

School Based Services Coordination of Care

Children who are enrolled in TennCare face unique challenges when additional services are needed to support effective learning. Under the federal IDEA education requirement, children may be eligible to receive services such as physical therapy (PT), occupational therapy (OT) and speech therapy (ST), nursing support services and/or behavioral health treatment. The Tennessee Department of Education, TennCare Bureau, local school systems and TennCare MCOs are eager to partner with Tennessee's primary care providers (PCPs) to help ensure the children receive necessary services in schools.

Once a child's individual support needs are identified by the school, federal regulations require that the information is sent to the physician and that the appropriate orders are obtained for services. We are requesting your assistance with obtaining a physician's order. School districts and/or their third-party billing administrators may contact your office to obtain the order. With your participation, we can help ensure that continuity of care is met and that children have increased access to comprehensive health services through the TennCare program.

You may receive a faxed request to review the Individualized Education Plan (IEP) order for the child. Please respond as quickly as possible. If you need additional assistance, such as the need for scheduling a child visit, please notify the school or UnitedHealthcare in your faxed response, so we're able to assist you.

If you have any questions or would like additional information, please contact your assigned Provider Advocate.