brentwood, TN 37027  
1-800-690-1606