



# Uninsured Adult Healthcare Safety Net 2023 Annual Report

Presented to the General Assembly State of Tennessee

Dr. Ralph Alvarado, MD, FACP

Tennessee Department of Health, January 2024



# Table of Contents

- [Executive Summary](#) ..... 6
- [Introduction](#)..... 8
- [Safety Net Population](#) ..... 13
- [Safety Net Funding Distribution](#) ..... 16
- [Healthcare Service Delivery](#) ..... 18
  - [Community and Faith-Based Clinics](#) ..... 18
  - [Federally Qualified Health Centers](#) ..... 19
  - [Local Health Departments](#) ..... 21
  - [Project Access](#) ..... 22
  - [Oral Health Services](#) ..... 23
- [Dental Health Care Service Delivery](#) ..... 24
  - [Smile on 65+ Program, Interfaith Dental Clinic, Nashville](#) ..... 25
  - [Smile 180 – Safety Net Denture Program](#) ..... 26
  - [Tennessee State Oral Health Plan](#) ..... 27
- [Access to Healthcare in Tennessee](#) ..... 27
  - [Provider Shortage Areas](#) ..... 28
  - [TennCare Providers](#) ..... 29
  - [Obstetric Providers](#) ..... 29
  - [Pediatric Providers](#) ..... 29
  - [Oral Health Providers](#) ..... 29
  - [Mental Health Providers](#) ..... 30
- [Behavioral Health Safety Net Program](#) ..... 30
- [Special Populations](#) ..... 31
  - [Ryan White Part B Enrollment](#) ..... 32
  - [Children’s Special Services Program](#) ..... 32
- [Quality Improvement Incentive Program](#) ..... 33

<u>Background</u> .....	33
<u>Purpose</u> .....	33
<u>QIIP Plans</u> .....	34
<u>Current Issues and Priorities</u> .....	34
<u>Final Thoughts</u> .....	36
<u>Glossary of Terms</u> .....	37
<u>Appendix 1: Uninsured Adult Health Safety Net Primary Care Locations</u> .....	39
<u>Appendix 2: Safety Net Dental Care Locations</u> .....	54
<u>Appendix 3: Project Access</u> .....	57
<u>Appendix 4: Health Resource Shortage Areas, FY23</u> .....	58
<u>Appendix 5: Population-to-Provider Ratios, FY23</u> .....	61
<u>Appendix 6: Behavioral Health Safety Net Locations</u> .....	64
<u>References</u> .....	77

# List of Figures

**Figure 1.** Uninsured Adult Population Proportion, United States and Tennessee, 2017-2022

**Figure 2.** Uninsured Adult Healthcare Safety Net Locations by Service and Type, FY23

**Figure 3.** Tennessee Department of Mental Health and Substance Abuse Services Behavioral Health Safety Net Locations, FY23

**Figure 4.** Patients Served by Safety Net Providers and Chronic Conditions Identified in Total Patient Population, FY23

**Figure 5.** Distribution of Hypertension Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group

**Figure 6.** Distribution of Chronic Obstructive Pulmonary Disorder (COPD) Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group

**Figure 7.** Distribution of Diabetes Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group

**Figure 8.** Distribution of Uninsured Adult Healthcare Safety Net Funds

**Figure 9.** Distribution of Funding for Uninsured Adult Healthcare Safety Net FY20-23

**Figure 10.** Historical Safety Net Funding (in Millions), FY14-FY23

**Figure 11.** Total Medical Service Encounters provided by CFB Clinics and Unduplicated Patients served by CFB Clinics, FY20-FY23

**Figure 12.** Total Medical Service Encounters provided by FQHC Clinics (Community Health Centers), and Unduplicated Patients served by FQHC Clinics, FY20-FY23

**Figure 13.** Total Primary Care Service Encounters and Unduplicated Adult (19-64) Patients Served by All Local Health Departments across Tennessee FY20-23

**Figure 14.** Total Care Coordination Encounters provided by the Project Access Network and Unduplicated Patients served by the Project Access Network across Tennessee during FY20-23

**Figure 15.** Total Dental Service Encounters provided by CFB and FQHC Clinics FY20-23

**Figure 16.** Unduplicated Dental Patients served by Oral Health Services in all locations FY19-23

**Figure 17.** Dental Home Establishment through Smile on 65+

**Figure 18.** Behavioral Health Safety Net Unduplicated Patients Served, FY19 – 23

**Figure 19.** Ryan White Part B Clients' Utilization of the HIV Drug Assistance Program (HDAP) and Insurance Assistance Program (IAP), FY18 – 23

**Figure 20.** Quality Improvement Incentive Plans Submitted, by Type, FY23

# Acknowledgements

On behalf of the Tennessee Department of Health, the State Office of Rural Health wishes to express gratitude to our stakeholders, partners, policy and decision makers, healthcare professionals, and advocates for your ongoing support and contributions to this annual report.

We also wish to express gratitude to the Uninsured Adult Healthcare Safety Net provider network of Community Health Centers, Community and Faith-Based Organizations, Non-Profit Rural Health Centers, and Project Access Network entities, as well as their respective clinical and administrative professionals for their continued collaboration in collecting and reporting the data and information used to complete this report.

Additionally, we appreciate the hard work and dedication of both the Tennessee Primary Care Association and the Tennessee Charitable Care Network, whose memberships include Uninsured Adult Healthcare Safety Net providers. They are instrumental in providing support, advocating on behalf of the members, and making informed policy recommendations and decisions to enhance equitable access to care for uninsured, underinsured, and low-income adults in Tennessee.

We also recognize the contributions of additional Tennessee State Government Departments to this report, including the Tennessee Department of Mental Health and Substance Abuse Services, Tennessee Department of Economic and Community Development, Tennessee Department of Finance and Administration, and Division of TennCare.

Lastly, we owe gratitude for the efforts of the Tennessee Department of Health State Offices and Program Areas which have provided current data, metrics, and relevant information for the compilation of this report. These include Community Health Services, Ryan White Part B Program, Oral Health Services, Children's Special Services, and the Uninsured Adult Healthcare Safety Net Program.

# Executive Summary

The Uninsured Adult Healthcare Safety Net Program, administered by the Tennessee Department of Health, State Office of Rural Health (SORH), delivers access to healthcare for uninsured adults ages 19-64 who reside in Tennessee. Services are implemented by Federally Qualified Health Centers (FQHC), Community and Faith-Based Organizations (CFB), Dental Care Organizations, Non-Profit Rural Health Centers, and Project Access Network entities. Local Health Departments (LHD) also provide primary care, acute care, and dental care services to Tennessee's uninsured population through funding from the Tennessee Department of Health annual departmental budget. The Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) receives separate Safety Net funding and administers the Behavioral Health Safety Net Program described herein.

During Fiscal Year 2023 (FY23), July 1, 2022, to June 30, 2023, the Tennessee Department of Health, Tennessee Department of Mental Health and Substance Abuse Services, Tennessee Department of Finance and Administration, and the Division of TennCare allocated State funding to support Safety Net services in rural and underserved areas. This funding increases equitable access to primary medical, dental, and behavioral healthcare, as well as care coordination services, which connects patients to specialty care and other support services.

Beginning in Fiscal Year 2021 (FY21), with input from FQHC and CFB partners, the overall Uninsured Adult Healthcare Safety Net Program funding was no longer divided into separate allocations. Instead, primary medical, dental, mental, and behavioral healthcare services were funded through a single "Primary Care Plus" category. This strategy was implemented to recognize these services are often delivered at the same clinical sites and are growing service needs. The funding distributed for Primary Care Plus services is eighty-two and a half percent (82.5%) of the Uninsured Adult Healthcare Safety Net funding historically, and this percentage has remained constant. Project Access Network (Care Coordination) for specialty services remains a separate allocation at seventeen and a half percent (17.5%) of the Uninsured Adult Healthcare Safety Net Program base recurring budget. Additional recurring State appropriation was used to increase the per encounter reimbursement for service providers and expanded Project Access Care Coordination's reach for specialty services across Tennessee, specifically the rural regions of the State.

The Uninsured Adult Healthcare Safety Net program was allocated a total of \$21.9 million dollars in recurring funding for Fiscal Year 2023 (FY23) and divided into two service categories, Primary Care Plus and Project Access Network per the above description. An additional non-recurring \$5 million dollars was provided to increase access to dental care for the uninsured and \$2.19 million non-recurring for Primary Care Plus (CFBs and FQHCs that provide medical and dental care services). The Primary Care Plus program provided care for 190,544 unduplicated patients for a total of 336,954 encounters of

primary medical care and dental care services. Primary medical services accounted for 79.23%, dental services accounted for 14.41%, and behavioral health services accounted for 6.36% of the total encounters. The Primary Care Plus encounters were further analyzed to show 93.99% were in person visits and 6.01% were telehealth visits.

**Rural Local Health Departments exist in eighty-nine rural counties across Tennessee. Fifty-six (56) of those 89 LHDs provided 78,009 primary medical encounters to 35,267 unduplicated, uninsured patients ages 19-64 years.** Of the 56 LHDs that provide primary medical care, 40 are not designated as FQHCs and do not directly receive State Uninsured Adult Healthcare Safety Net Program funding. However, these non-FQHC LHDs provided 50,451 primary medical care encounters to 23,569 unduplicated, uninsured patients ages 19-64 years old and are supported by State funding through the Tennessee Department of Health, Division of Community Health Services. The remaining sixteen (16) LHDs that provide primary medical care are FQHCs and received funding from the Uninsured Adult Healthcare Safety Net Program.

The Tennessee Project Access Network provides specialty care services to patients in 86 counties with central offices located in five centralized metropolitan areas: Chattanooga, Johnson City, Knoxville, Nashville, and Memphis. The Tennessee Project Access Network does not provide direct clinical health care services, but is affiliated with networks of physicians, clinical care providers, hospitals, and other facilities, and assists patients with comprehensive care management, access to specialty care, diagnostic services, preventative care, and management of social service needs.

In FY23, Project Access received a total of \$5,537,880.40 in Uninsured Adult Health Care Safety Net funding. Project Access programs have provided \$858 million in donated health care services provided by 8027 volunteer physicians and 46 hospital campuses, coordinating for patients from 404 health centers and clinics. The network of volunteers provides free primary and specialty care services, as well as ancillary lab and diagnostic services to 3,500-5,200 uninsured adult Tennesseans per month. The Project Access Network provided 258,386 care coordination service encounters to 20,888 unduplicated patients across Tennessee ([Figure 14](#)).

During Fiscal Year 2023, The Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) administered \$32.2 million in state funding to the Behavioral Health Safety Net (BHSN) program. The BHSN program provides essential outpatient mental health services for uninsured adults and uninsured/underinsured children who meet program eligibility criteria. In FY23, 32,390 adults and 1,317 children were served through the Behavioral Health Safety Net program. [Figure 18](#) shows the number of unduplicated patients served by the Behavioral Health Safety Net program from FY19-23.

# Introduction

In 2005, the Tennessee General Assembly approved Tennessee Code Annotated (TCA) § 71-5-148, **Healthcare Safety Net for Uninsured**. The statute authorizes funding for provision of aid to individuals lacking insurance and in need of medical and/or emergency dental care, including services to support continuity of care through referrals for specialist care coordination. Pursuant to TCA § 68-1-123, adopted in 2006, the Commissioner of Health, in consultation with the Tennessee Department of Finance and Administration and other State agencies, such as the Department of Mental Health and Substance Abuse Services (TDMHSAS), provides an annual report to the General Assembly regarding access to care through Uninsured Adult Healthcare Safety Net Program service providers, including the adequacy of access and the array of services available.

The Uninsured Adult Healthcare Safety Net Program advances the Tennessee Governor’s priority goal of promoting healthy behavior and providing high quality services to our most vulnerable populations; and the Tennessee Department of Health’s Strategic Plan: (1) to achieve better health by increasing both primary prevention and access to health care services, (2) advancing equity, and (3) leveraging innovation through telehealth.

The Tennessee Department of Health, the Tennessee Department of Finance and Administration, Division of TennCare, and TDMHSAS each administer funds allocated to support Healthcare Safety Net programs and services. Each agency contracts with qualified service providers to delivery primary medical care, dental care, mental and behavioral healthcare, case management, and care coordination services to eligible adults in Tennessee.

Each year, the United Health Foundation publishes America’s Health Rankings® Annual Report which is a comprehensive set of data that provides a state-by-state analysis of the nation’s health. According to the latest published report, Tennessee ranked 38<sup>th</sup> among the 50 states with an estimated 10% of Tennesseans that are uninsured<sup>1</sup>, as shown in [Figure 1](#).

A lack of adequate health insurance and/or poor access to healthcare services can lead to overall poorer health outcomes. The disparity caused by lack of access to quality healthcare impacts all Tennesseans across the state – in urban and rural areas, races, ethnicities, and sexual orientation, regardless of gender or age. Having adequate access to quality primary care and coordinated health services including telehealth remains a primary goal for Tennessee.

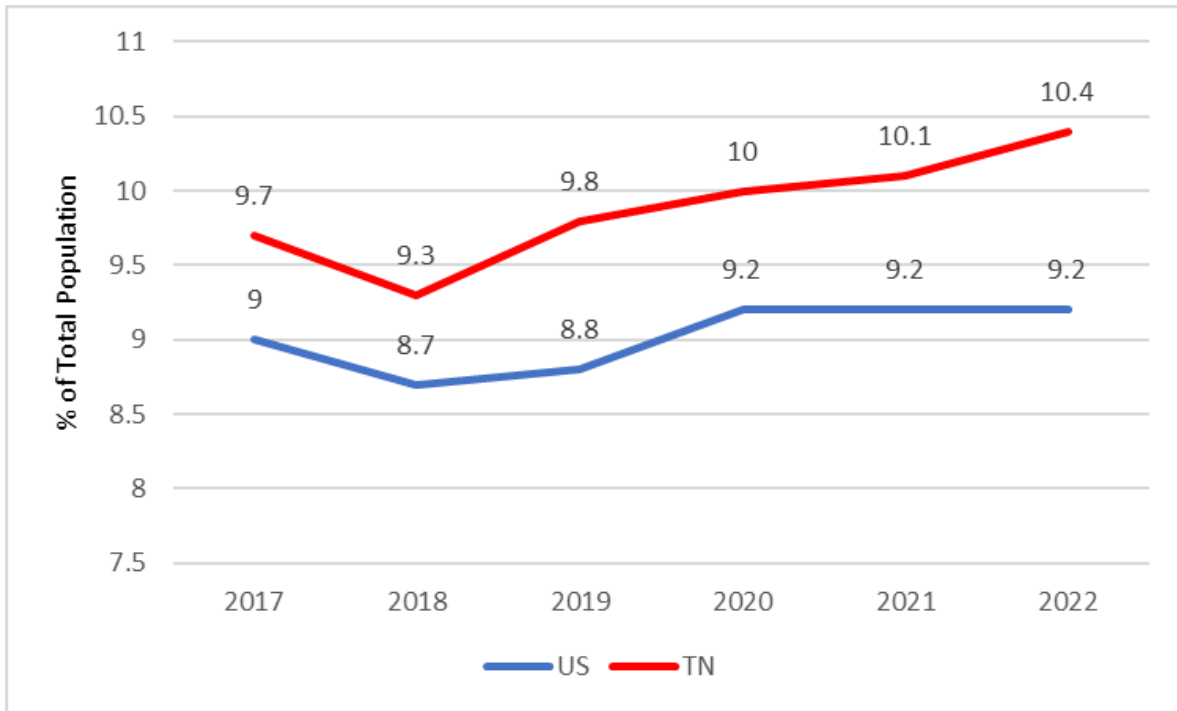
*“It is a comfort knowing that I will be supported and cared for in any health situation and solutions [will be] provided.”  
– Community Health of East TN*

---

<sup>1</sup> [Explore Health Measures and Rankings in Tennessee | AHR \(americashealthrankings.org\)](#)



**Figure 1: Uninsured Adult Population Proportion, United States and Tennessee, 2017-2022**



The Boyd Center for Business and Economic Research at the University of Tennessee, Knoxville, reports that Tennessee ranks near the bottom of all U.S. states in terms of poverty rates, access to care, use of preventive care, incidence of multiple chronic health conditions, and premature death. These measures indicate a need for increased access to medical care, yet many Tennesseans lack affordable health insurance preventing them from receiving needed care to reach their full potential as workers and citizens of their communities. **Estimates for 2019 placed the uninsured rate in Tennessee at 12.6%<sup>2</sup> or 716,011 among the nonelderly population.** The TennCare Expansion Report<sup>3</sup> published in February 2023 noted that one of the primary reasons Tennesseans may not have health insurance, despite the immediate financial protection and long-run benefits, is cost. Additionally, the SARS-CoV-2 pandemic (COVID-19), significantly impacted unemployment rates, and, in turn, health insurance access.

Tennessee’s Uninsured Adult Healthcare Safety Net’s Primary Care Plus and Project Access Network providers have primary or satellite service locations in 93 of 95 counties offering primary care,

<sup>2</sup> [https://aspe.hhs.gov/sites/default/files/migrated\\_legacy\\_files//198861/trends-in-the-us-uninsured.pdf](https://aspe.hhs.gov/sites/default/files/migrated_legacy_files//198861/trends-in-the-us-uninsured.pdf)

<sup>3</sup> <https://haslam.utk.edu/publication/an-economic-assessment-of-tenncare-expansion-in-2023/>

behavioral healthcare, dental care, and care coordination services to uninsured Tennesseans between ages 19-64:

- Primary Care Access:
  - 56 Local Health Department (LHD) clinics, of which 16 are designated as Federally Qualified Health Centers (FQHC).
  - 118 Federally Qualified Health Centers (non LHD clinics).
  - 44 Community and Faith-Based (CFB) clinics.
- Dental Care Access:
  - 45 Local Health Department (LHD) clinics, of which six are designated as Federally Qualified Health Centers (FQHC).
  - 20 Federally Qualified Health Centers (non LHD clinics).
  - 20 Community and Faith Based (CFB) clinics.
- Specialty Care Access includes five Project Access Network entities serving 86 counties.

*"Our patients and their families share many of their stories with us about how our clinic has changed their lives for the better, providing hope where there was once despair, and bringing comfort in the face of tragedy."  
-Salvus Center*

A complete list of Uninsured Adult Healthcare Safety Net Program **medical** clinics with county location, facility type, service type, and addresses of main facilities and any satellite sites, if applicable, can be found in [Appendix 1](#). A complete list of Uninsured Adult Healthcare Safety Net Program **dental** clinics with county location, facility type, service type, and addresses of main facilities and any satellite sites, if applicable, can be found in [Appendix 2](#). In addition, Community Mental Health Centers provide **outpatient mental and behavioral health** services, as well as case management and necessary health services for eligible Tennesseans statewide. A complete listing of Behavioral Health Safety Net locations can be found in [Appendix 6](#).

Figure 2: Uninsured Adult Healthcare Safety Net Locations by Service and Type, FY23

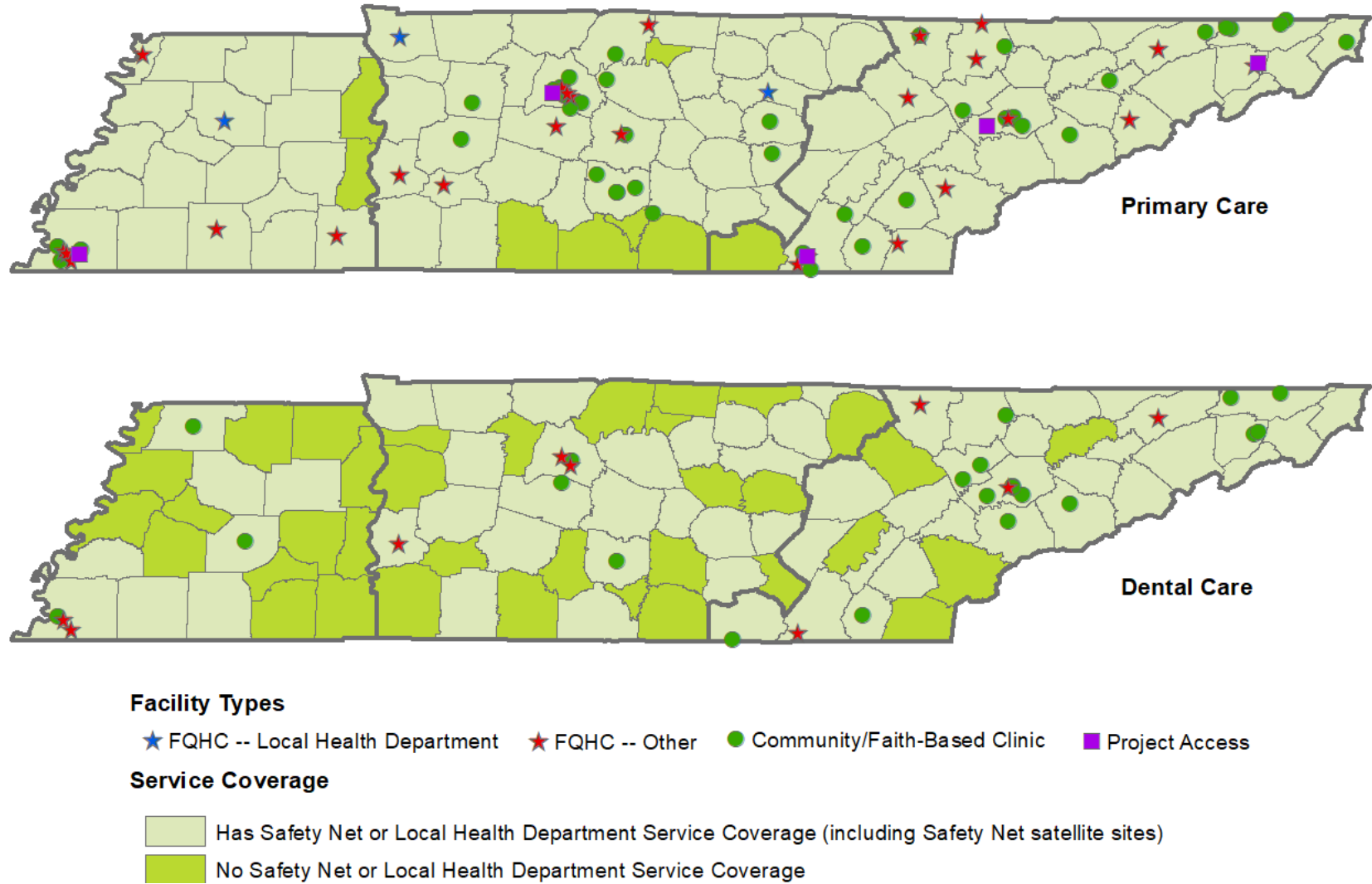
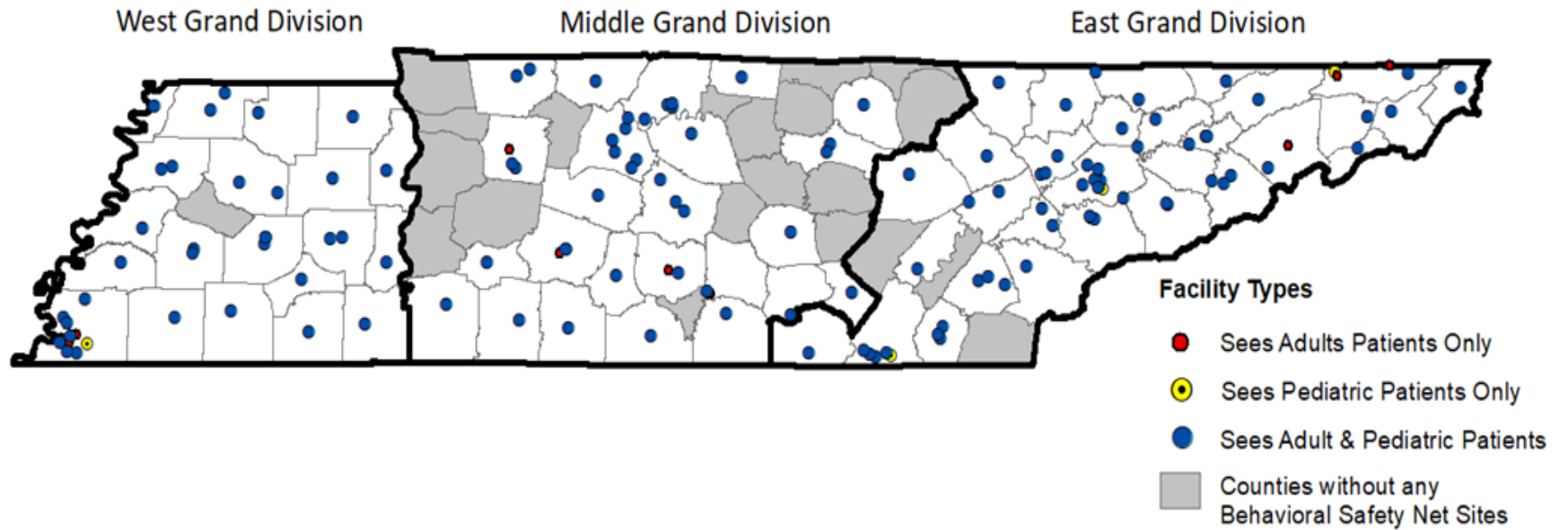


Figure 3: Tennessee Department of Mental Health and Substance Abuse Services Behavioral Health Safety Net Locations, FY23



# Safety Net Population

The Uninsured Adult Healthcare Safety Net Primary Care Plus and Project Access Network programs collect data on an annual basis from all Safety Net partners regarding the population served. However, the population reporting, and analysis methodology utilized has changed over the years. Thus, care should be exercised in comparing current and historical estimates as these reflect changes in reporting guidelines, as well as variation in the population seeking services and the ability of Safety Net providers to accurately extract patient demographics.

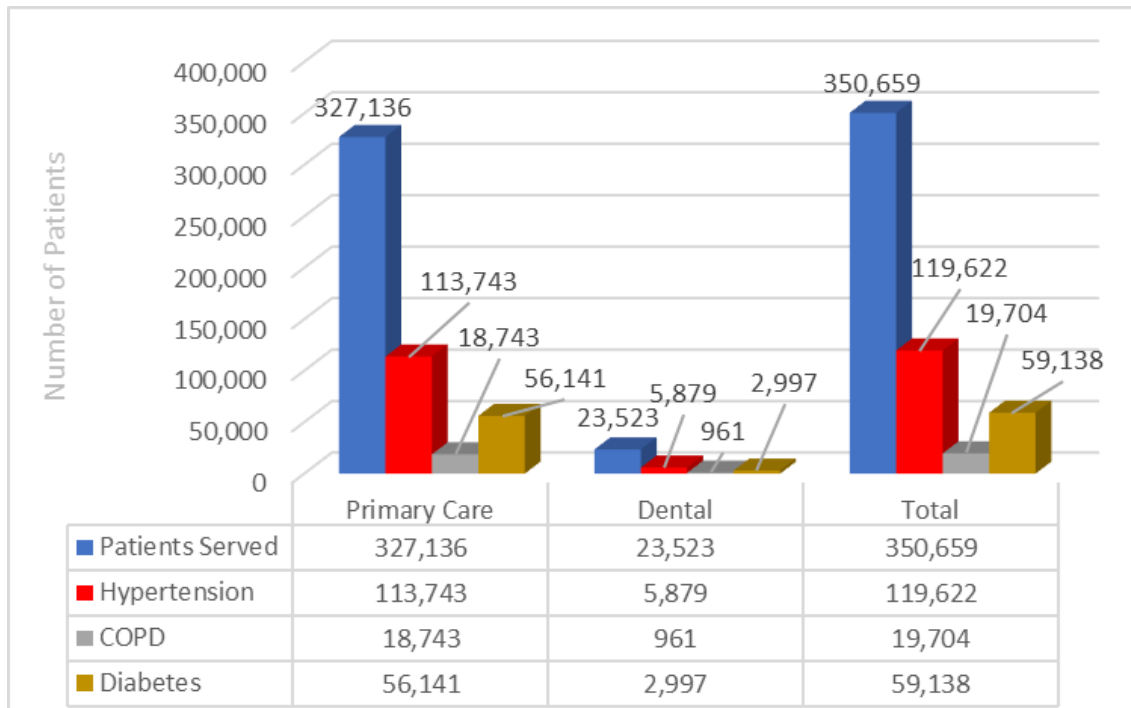
As in years past, for the End of Year FY23 Reports, all Uninsured Adult Healthcare Safety Net providers were asked to provide data specific to their patient population. Based upon feedback regarding barriers and challenges from providers, beginning in FY23, the Safety Net program has elected to compare the proportion of adult patients accessing care through Safety Net providers to the entire adult population of Tennesseans. We requested specific data on three common chronic diseases/conditions that affect a large proportion of Tennesseans: Diabetes, Hypertension, and Chronic Obstructive Pulmonary Disorder (COPD). We assessed Diabetes and COPD prevalence in Safety Net providers' patient populations compared to state-level data gathered from the Tennessee *Behavioral Risk Factor Surveillance System (BRFSS)* ([Figure 4](#)).

The BRFSS is a national data collection system focused on health behaviors, chronic health conditions, used for preventive services and other factors that affect the health of adults in the United States. The Uninsured Adult Healthcare Safety Net Program uses data from the BRFSS to monitor changes in the health status of the Safety Net population relative to the total adult population of the state. In order to facilitate this assessment, state level BRFSS data collected from Tennesseans was compared to data reported on the whole adult population of Safety Net provider clinics, rather than limited to patients receiving Safety Net services.

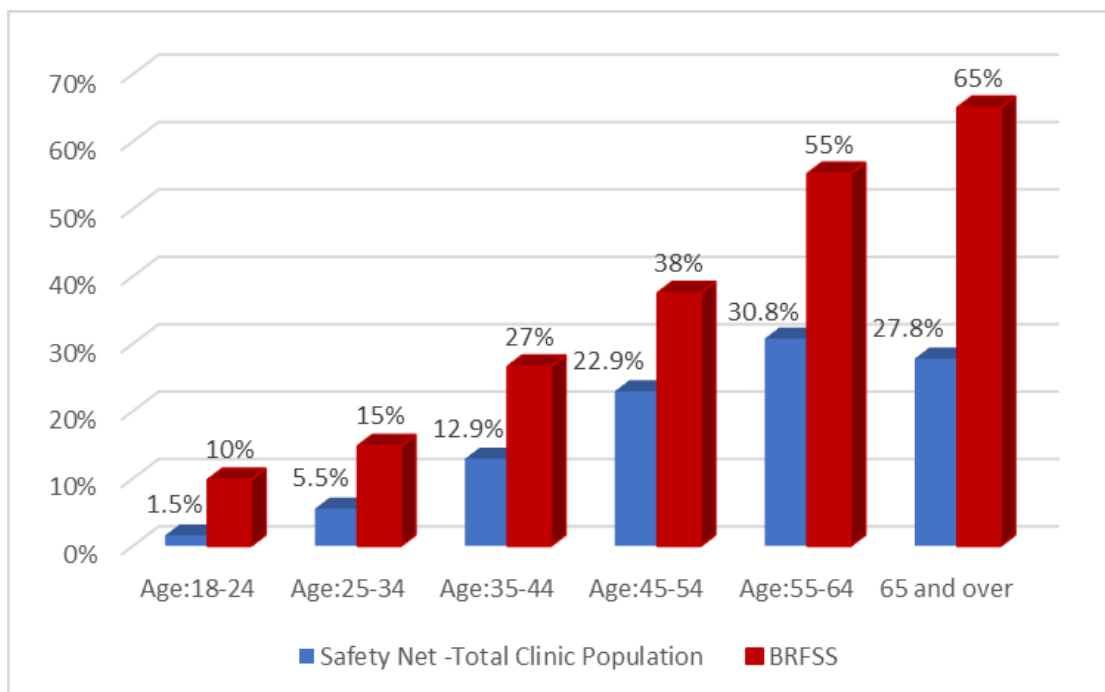
[Figure 5](#) shows the distribution of hypertension by age group among Safety Net provider clinic populations and reported BRFSS data collected from Tennesseans. [Figure 6](#) shows the distribution of COPD by age group among Safety Net provider clinic populations and reported BRFSS data collected from Tennesseans. [Figure 7](#) shows the distribution of diabetes by age group among Safety Net provider clinic populations and reported BRFSS data collected from Tennesseans.

*“Our clinic often puts patient education at the forefront of our services. Many patients report low literacy levels. We work to provide comprehensive medical education in terms that can be easily understood.”*  
-Partners for Healing Clinic

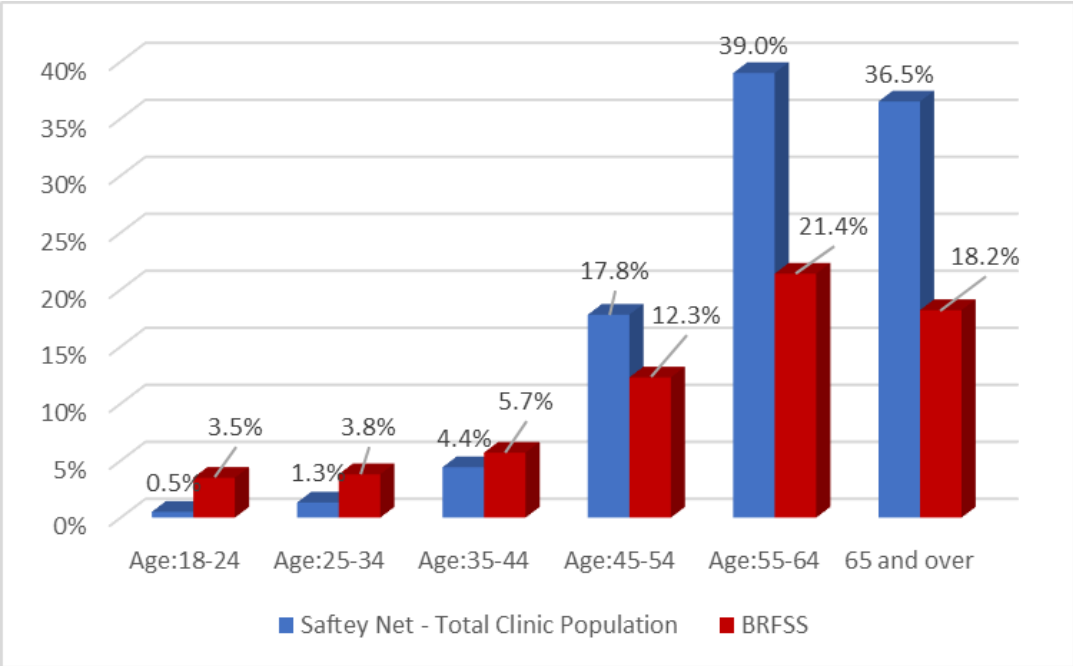
**Figure 4: Patients Served by Safety Net Providers and Chronic Conditions Identified in Total Patient Population, FY23**



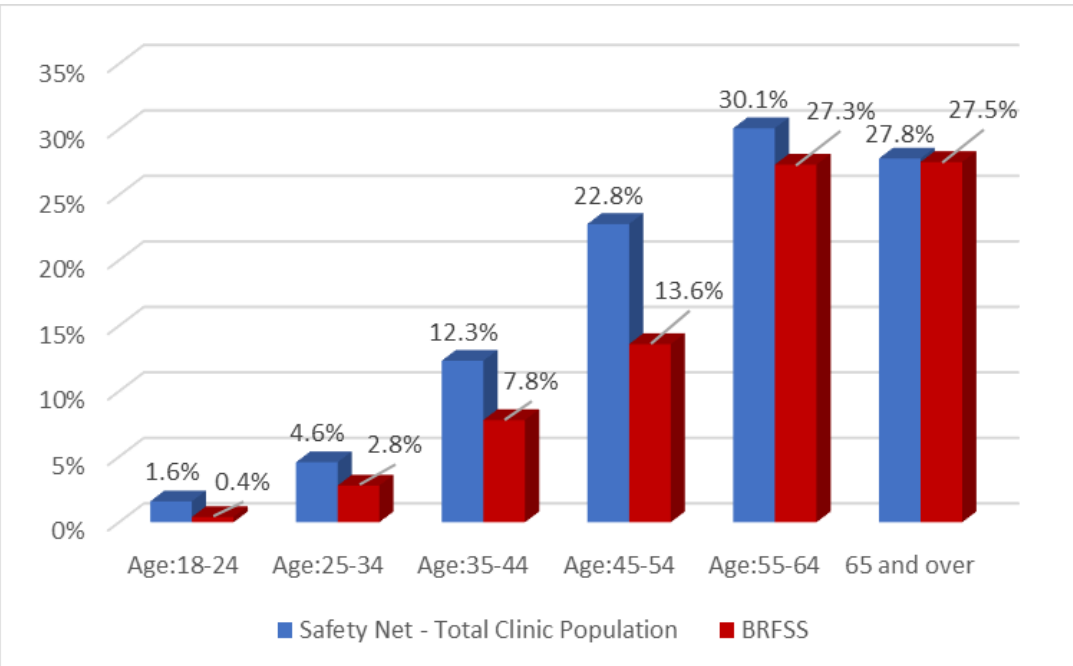
**Figure 5: Distribution of Hypertension Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group**



**Figure 6:** Distribution of Chronic Obstructive Pulmonary Disorder (COPD) Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group



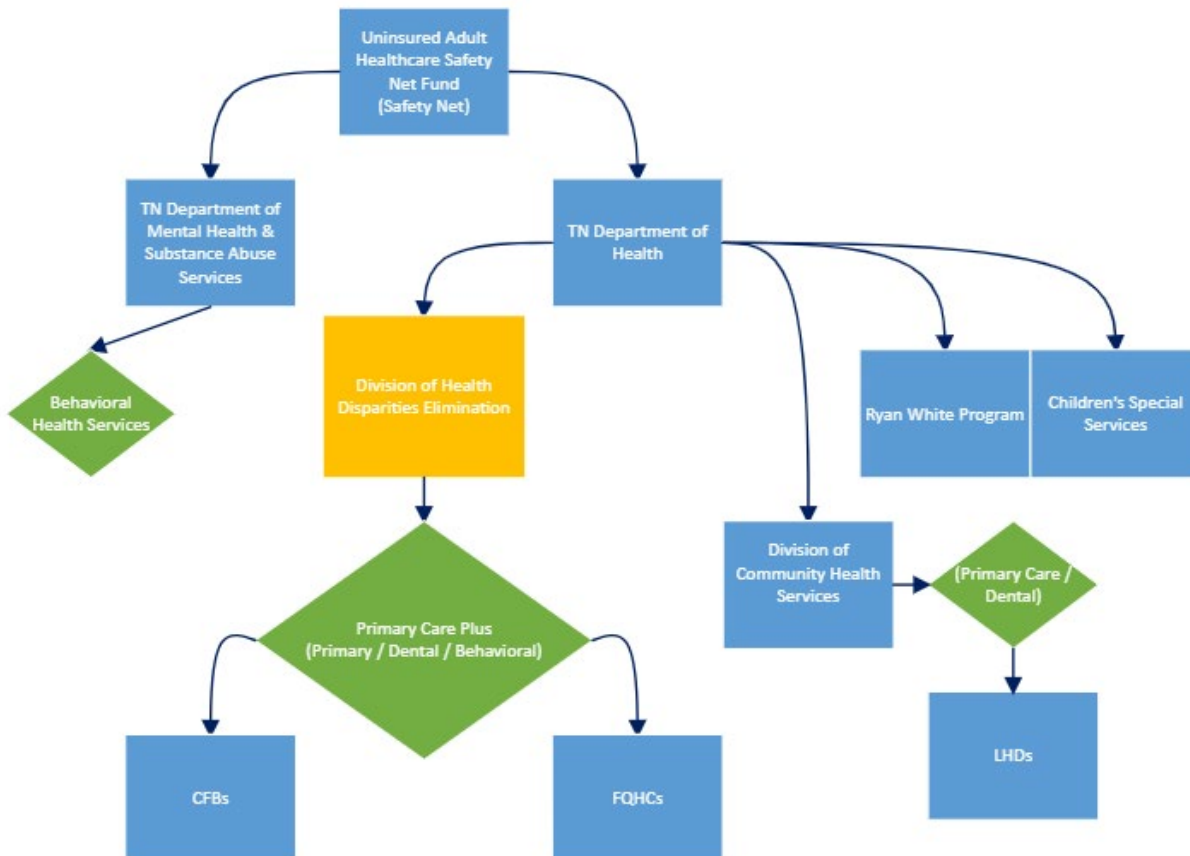
**Figure 7:** Distribution of Diabetes Diagnoses in Safety Net Clinic Population (FY23) and Tennessee Adult Population Behavioral Risk Factor Surveillance System (BRFSS, 2021), by Age Group



# Safety Net Funding Distribution

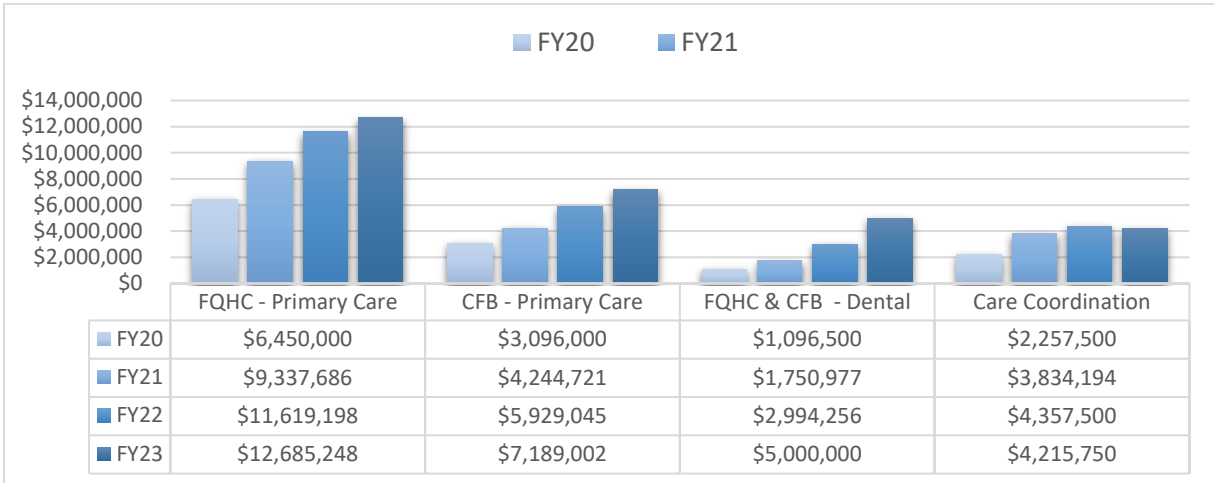
During Fiscal Year 2023, the Tennessee Department of Health, Division of Health Disparities Elimination, State Office of Rural Health administered a total of \$29.09 million in state allocated funding to support the Uninsured Adult Healthcare Safety Net Program. The total amount includes a base recurring \$21.9 million, \$2.19 million non-recurring for Primary Care Plus (CFBs and FQHCs that provide medical and dental care services), \$5 million non-recurring for expansion of dental care services, and Project Access (Care Coordination). [Figure 8](#) shows the division of the Uninsured Adult Healthcare Safety Net Fund among the partnering agencies. The Division of Health Disparities Elimination divides funding between three types of program partners: Community and Faith-Based Organizations (CFBs), Federally Qualified Health Centers (FQHCs), and the Project Access Network as shown below. [Figure 9](#) details the distribution of funding across program partner types for FY20-FY23. In FY23, CFBs and FQHCs were allocated 82.5% of the total Uninsured Adult Healthcare Safety Net funding and Project Access Network entities were allocated 17.5%.

**Figure 8:** Distribution of Uninsured Adult Healthcare Safety Net Funds



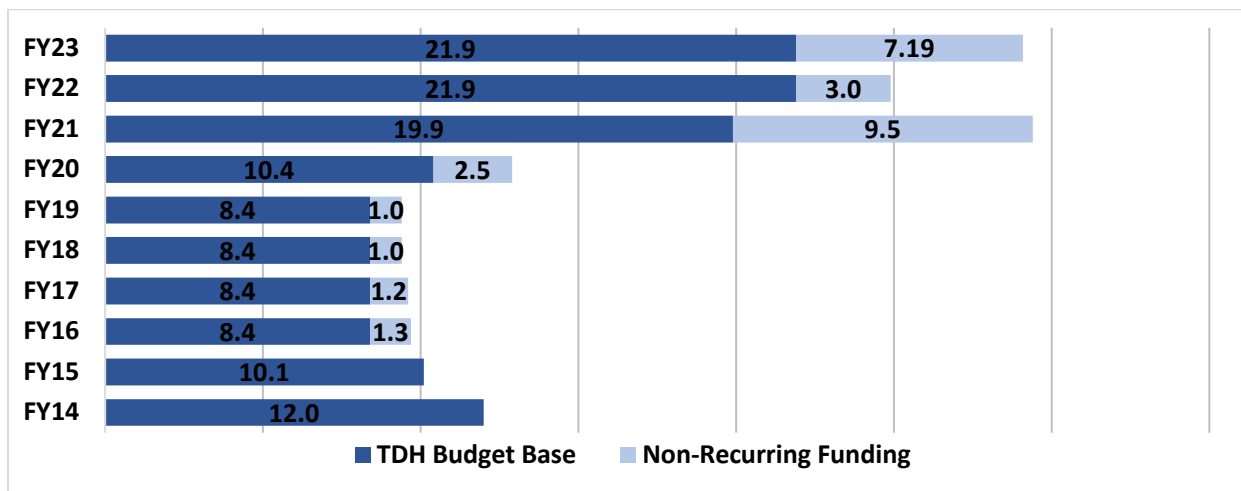


**Figure 9: Distribution of Funding for Uninsured Adult Healthcare Safety Net FY20-23**



The total Primary Care Plus funding was evenly distributed across the quarters of the fiscal year. The volume of patient care services determines the individual patient encounter rate and may fluctuate from quarter to quarter. The Uninsured Adult Healthcare Safety Net Program funding methodology assures that all appropriated funds are distributed in a manner proportional to the number of encounters provided to uninsured adults in Tennessee. [Figure 10](#) gives a breakdown of historical Uninsured Adult Healthcare Safety Net funding since 2014.

**Figure 10: Historical Safety Net Funding (in Millions), FY14-FY23**



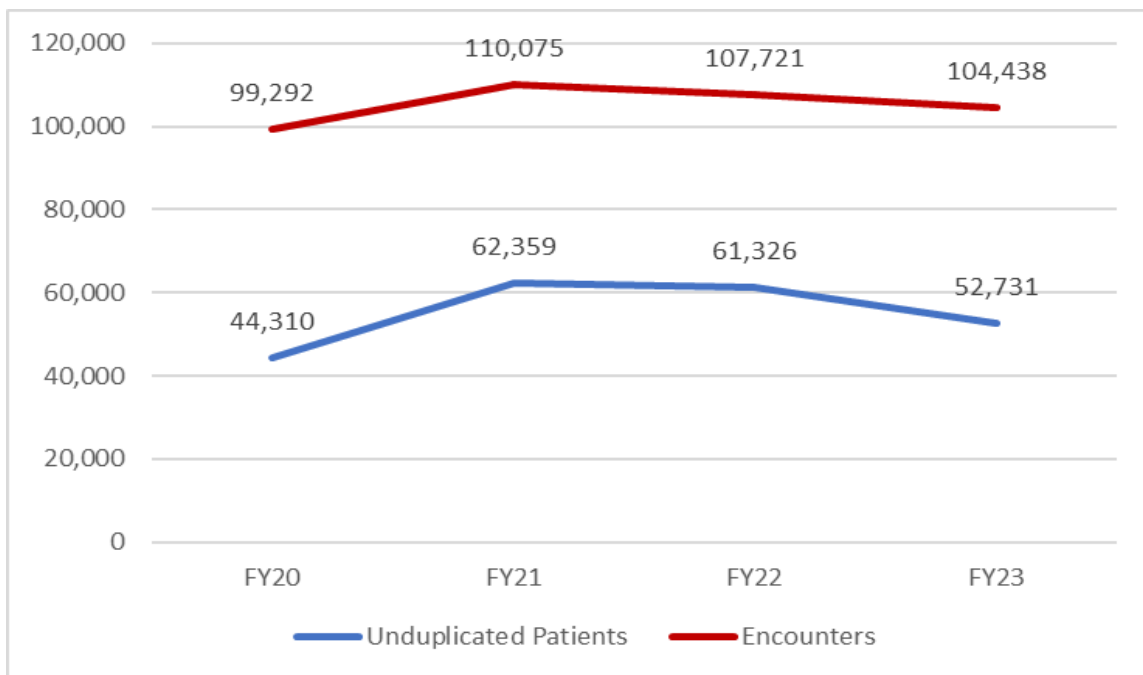
# Healthcare Service Delivery

## Community and Faith-Based Clinics

The overarching purpose of Community and Faith-Based (CFB) clinics is to provide consistent, culturally sensitive healthcare in order to minimize costly utilization of emergency room services and other hospital resources while providing vulnerable Tennesseans with a compassionate medical home and continuity of care. Community and Faith-Based clinics provide an array of preventive and wellness services, primary medical care, specialty care, oral health, mental health, substance abuse, vision, diagnostic, and pharmaceutical services free or at a significantly reduced cost. [Figure 11](#) compares the number of total care encounters provided by CFB clinics and the total number of unduplicated patients served from Fiscal Year 2020 through Fiscal Year 2023.

*“This place is an oasis in the middle of the desert. It is very nice because as a patient, I can talk to people here. The clinic has been caring for me and my daughter. They have never rejected us, and always gave us great attention. Sometimes, it makes me want to cry because I previously had nowhere else to go.”*  
-Siloam Health

**Figure 11:** Total Medical Service Encounters provided by CFB Clinics and Unduplicated Patients served by CFB Clinics, FY20-FY23



*“One patient came to us with a hemoglobin A1C of 11%. She felt terrible for years and didn't understand why this was happening. After starting on medication and working on her diet and exercise, she has lost 40lbs, is only taking Metformin for her Diabetes, and her A1C is down to 6%. Even better, she feels much better and is back to her active outdoor lifestyle.” – St. Mary's Legacy Clinic*

The patients served by CFB clinics frequently have conditions impacted by a lack of preventive care services, lack of social support networks, and limited financial resources. Community and Faith-Based clinics are important partners in Tennessee's Uninsured Adult Healthcare Safety Net Program and amplify their impact by leveraging the services of volunteer licensed professionals to fulfill both clinical and administrative functions. Additionally, these organizations optimize donated resources, equipment, and supplies to further advance care for the uninsured and underserved populations across the State of Tennessee. **With no direct federal funding to serve the uninsured population, State funding from the Uninsured Adult Healthcare Safety Net is vital to support Community and Faith-Based organizations in fulfilling their mission.** Tennessee's CFB organizations are primarily funded through a combination of private donations, event fundraising, foundation and other targeted grants, and safety net funding.

The Tennessee Charitable Care Network (TCCN) is the statewide membership association which serves as the collective voice for Tennessee's Community and Faith-Based organizations and clinics. TCCN includes 42 member organizations, 53 locations, and a growing number of mobile clinics across the state, which provide healthcare in 64 of Tennessee's 95 counties.

## Federally Qualified Health Centers

Federally Qualified Health Centers (FQHCs) or Community Health Centers, are federally funded, non-profit organizations providing comprehensive preventive and primary care in underserved urban and rural areas. By mission and statute, Community Health Centers care for all patients that come through their doors, regardless of the patient's insurance status or ability to pay. There are 30 Federally Qualified Health Center organizations in Tennessee, with approximately 175 satellite sites across the state. The 30 Community Health Centers in Tennessee have sites in 68 of the state's 95 counties. **FQHCs provide a wider range of services to patients including behavioral health, treatment for substance abuse disorder, dental, and pharmacy services.** FQHCs also promote a Patient-Centered Medical Home model of care, emphasizing whole-person, team-based care that seeks to improve health outcomes for patients. Finally, these health centers continue to implement programs to meet the social determinants of health needs of their patients and community. The Tennessee Primary Care Association (TPCA) is the membership association for FQHCs across Tennessee. TPCA provides

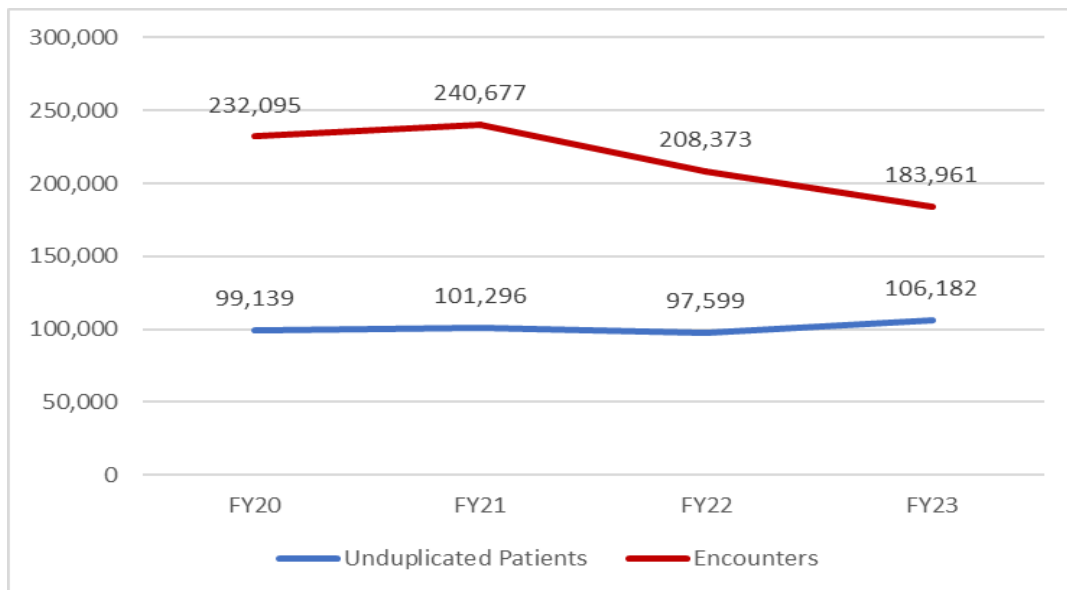
training, support, leadership, and advocacy for health centers. In addition to Uninsured Adult Healthcare Safety Net Program funding, health centers receive federal funding to support providing care to underserved patients. TPCA receives federal and state funding through grants and contracts.

Community Health Centers have continued to provide high-quality, comprehensive, and affordable services to more patients while contending with several challenges. FQHCs are struggling to recruit and retain a qualified workforce. It is becoming increasingly difficult to recruit medical, dental, and behavioral health providers. Health center patients face a wide range of challenges related to social drivers of health. Health centers implement creative solutions and partnerships to help meet patient needs and work heavily on patient engagement.

[Figure 12](#) compares the number of medical encounters provided by Federally Qualified Health Centers and the total number of unduplicated patients served from FY20 through FY23. Both of these measures include those patients seen at any of the sixteen Local Health Departments (LHDs) that are also Federally Qualified Health Centers (FQHCs).

*“She had not been on her medication for over 3 months and came to our facility seeking help. When she arrived at her appointment her blood sugar was 675 and was afraid we would send her away due to no insurance. We treated her and established care. She is stable now on her medication and feeling better.” - Cempa Community Care*

**Figure 12:** Total Medical Service Encounters provided by FQHC Clinics (Community Health Centers), and Unduplicated Patients served by FQHC Clinics, FY20-FY23

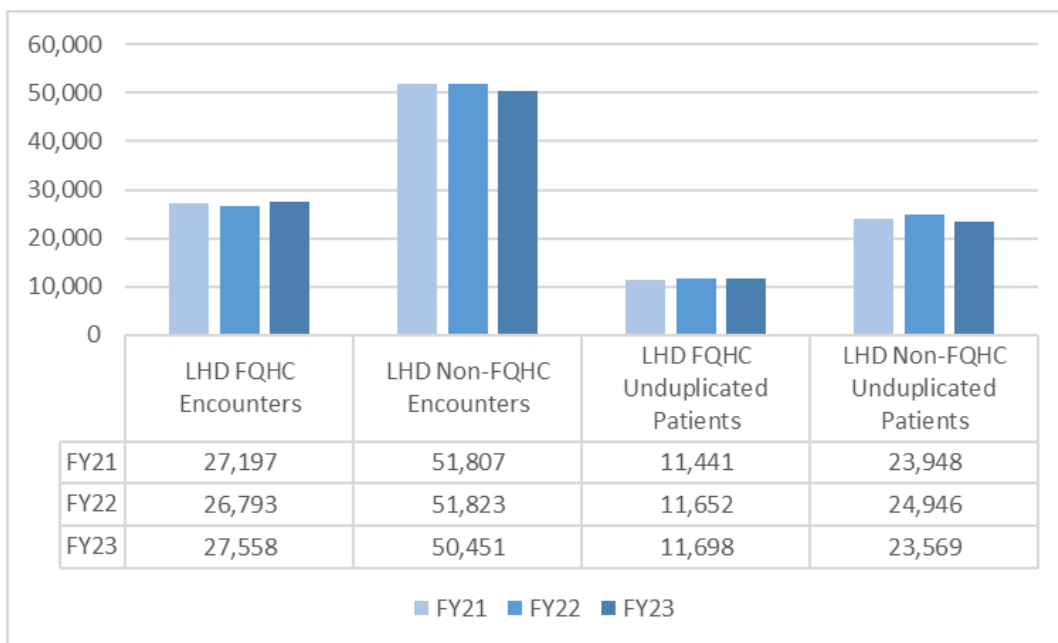


## Local Health Departments

During Fiscal Year 2023, a total of 56 Local Health Departments provided primary care services, while 33 LHDs provided dental care services. Of these LHD clinics, 16 primary care clinics and 7 dental care clinics are designated as Federally Qualified Health Centers. The sixteen (16) LHDs that provide primary medical care, designated as FQHCs, received funding from the Uninsured Adult Healthcare Safety Net Program and provided 27,558 encounters to 11,698 unduplicated, uninsured patients ages 19-64 years. The 40 non-FQHC LHD clinics provided 50,451 medical service encounters to 23,569 unduplicated patients. The total number of encounters and unduplicated patients for all Local Health Departments<sup>4</sup> (both FQHC and Non-FQHC) can be seen below in [Figure 13](#).

The 40 Non-FQHC Local Health Department clinics do not receive funding directly through the Uninsured Adult Healthcare Safety Net Program within the Division of Health Disparities Elimination. The funding is allocated to the Division of Community Health Services to offer primary care and emergency dental services for uninsured adults. **The Local Health Departments also offer traditional public health services such as immunizations, family planning services, screening for breast and cervical cancers, case management, and supplemental nutrition services for pregnant women, infants, and children through the federal WIC (Women, Infants, and Children) program.**

**Figure 13:** Total Primary Care Service Encounters and Unduplicated Adult (19-64) Patients Served by All Local Health Departments across Tennessee FY20-23



<sup>4</sup> Medical Service Encounters and Unduplicated Patients must meet eligibility criteria for the Uninsured Adult Healthcare Safety Net Program reported by the 16 LHD/FQHC clinics.

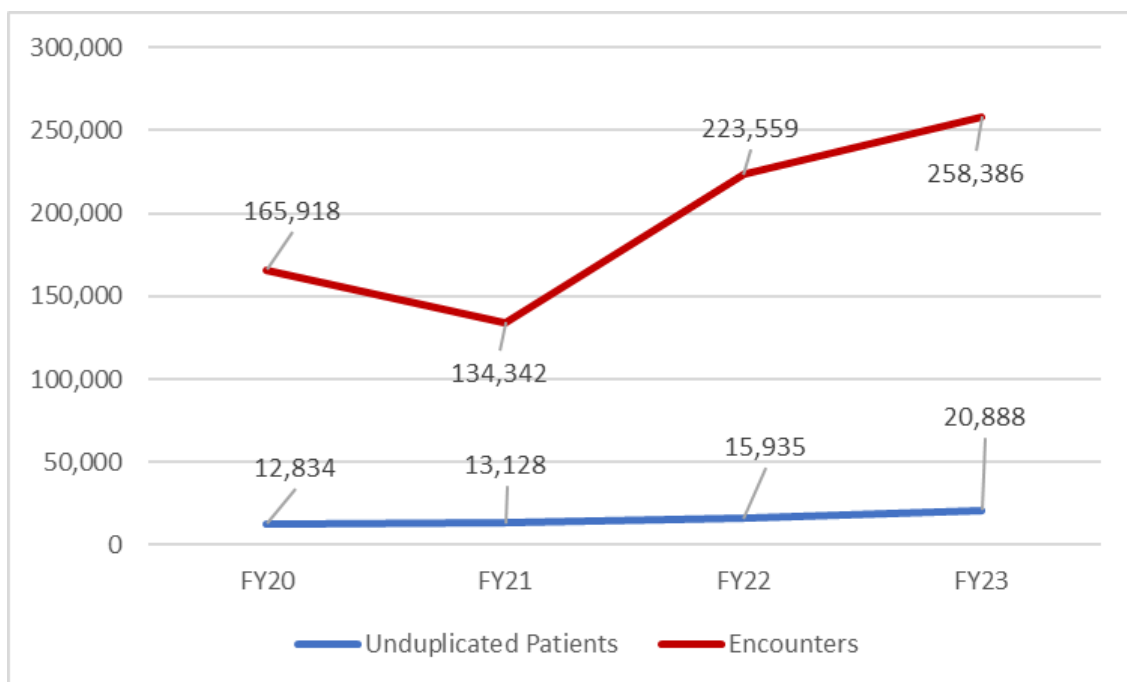
## Project Access

The Tennessee Project Access Network provides specialty care services to patients in 86 counties with central offices located in five centralized metropolitan areas: Chattanooga, Johnson City, Knoxville, Nashville, and Memphis. **The Tennessee Project Access Network does not provide direct clinical health care services, but is affiliated with networks of physicians, clinical care providers, hospitals, and other facilities, and assists patients with comprehensive care management, access to specialty care, diagnostic services, preventative care, and management of social service needs.**

In FY23, Project Access was funded separately from other service delivery types, receiving a total of \$5,537,880.40 in Uninsured Adult Health Care Safety Net funding. Project Access programs have provided \$858 million in donated health care services provided by 8027 volunteer physicians and 46 hospital campuses, coordinating for patients from 404 health centers and clinics.

The network of volunteers provides free primary and specialty care services, as well as ancillary lab and diagnostic services to 3,500-5,200 uninsured adult Tennesseans per month. The Project Access Network provided 258,386 care coordination service encounters to 20,888 unduplicated patients across Tennessee [\(Figure 14\)](#).

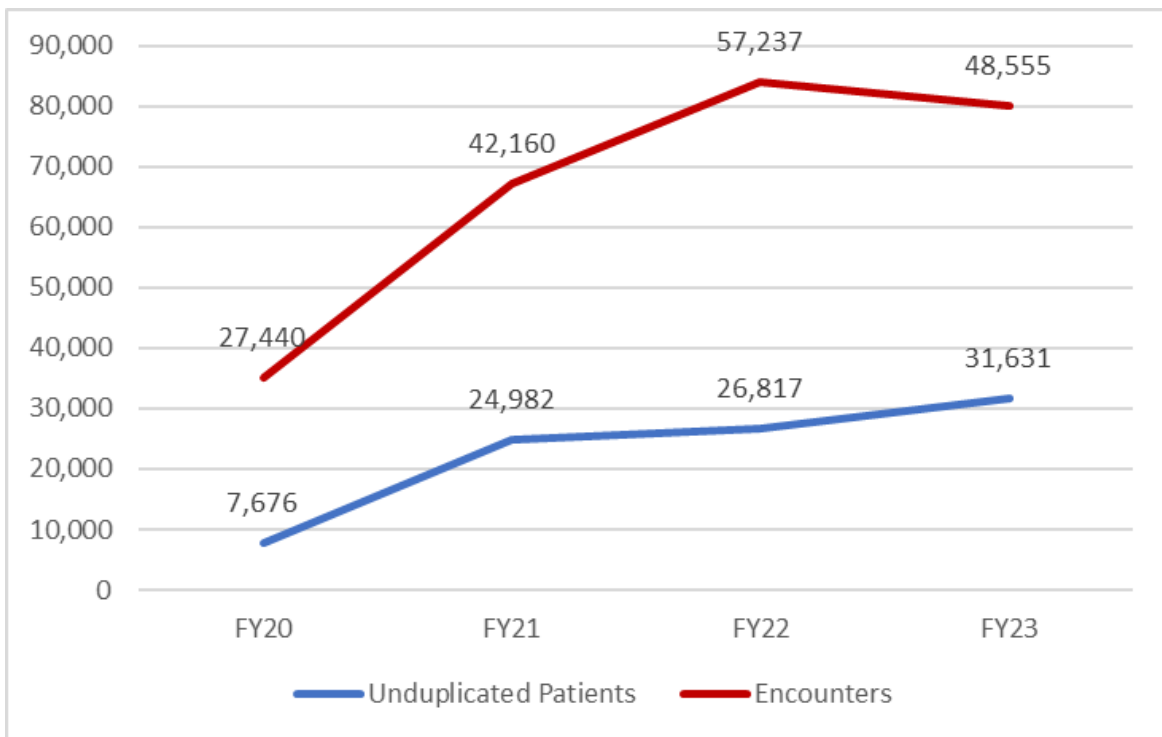
**Figure 14:** Total Care Coordination Encounters provided by the Project Access Network and Unduplicated Patients served by the Project Access Network across Tennessee during FY20-23



## Oral Health Services

Oral Health Services provide education on oral health and the prevention of oral disease. During Fiscal Year 2023, a total of 30 Primary Care Plus providers (including both CFBs and FQHCs) received funding to support 48,555 dental care encounters for 31,631 unduplicated adult patients ages 19-64 across Tennessee, as shown in [Figure 15](#). Of that total in-office encounters, 53.68% or 25,807 encounters were provided in an FQHC dental clinic, 46.32% or 22,274 encounters were provided in a CFB dental clinic, and teledentistry accounted for 474 encounters. Of the total teledentistry encounters, 439 (92.62%) were provided by a Community and Faith-Based dental clinic while the remaining 35 (7.38%) were provided by a Federally Qualified Health Center dental clinic.

**Figure 15:** Total Dental Service Encounters provided by CFB and FQHC Clinics and Unduplicated Dental Patients served by FQHC and CFB Clinics FY20-23



# Dental Health Care Service Delivery

*“This clinic may have helped save my life because I was in pain and couldn't eat much. Now, I can eat more types of healthy foods and I can chew better, which has improved my digestion. Plus, I am so happy to have my smile back!” – Interfaith Health Clinic*

In addition to the oral health services supported by the Uninsured Adult Healthcare Safety Net, other public and non-profit organizations provide a variety of dental services for uninsured Tennesseans. Tennessee Department of Health Oral Health Services (OHS) provides programs for the prevention of oral disease and education of the public regarding the value of good oral health. In addition, the program identifies those without access to dental care and attempts to assure basic care, as well as care for acute dental conditions.

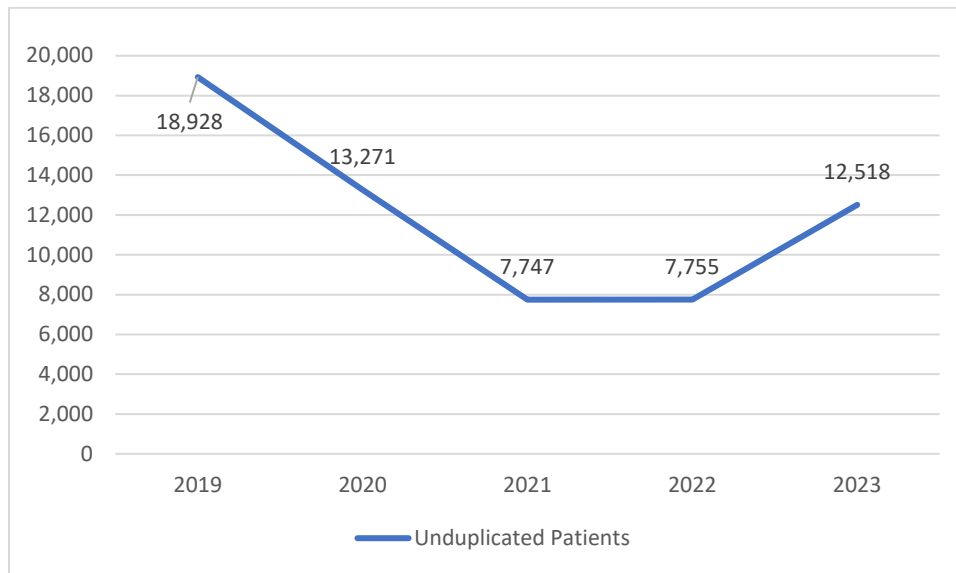
Oral Health Services is working on expanding recruitment and retention efforts across the state. Part of this initiative includes increasing recruitment activities, developing staff satisfaction surveys, and offering staff incentives such as sign-on bonuses, student loan repayment options, and partnering with dental schools for student rotations.

Thirty-three Local Health Departments are equipped with dental clinics and can provide dental services to uninsured adults in Tennessee. The Metro Public Health Departments in Davidson County, Shelby County, and Sullivan County also offer dental services.

Staffing the state health department dental clinics continues to be a challenge within Oral Health Services. **Only 28 facilities were staffed and open 1-5 days per week in FY23, due to lack of staff.** On January 1, 2023, OHS implemented the expansion of dental services to uninsured adults while continuing to provide services to uninsured pediatric populations across the state. Dental services were expanded for adults to include preventive and basic restorative care in addition to the current offering of emergency dental services. Standardized scheduling was implemented which increased capacity and opportunities for patients within TDH’s existing dental clinics. In addition, OHS focused on retention of current staff, more aggressively marketed vacant positions, and highlighted the benefits of public health as a career. OHS Dental Providers have provided services to 12,518 unduplicated patients in Tennessee during Fiscal Year 2023, an increase from FY22 of 4,763 unduplicated patients as shown below in [Figure 16](#).



**Figure 16: Unduplicated Dental Patients served by Oral Health Services in all locations FY19-23**



### **Smile on 65+ Program, Interfaith Dental Clinic, Nashville**

**Smile on 65+ is an innovative, statewide initiative with the goal of improving the overall health and quality of life of low-income, mobile seniors ages 65 and older through access to oral healthcare services and oral healthcare education.** Interfaith Dental is the lead agency, as well as a care provider. Their vision is that Tennessee’s older adults have the opportunity to unlock a vibrant life through a healthy smile. Since Smile on 65+ began providing care in August of 2022, individuals from 79 counties accessed services through the network this past year.

Older Tennesseans in need of a dental home are connected to an oral health provider that meets their needs and is affordable. The Smile on 65+ network consists of provider partners present in all regions of the state. Community Dental Health Coordinators (dental professionals with case management and care navigation training) help older adults navigate, from start to finish, their journey toward improved oral health. Case management occurred through the program hotline and regional Community Dental Health Coordinators. Participants in Smile on 65+ live healthier, happier lives by alleviating the pain, embarrassment, and health risks caused by untreated oral decay and disease. Smile on 65+ Dental Providers include 20 partners with 34 locations. Maury County Health Department provided direct care to 21 unique patients, completing 50 patient visits during the 2022-2023 period.

Navigation of low-income older adults needing oral healthcare requires intensive work with the Smile on 65+ team of Community Dental Health Coordinators. They are connecting with the most isolated, under resourced, and remote older adults who need multiple case management touches to remove their barriers to care. Navigation of older adults with Medicare Advantage plans and TennCare requires in-depth work and knowledge of the ever-changing provider network. Community Dental Health Coordinators provide essential connections and follow-up for these patients.

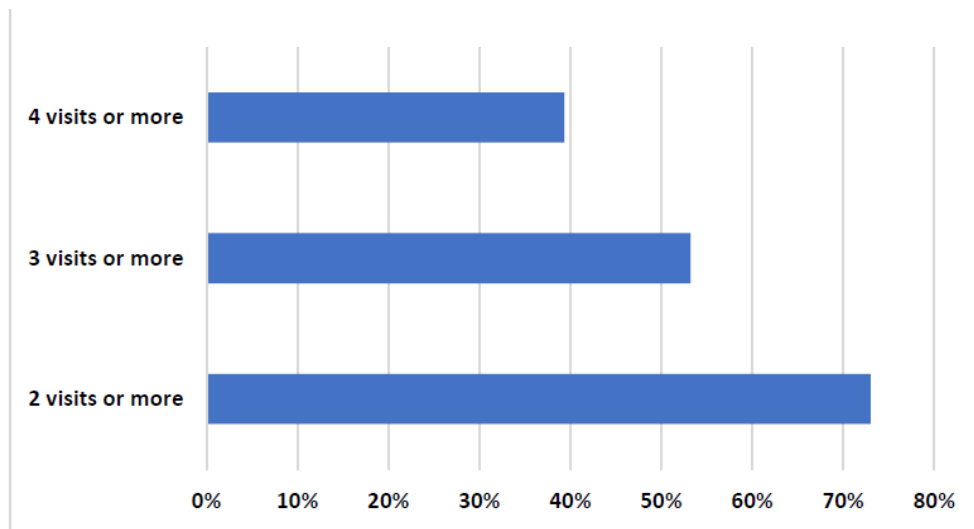
The Smile on 65+ program is discovering and eliminating barriers that are keeping older adults from dental care, which is accomplished by helping with transportation, medical clearances to help begin and continue care (being healthy enough to receive and continue care), specialty referrals for continued care, understanding treatment plans, and the importance of oral health in relationship to overall health. The numbers show navigation of older adults into dental homes, increasing access when they have an oral health need. This access increases both patient's confidence and the patient's quality of life. [Figure 17](#) shows that patients are utilizing the dental home model by continued care with the same providers. From August 2022 through June 30, 2023, the program has reported 8,420 direct encounters for 2,255 unduplicated older adults.

## Smile 180 – Safety Net Denture Program

**The Tennessee Dental Safety Net Denture Program administered through the Smile 180 Foundation provides low-cost dentures and partials to working-age Tennesseans (ages 19-64) by subsidizing a significant portion of the costs.** The program is available through many of the Uninsured Adult Healthcare Safety Net charitable dental clinics across the state. Delta Dental of Tennessee heads this program that is critical to the citizens of our state. For many of our fellow Tennesseans, poor oral health inhibits their ability to chew and speak properly, not to mention their self-confidence and the ability to smile for a job interview. Economic challenges from job loss in 2020 makes the need for restoring good oral health is even more critical.

*"[The patient] left with a big smile and has kept one ever since. He can chew, smile and be happy again." The opportunity for our patient to eat his favorites foods again, like tacos, means life is back to normal. "I feel alive again," he said. He praises the care he received, his new confidence and his providers."*  
-Church Health Center of Memphis, Smile on 65+ Program

**Figure 17: Dental Home Establishment through Smile on 65+**



## Tennessee State Oral Health Plan

The 2022 Edition of the Tennessee State Oral Health Plan is the second edition of the state’s five year statewide, comprehensive oral health plan. Building on Tennessee’s long-standing commitment to improving oral health, the 2022 Tennessee State Oral Health Plan details how the Tennessee Department of Health is working to improve dental care access and expand Tennessee’s dental care workforce. Additionally, the plan includes recommendations that serve as a guide for the Department’s work in improving oral health. Recommendations focus on the following four key areas: Access to Care, Oral Health Education and Advocacy, Prevention of Oral Disease, and Oral Health Resources and Workforce. The plan can be found at [State Oral Health Plan](#).

During Fiscal Year 2022, the Tennessee Oral Health Data Grid was updated. The data grid provides information and instructions for accessing resources for dental care, preventive services, and various surveillance systems at the state and national level. The data grid can be found at [Oral Health Data Grid](#). The interactive Dental Care for Tennesseans Map is available to locate dental and health clinics across the state and can be found at [Dental Care for Tennesseans](#). These clinics help connect families to dental care.

## Access to Healthcare in Tennessee

In order to collect and assess healthcare access data, the Tennessee Department of Health, Division of Health Disparities, State Office of Rural Health conducts a statewide survey of primary care providers. The data collected is used to determine the ratio of population to primary care providers, or the

number of individuals expecting to be served by the number of providers in that county. Some counties do not have any providers to serve the medical needs of the population. The statewide list of providers is compiled using data from the previous year and the current list of Tennessee licensed healthcare providers. The survey scope includes physicians, advanced practice nurses, and physician assistants who provide family care, general practice, pediatrics, general internal medicine, public health, obstetrics, gynecology, or OB/GYN in an outpatient setting. The survey is sent to individual providers and collected via mail, electronic questionnaires, and phone interviews. Multiple attempts are made to collect data from each provider in order to provide accurate data on the shortage designations. Due to contributing factors such as outdated licenses, incomplete questionnaires, lack of responses, and invalid practice locations, estimations are then determined from previous cycle data or an average of other providers in the area.

The final data is computed from each provider's Full Time Equivalent (FTE). One FTE is calculated at direct patient care divided by 40 hours weekly, anything less is considered a partial FTE rounded to the nearest tenth. For each county or Rational Service Area (RSA), the FTEs are summed and compared to the appropriate population of the county or RSA, as provided by the U.S. Census Bureau. The FTE of an area will be equal to or less than the number of providers in the area since no provider may have an FTE greater than one, despite seeing patients for more than 40 hours weekly. Counties with the highest population-to-provider ratios are mapped by specialty in [Appendix 4](#). Counties represented on the maps in the none or worst category are listed in the table as "No Providers," which means either no provider in the area or insufficient responses were available for that county. The population-to-primary-care-provider ratio is shown in [Appendix 5](#).

### ***Provider Shortage Areas***

Federally designated Health Professional Shortage Areas (computed using only physicians) and state-designated Health Resources Shortage Areas (computed using mid-level practitioners) identify communities underserved by health professionals. Health Professional Shortage Area is a county or parts of a county (such as a census tract), or public facility recognized as meeting or exceeding the standards of need for certain services and must meet or exceed the following thresholds:

- For a **Geographic designation**, the population-to-physician ratio is greater than 3,500:1.
- For a **Population designation**, a segment of the population experiencing barriers to care has a population- to-physician ratio that is greater than 3,000:1.
- For a **Facility designation**, a public or private nonprofit medical facility is providing primary medical care services to an area or population group designated as having a shortage of primary care professionals, and the facility has insufficient capacity to meet the primary care needs of that area or population group. A community health center or homeless clinic is an example of such a designation.

Ninety-three (93) of 95 counties in Tennessee contain designated shortage areas for primary medical care, dental and/or mental health services. [Appendix 4](#) represents the 30 counties with the highest population to provider ratios. Higher ratios represent a greater number of persons needing care for each available provider.

### *TennCare Providers*

The population-to-TennCare-provider ratio represents the number of TennCare Enrollees in the general population served by one primary care TennCare provider in a county. TennCare providers are defined as physicians, advanced practice nurses and physician assistants providing family and general practice, internal medicine, obstetrics, and pediatric health care. Very few providers accept 100% TennCare patients, so the FTEs are usually partial, computed from the percentage of the hours spent in direct patient care.

### *Obstetric Providers*

**The worst primary care workforce shortages are in the field of Obstetrics. Nearly 1/3 of TN counties is a maternity care desert,** with 18 Tennessee rational service areas (can be one or more counties together) have zero obstetric providers. The population-to-Obstetric-provider ratio represents the county population of women of childbearing age (15-44 years) served by one Obstetric provides. This is defined as physicians, advanced practice nurses, physician assistants, or certified nurse mid-wives who specialize in obstetrical care, or provide prenatal services and delivery, and clinicians who may provide obstetric services in addition to practicing in other patient care specialty areas. The population to obstetric provider ratio for each county is shown in [Appendix 5](#).

### *Pediatric Providers*

**Over 40% of children in Tennessee are on Medicaid coverage, with approximately half of Tennessee births and Tennessee special needs pediatric population on Medicaid.** The population-to-pediatric-provider ratio represents the number of children 0-18 years of age served by one pediatric provider in a county. This is defined as physicians, advanced practice nurses, or physician assistants with specialties in pediatrics or general pediatric care including those clinicians who may provide family and general practice in addition to pediatric health care. The population to pediatric provider ratio for each county is shown in [Appendix 5](#).

### *Oral Health Providers*

Access to oral health services is an important contributor to health and wellbeing, yet many counties

across the state are without dental providers. Five counties in Tennessee have no dental providers: Grundy, Lake, Meigs, Pickett, Van Buren counties. The latest *America's Health Rankings® Annual Report (published in December 2022)* estimates Tennessee has 46.3 dentist for every 100,000 residents, compared to the nationwide rate of 60.6 dentists per 100,000 residents, ranking Tennessee 45th among the 50 states<sup>1</sup>.

### ***Mental Health Providers***

According to the latest America's Health Rankings® Annual Report, **Tennessee is ranked 45th among the 50 states for access to mental health professionals** (psychiatrists, psychologists, licensed clinical social workers, counselors, marriage and family therapists, substance abuse treatment counselors, and advanced practice nurses and physician assistants specializing in mental health care), with a rate of 186.9 mental health providers per 100,000 residents of Tennessee, far less than the national rate of 305 mental health providers per 100,000 residents<sup>5</sup>.

## **Behavioral Health Safety Net Program**

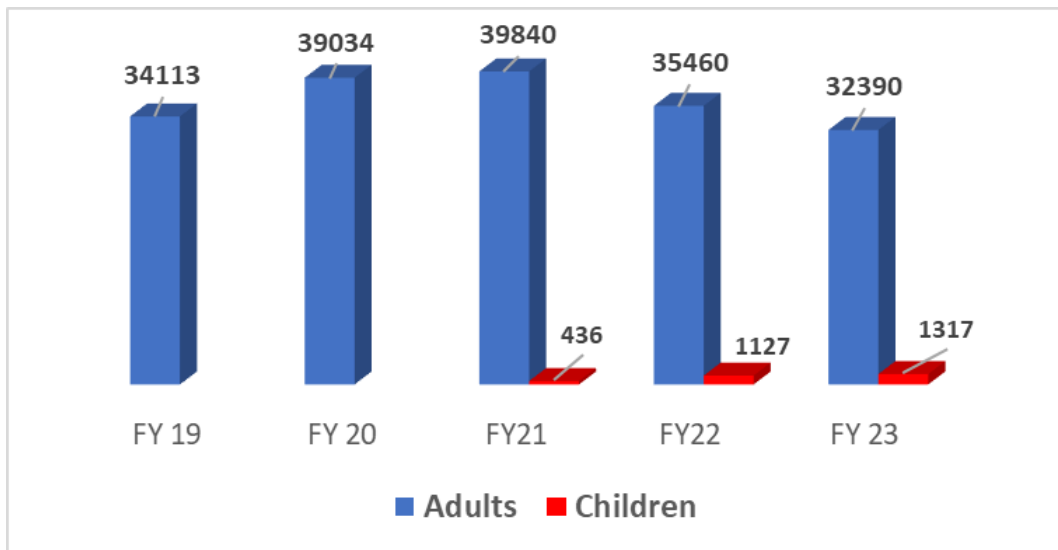
The Behavioral Health Safety Net (BHSN), operated through the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS), provides essential outpatient mental health services to uninsured adult Tennesseans and uninsured/underinsured Tennessee children who meet program eligibility criteria. The program was initiated in 2005 as the Mental Health Safety Net with funding authorized by the Tennessee General Assembly through Tennessee Public Chapter No. 474 and Section 59 of the Tennessee Appropriations Act of 2005. Essential services are provided through a network of 15 BHSN Community Providers, and include assessment, evaluation, diagnostic and therapeutic intervention, case management, transportation, peer support services, psychosocial rehabilitation services, psychiatric medication management, labs related to medication management, and pharmacy assistance and coordination.

In FY23, TDMHSAS administered \$32.2 million in state funding to the Behavioral Health Safety Net for Adults and Children. **The Behavioral Health Safety Net serves Tennessee residents in all 95 counties.** For adults, there are 143 physical locations across 78 counties, with 61 of those counties being rural. For children, there are 132 locations across 78 counties, with 70 of those counties being rural. Telehealth is heavily utilized for BHSN services, with 15% of BHSN services offered via telehealth in FY23. For a complete listing of all locations, please see [Appendix 6](#).

---

<sup>5</sup> <http://assets.americashealthrankings.org/app/uploads/tennessee-ahr22.pdf>

Figure 18: Behavioral Health Safety Net Unduplicated Patients Served, FY19 – 23



*"It is wonderful being able to receive all of my care in one place. My medical doctor, case manager, and therapist work together right here. Even my pharmacy is in the building."  
-Cherokee Health Systems*

As with most areas of healthcare across the country, **workforce issues related to recruitment and retention within Tennessee’s public behavioral health system have been a challenge.** In FY23, TDMHSAS increased eight BHSN service rates to align with TennCare averages, including all individual therapy service rates.

In FY23, 32,390 adult Tennesseans and 1,317 Tennessee children were served through the Behavioral Health Safety Net ([Figure 18](#)). Over 643,000 units of service were provided across the state, with 15% of the services delivered via telehealth. While the number of unique individuals served decreased by 8% compared to the previous fiscal year, the number of units of service delivered increased by 3%. The most utilized BHSN services in FY23 were psychiatric medication management, case management, and individual therapy. Also, in FY23, TDMHSAS increased eight BHSN Service Rates to align with TennCare Service Rates. These rate increases were retroactive for all services provided in FY23.

## Special Populations

### *Ryan White Part B Enrollment*

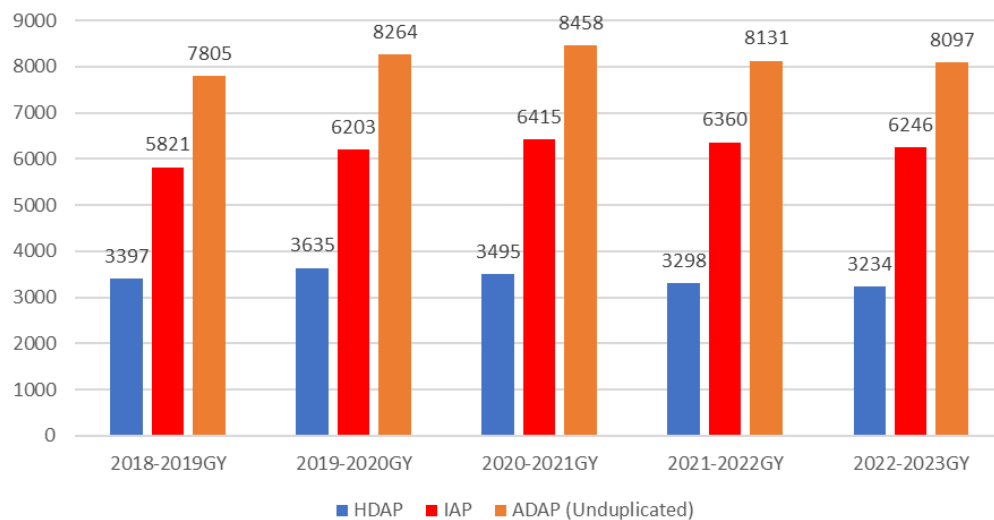
The Ryan White Part B Program provides medication, medical services, and insurance assistance to low-income Tennesseans living with HIV/AIDS through the AIDS Drug Assistance Program (ADAP). The

Ryan White Part B Program acts as a payor of last resort. Through revenue streams gained from federal grants and qualifying pharmaceutical rebates, the Ryan White Part B program provides HIV services for eligible clients, who have incomes up to 400 percent of the federal poverty level. The program serves all 95 counties in the state of Tennessee.

Some of the key services provided by the Ryan White Part B program to eligible clients include: 1) the Insurance Assistance Program (IAP), which covers insurance premiums for outpatient medical care and prescriptions; 2) the HIV Drug Assistance Program (HDAP), which procures and directly delivers antiretroviral and other HIV treatment drugs to eligible clients that are uninsured; and 3) supporting a network of clinics, private practitioners, and health departments across the state that provide outpatient medical services to people living with HIV/AIDS.

[Figure 19](#) below provides an update on the number of clients the Tennessee Ryan White Part B program supports concerning IAP and HDAP services. The 8,097 clients in Tennessee that receive IAP and HDAP services from the Ryan White program, account for 43 percent of Tennessee’s estimated 19,000 persons living with HIV/AIDS.

**Figure 19. Ryan White Part B Clients' Utilization of the HIV Drug Assistance Program (HDAP) and Insurance Assistance Program (IAP), FY18 - 23**



### *Children’s Special Services Program*

The Children's Special Services (CSS) Program may provide coverage for comprehensive medical care and other non-medical resources for children with physical disabilities and special health care needs from birth to 21 years of age. Diagnostic and financial eligibility criteria must be met to participate in



the program. The CSS program has two components: medical services and care coordination.

The medical services component provides for reimbursement of medical services, i.e., physician/clinic visits, hospitalizations, medical supplies, pharmaceuticals, durable medical equipment, and therapies for children who meet medical and financial eligibility requirements. The care coordination component assists families of eligible children with coordinating primary and specialty care through the designated primary care physician and corresponding managed care organization networks. Care coordinators assist the family in accessing many services (educational, medical, social, transportation, support, and advocacy). The CSS program is a critical gap-filling program supported by federal and state Maternal and Child Health Block Grant funds. It serves as both a payor of last resort for Children and Youth with Special Health Care Needs (CYSHCN) as well as a care coordination entity for these families. Founded in 1919, CSS is governed by state statute, and departmental rules. Services are provided in all 95 counties through local and metropolitan health departments.

## Quality Improvement Incentive Program

### *Background*

In 2020, the Uninsured Adult Healthcare Safety Net Program convened a Quality Improvement Committee composed of representatives from Safety Net providers, TCCN, TPCA, and State Office of Rural Health/Safety Net staff. The Committee identified metrics which all Safety Net providers would report to TDH and suggested the award of a financial incentive based upon progress in attaining the metrics. Funding to support the quality improvement effort was awarded by the Legislature in 2021, followed by training, education, and technical assistance about quality improvement, and enrollment in the program began during FY23.

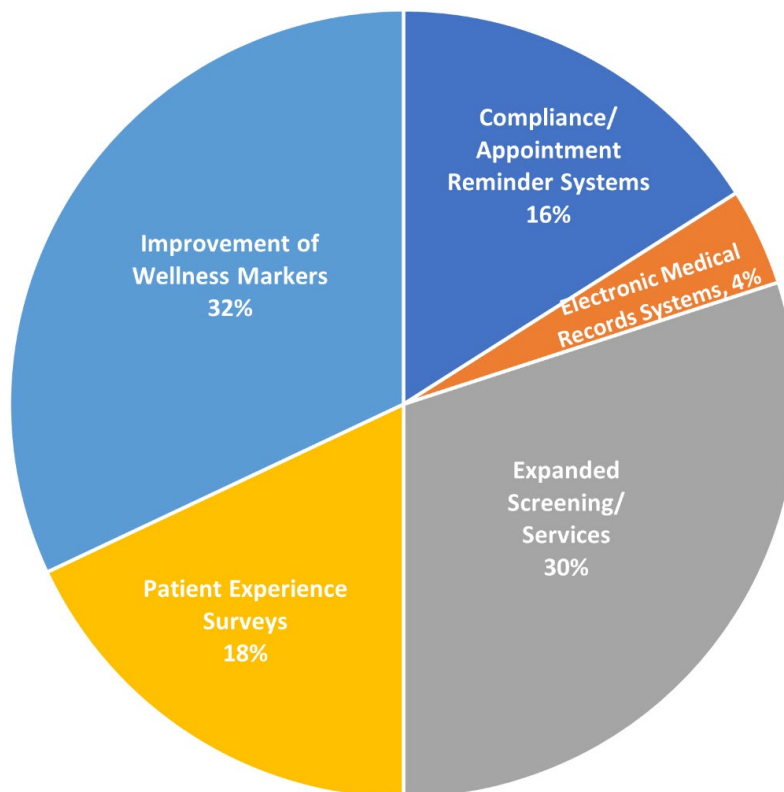
### *Purpose*

The Safety Net Quality Improvement Incentive Program (QIIP) is designed to improve service provision and increase access for uninsured adults seeking care in Safety Net clinics. Through unique clinic plans, participating Safety Net providers may demonstrate improvements in measurable clinical outcomes, which weave together a statewide story of care outcomes supported by Safety Net clinic access. Furthermore, QIIP provides an avenue for Safety Net staff to support and engage with participating clinics to increase their capacity for quality improvement processes more broadly. A total of 50 QIIP plans were submitted between Quarters 3 and 4. The plans varied in detail and aim but were generally grouped into five categories as shown in [Figure 20](#) below.

## QIIP Plans

Enrollment of QIIP was voluntary and providers had the option to enroll in both Q3 and Q4. Implementation of QIIP involved submission of individualized plans by Safety Net providers, detailing methods of data collection and identifying specific metrics to be assessed. The plans were submitted and reviewed along with Quarterly reports in FY23/Q3 and FY23/Q4. Safety Net providers who submitted a QIIP plan received additional funding in FY23/Q3. For those Safety Net providers who submitted plans in Q3, submission of baseline data was required in FY23/Q4. Enrollment was again made available with submission of quarterly reports in FY23/Q4, and an additional small number of Safety Net providers submitted plans.

Figure 20. Quality Improvement Incentive Plans Submitted, by Type, FY23



## Current Issues and Priorities

When performed effectively, data reporting brings many tangible benefits, such as enabling data-driven decision-making, monitoring performance, enhancing efficiency, and improving collaboration and communication. By analyzing specific reported data, we have the ability to explore the potential issues and take action exactly where needed. Efficient data reporting is vital to assessment of current

progress toward a collective goal. In order to identify best practices and opportunities for improvement, quality data reporting is a necessity. Discussion of reported data can allow for everyone to be on the same page and allocate resources appropriately to reach our collective goals.

For the End-of-Year Report requested of Uninsured Adult Healthcare Safety Net providers, we asked for their feedback on the entire reporting process itself. If our requests are very time-consuming and extremely difficult due to the different paper and electronic records kept at each of over 100 Safety Net providers, then we risk taking valuable time for patients to be seen in these clinics. However, it is imperative that we are able to assess the progress of the health of our most vulnerable populations.

We have been working diligently to improve processes across the program, reporting being one of them. We request quarterly data about the number of eligible patient encounters that occur in each clinic. The report is vital to calculate the payments that assist these clinic's operations to provide care to uninsured Tennesseans. The reporting template has formulas embedded to ensure accurate data is provided at the individual patient level.

From the feedback reported about the barriers and challenges to our current reporting process, several factors were identified.

- Many different Electronic Health Records (EHR) systems are used.
- Eleven providers use only paper charts.
- The cost of a paid version of an EHR is not feasible for some providers, with several entities using the free version of Athena EHR.
- Data collected from Primary Care patients was very different from data collected from Dental patients.
- Reporting different metrics can involve several steps and extractions, as well as many hours to pull the data and to verify accuracy of data.
- The reporting requests from the Uninsured Adult Healthcare Safety Net Program have changed over the years, making the data difficult (if not impossible), to compare year to year.

In addition to these identified challenges and barriers, we also began training sessions for reporting and technical assistance calls for providers. For the first time, providers were given the opportunity to discuss the process to help make necessary improvements, which also increases their buy-in and understanding of the importance of the reporting component. We found through open discussion that several clinics had new leadership and/or staff who were not familiar with our processes. Open communication with our providers of care has greatly enhanced the success of process changes with their valuable input.

# Final Thoughts

The Uninsured Adult Healthcare Safety Net fund helps to fulfill the mission of the Tennessee Department of Health to protect, promote, and improve the health and prosperity by enhancing equitable access to quality, affordable primary care, dental, behavioral health, and care coordination services for uninsured adults in Tennessee. Likewise, the Behavioral Health Safety Net advances the mission of the Tennessee Department of Mental Health and Substance Abuse Services to create collaborative pathways to resiliency, recovery and independence for Tennesseans living with mental illness and substance use disorders.

The Tennessee Department of Health is grateful to the commitment, hard work, and innovation of its partners and providers for their collaborative work to address the healthcare challenges together. Tennessee Department of Health also wants to acknowledge and recognize each of the dedicated professionals and volunteers at community health centers, community and faith-based clinics, Project Access entities, community mental health agencies and local health departments with support from professional associations including the Tennessee Primary Care Association, the Tennessee Charitable Care Network, the Tennessee Association of Mental Health Organizations, and many others. The greatest strength of the Uninsured Adult Healthcare Safety Net Program is the dedicated workforce and their ability to provide, sustain, and increase healthcare services for the most vulnerable Tennesseans. Additionally, we appreciate Tennessee Governor Bill Lee and members of the Tennessee General Assembly for supporting the expansion of safety net programs to meet the needs of rural Tennesseans, remove the barriers to care, and work to overcome the ongoing challenges to promote access to quality and equitable health care in Tennessee.

# Glossary of Terms

**Behavioral Health Safety Net** - Pursuant to Tenn. Code Ann. § 71-5-148, the behavioral health safety net fund provides support for community-based providers of behavioral health services to seriously and persistently mentally ill adults who are uninsured and lack financial resources to secure behavioral health care.

**Census of Primary Care Providers** - A census that is conducted annually by the Tennessee Department of Health State Office of Rural Health for 4 categories of healthcare providers: Primary Care, Obstetrics, Pediatrics, and TennCare. The Census collects full-time equivalents data for Physicians and Mid-level Providers (advance practice nurses and physician assistants). The purpose of the Census is to determine the ratios of population to healthcare providers in order to accurately identify Health Resource Shortage Areas in the state.

**Federally Qualified Health Center (FQHC)** - Federally Qualified Health Centers are public and private non-profit clinics that meet certain criteria under the Medicare and Medicaid programs and receive federal grant funds under the Health Center Program, established as Section 330 of the Public Health Service Act (PHSA). Some target specially defined populations such as migrant and seasonal farmworkers or homeless persons, while others target a general community and are commonly referred to as “community health centers.” These facilities meet the requirements of 42 U.S.C. § 1396d(l)(2)(B) and 42 U.S.C. § 254b. Applications to be designated as an FQHC are considered only when additional funding becomes available.

**Health Care Safety Net for Uninsured** - Pursuant to Tenn. Code Ann. §71-5-148(a) the health care safety net program provides funding in support of medical and dental assistance to uninsured adults, 19-64 years of ages.

**Health Care Services** - As applied to FQHCs by Tenn. Code Ann. § 71-5-148(2) means the same as “Primary Care” and “Required Primary Health Services” and “Behavioral Consultations” as applied to FQHCs by 42 U.S.C. § 254b and incorporated in 42 U.S.C. § 1396d(l)(2)(B).

**Health Professional Shortage Area (HPSA)** - Federally designated county, parts of a county (such as a census tract), or public facility recognized as meeting or exceeding the standards of need for certain services. Primary care HPSA status is a national measure used to denote difficulties in access to care. A HPSA must meet or exceed the following thresholds:

- For a Geographic designation, the population-to-physician ratio is greater than 3,500:1.
- For a Population designation, a segment of the population experiencing barriers to care has a

population- to- physician ratio that is greater than 3,000:1.

- For a Facility designation, a public or private nonprofit medical facility is providing primary medical care services to an area or population group designated as having a shortage of primary care professionals, and the facility has insufficient capacity to meet the primary care needs of that area or population group. A community health center or homeless clinic is an example of such a designation.

**Medical Encounter** – A Day on which a primary care provider meets with an uninsured adult regardless of the number of procedures performed or the number of primary care providers who see the uninsured adult.

**Primary Care Provider or PCP** - A physician (MD or DO), licensed psychologist, licensed clinical social worker (LCSW), advanced practice nurse (APN), licensed medical social worker (LMSW), psychiatric nurse specialist (PNS), certified nurse midwife, or physician assistant (PA) actively licensed to practice in Tennessee.

**Sliding Scale** - Rates charged to an uninsured adult based on 42 U.S.C. § 254b(k)(3)(G) and 42 C.F.R.§ 51c.303(f).

**Uninsured Adult** - A patient aged 19 through 64 years who is uninsured, in compliance with the definition provided in Tennessee Code Annotated §71-5-148(a).

## Appendix 1: Uninsured Adult Health Safety Net Primary Care Locations

Facility	Type	Address	City	Zip	County Location
<b>Baptist Memorial Hospital Foundation</b>	CFB	350 North Humphreys Boulevard	Memphis	38120	Shelby
<b>Charis Health Center</b>	CFB	2620 North Mount Juliet Road	Mt. Juliet	37122	Wilson
<b>Chattanooga Cares, Inc. DBA Cempa Community Care</b>	FQHC	4001 Rossville Boulevard	Chattanooga	37407	Hamilton
<b>Chattanooga Cares, Inc. DBA Cempa Community Care</b>	FQHC	1000 E 3rd Street, Suite 300	Chattanooga	37403	Hamilton
<b>Chattanooga Hamilton Co Hospital Authority DBA Erlanger Health System</b>	FQHC	1200 Dodson Avenue	Chattanooga	37406	Hamilton
<b>Chattanooga Hamilton Co Hospital Authority DBA Erlanger Health System</b>	FQHC	251 North Lyerly Street, Suite 300	Chattanooga	37404	Hamilton
<b>Chattanooga Hamilton Co Hospital Authority DBA Erlanger Health System</b>	FQHC	3800 Southside	Chattanooga	37410	Hamilton
<b>Cherokee Health Systems</b>	FQHC	538 W. 5th Avenue	Knoxville	37917	Knox

<b>Cherokee Health Systems</b>	FQHC	815 West 5th North Street	Morristown	37814	Hamblen
<b>Cherokee Health Systems</b>	FQHC	255 East Watt Street	Alcoa	37701	Blount
<b>Cherokee Health Systems</b>	FQHC	800 Rutledge Pike	Blaine	37709	Grainger
<b>Cherokee Health Systems</b>	FQHC	5600 Brainerd Road, Ste A-4	Chattanooga	37411	Hamilton
<b>Cherokee Health Systems</b>	FQHC	2240 Sutherland Avenue	Knoxville	37917	Knox
<b>Cherokee Health Systems</b>	FQHC	1107 N. Charles G. Seivers Boulevard, Suite 101	Clinton	37718	Anderson
<b>Cherokee Health Systems</b>	FQHC	2202 Martin Luther King Jr. Avenue	Knoxville	37915	Knox
<b>Cherokee Health Systems</b>	FQHC	3360 Highway 411 North	Englewood	37329	McMinn
<b>Cherokee Health Systems</b>	FQHC	6350 W. Andrew Johnson Highway	Talbott	37877	Hamblen
<b>Cherokee Health Systems</b>	FQHC	501 Adesa Boulevard., Suite A-150	Lenoir City	37771	Loudon
<b>Cherokee Health Systems</b>	FQHC	1754 Texas Avenue	Knoxville	37921	Knox
<b>Cherokee Health Systems</b>	FQHC	4330 Maynardville Highway	Maynardville	37807	Union
<b>Cherokee Health Systems</b>	FQHC	1596 Highway 33 South	New Tazewell	37825	Claiborne
<b>Cherokee Health Systems</b>	FQHC	215 Hedrick Drive	Newport	37821	Cocke



<b>Cherokee Health Systems</b>	FQHC	10731 Chapman Highway	Seymour	37865	Sevier
<b>Cherokee Health Systems</b>	FQHC	7719 Highway 131	Washburn	37888	Grainger
<b>Cherokee Health Systems</b>	FQHC	2018 Western Avenue	Knoxville	37921	Knox
<b>Chota Community Health Services</b>	FQHC	1206 Highway 411	Vonore	37885	Monroe
<b>Chota Community Health Services</b>	FQHC	4798 New Highway 68	Madisonville	37354	Monroe
<b>Chota Community Health Services</b>	FQHC	412 Hunt Street	Tellico Plains	37385	Monroe
<b>Christ Community Health Services</b>	FQHC	2861 Broad Avenue	Memphis	38112	Shelby
<b>Christ Community Health Services</b>	FQHC	3362 South Third Street	Memphis	38109	Shelby
<b>Christ Community Health Services</b>	FQHC	3481 Austin Peay Highway	Memphis	38128	Shelby
<b>Christ Community Health Services</b>	FQHC	655 Lexington Avenue	Jackson	38301	Madison
<b>Christ Community Health Services</b>	FQHC	2569 Douglass Avenue	Memphis	38114	Shelby
<b>Christ Community Health Services</b>	FQHC	5366 Mendenhall Mall Road	Memphis	38115	Shelby
<b>Christ Community Health Services</b>	FQHC	3206 Poplar Avenue	Memphis	38111	Shelby
<b>Christ Community Health Services</b>	FQHC	1325 Jefferson Avenue	Memphis	38104	Shelby

<b>Christ Community Health Services</b>	FQHC	4350 Chuck Avenue	Memphis	38118	Shelby
<b>Christ Community Health Services</b>	FQHC	4480 Westmont Road	Memphis	38109	Shelby
<b>Christ Community Health Services</b>	FQHC	969 Frayser Boulevard	Memphis	38127	Shelby
<b>Church Health Center of Memphis, Inc.</b>	CFB	1350 Concourse Avenue, Suite 142	Memphis	38104	Shelby
<b>Church Hill Medical Mission (Of One Accord)</b>	CFB	401 Richmond Street	Church Hill	37642	Hawkins
<b>Citizens of Lake County for Health Care, Inc.</b>	FQHC	710 Carl Perkins Parkway	Tiptonville	38079	Lake
<b>Citizens of Lake County for Health Care, Inc.</b>	FQHC	317 Cleveland Street	Ripley	38063	Lauderdale
<b>Citizens of Lake County for Health Care, Inc.</b>	FQHC	321 East Harper Street	Troy	38260	Obion
<b>Citizens of Lake County for Health Care, Inc.</b>	FQHC	130 North Main	Ridgely	38080	Lake
<b>Community Clinic of Shelbyville and Bedford County, Inc.</b>	CFB	200 Dover Street, Suite 203	Shelbyville	37160	Bedford
<b>Community Health of East Tennessee, Inc.</b>	FQHC	130 Independence Lane	Lafollette	37766	Campbell
<b>Crossroads Medical Mission</b>	CFB	300 W. Valley Drive	Bristol	24201	Sullivan

<b>Cumberland Family Care, PC - Sparta</b>	CFB	457 Vista Drive	Sparta	38583	White
<b>Cumberland Family Care, PC - Van Buren</b>	CFB	817 College Street	Spencer	38585	Van Buren
<b>Dayspring Health Inc</b>	FQHC	550 Sunset Trail	Jellico	37762	Campbell
<b>Dickson Community Clinic</b>	CFB	114 Highway 70 E. Suite A-5	Dickson	37055	Dickson
<b>East Tennessee State University</b>	FQHC	2151 Century Lane	Johnson City	37604	Washington
<b>East Tennessee State University</b>	FQHC	391 Court Square	Sneedville	37869	Hancock
<b>East Tennessee State University</b>	FQHC	2700 Main Street	Sneedville	37869	Hancock
<b>East Tennessee State University</b>	FQHC	202 W. Fairview Avenue	Johnson City	37601	Washington
<b>East Tennessee State University</b>	CFB	1901 South Shady Street	Mountain City	37684	Johnson
<b>Faith Family Medical Center</b>	CFB	326 21st Avenue N	Nashville	37203	Davidson
<b>Free Medical Clinic of Oak Ridge</b>	CFB	116 East Division Road	Oak Ridge	37830	Anderson
<b>Free Medical Clinic of Oak Ridge</b>	CFB	1456 Briceville Highway	Briceville	37710	Anderson
<b>Free Medical Clinic of Oak Ridge</b>	CFB	521 Devonia Street	Harriman	37748	Roane
<b>Friends In Need Health Center</b>	CFB	1916 Brookside Drive	Kingsport	37660	Sullivan
<b>Good Faith Clinic, Inc.</b>	CFB	18 S. Congress Parkway	Athens	37303	McMinn

<b>Hamilton County Government</b>	CFB	5623 Highway 60	Birchwood	37308	Hamilton
<b>Hamilton County Government (Homeless Health Care)</b>	FQHC	730 E 11th Street	Chattanooga	37403	Hamilton
<b>Hardeman County Community Health Center</b>	FQHC	629 Nuckolls Road	Bolivar	38008	Hardeman
<b>Hardeman County Community Health Center</b>	FQHC	1132 Industrial Drive	Henderson	38340	Chester
<b>Hardeman County Community Health Center</b>	FQHC	445 Nuckolls Road	Bolivar	38008	Hardeman
<b>Hardeman County Community Health Center</b>	FQHC	17 1st Street East	Stanton	38069	Haywood
<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	765 Florence Road	Savannah	38372	Hardin
<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	726 East Main Street	Adamsville	38310	McNairy
<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	207 Main Street	Clifton	38425	Wayne

<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	150 East End Drive	Savannah	38372	Hardin
<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	175 Enoch Boulevard	Savannah	38372	Hardin
<b>Hardin County Regional Health Center DBA Lifespan Health</b>	FQHC	181 S Y Square	Selmer	38375	McNairy
<b>Healing Hands Health Center</b>	CFB	245 Midway Medical Park	Bristol	37620	Sullivan
<b>Helping Hands Clinic, Inc</b>	CFB	1111 Watercrest Street	Morristown	37814	Hamblen
<b>Hope Family Health Services</b>	FQHC	10427 Highway 52W	Westmoreland	37186	Macon
<b>Hope Family Health Services</b>	FQHC	1124 New Highway 52E	Westmoreland	37186	Sumner
<b>InterFaith Health Clinic</b>	CFB	315 Gill Avenue	Knoxville	37917	Knox
<b>Karis Community Health</b>	CFB	254 Broad Street SW	Cleveland	37311	Bradley
<b>Matthew Walker Comprehensive Health Center</b>	FQHC	1035 14th Avenue North	Nashville	37208	Davidson
<b>Matthew Walker Comprehensive Health Center</b>	FQHC	230 Dover Road	Clarksville	37042	Montgomery
<b>Matthew Walker Comprehensive Health Center</b>	FQHC	739 President Place	Smyrna	37167	Rutherford

<b>Maury Regional Medical Center DBA Lewis Health Center</b>	FQHC	617 W. Main Street	Hohenwald	38462	Lewis
<b>Memorial Health Partners Foundation, Inc.</b>	CFB	3905 Hixson Pike, Suite 103	Chattanooga	37415	Hamilton
<b>Memphis Health Center</b>	FQHC	4593 Elvis Presley Boulevard, Suite 101	Memphis	38116	Shelby
<b>Memphis Health Center</b>	FQHC	360 E. H. Crump Boulevard	Memphis	38126	Shelby
<b>Memphis Health Center</b>	FQHC	4940 Highway 57	Rossville	38066	Fayette
<b>Mercy Health Services, Inc.</b>	FQHC	122 E. Commerce Street	Lewisburg	37091	Marshall
<b>Mercy Health Services, Inc.</b>	FQHC	1113 Murfreesboro Road, Suite 319	Franklin	37064	Williamson
<b>Morgan County Medical Center</b>	FQHC	224 Old Mill Road	Wartburg	37887	Morgan
<b>Mountain Hope Good Shepherd Clinic, Inc.</b>	CFB	312 Prince Street	Sevierville	37862	Sevier
<b>Mountain People's Health Council</b>	FQHC	470 Industrial Lane	Oneida	37841	Scott
<b>Nashville General Hospital at MeHarry</b>	CFB	1818 Albion Street	Nashville	37208	Davidson
<b>Ocoee Regional Health Corporation</b>	FQHC	3625 Main Street	Pikeville	37367	Bledsoe
<b>Ocoee Regional Health Corporation</b>	FQHC	2020 Westland Drive SW	Cleveland	37311	Bradley
<b>Ocoee Regional Health Corporation</b>	FQHC	10120 SR 56	Coalmont	37313	Grundy

<b>Ocoee Regional Health Corporation</b>	FQHC	305 River Road	Decatur	37322	Meigs
<b>Ocoee Regional Health Corporation</b>	FQHC	8850 Rhea County Highway	Dayton	37321	Rhea
<b>Ocoee Regional Health Corporation</b>	FQHC	6784 Highway 411	Benton	37307	Polk
<b>Partners for Healing</b>	CFB	109 W. Blackwell Street	Tullahoma	37388	Coffee
<b>Perry County Medical Center, Inc. DBA Three Rivers Community Health Group</b>	FQHC	115 East Brooklyn	Linden	37096	Perry
<b>Providence Medical Clinic of Kingsport</b>	CFB	441 Clay Street	Kingsport	37660	Sullivan
<b>Rural Health Services Consortium, Inc.</b>	FQHC	580 Van Hill Road	Greeneville	37745	Greene
<b>Rural Health Services Consortium, Inc.</b>	FQHC	229 Highway 19-E	Bluff City	37618	Sullivan
<b>Rural Health Services Consortium, Inc.</b>	FQHC	260 Highway 11-E	Bulls Gap	37711	Hawkins
<b>Rural Health Services Consortium, Inc.</b>	FQHC	2994 Camp Creek Road	Greeneville	37743	Greene
<b>Rural Health Services Consortium, Inc.</b>	FQHC	1826 North Main Avenue	Erwin	37650	Unicoi

<b>Rural Health Services Consortium, Inc.</b>	FQHC	737 East Sevier Street	Kingsport	37660	Sullivan
<b>Rural Health Services Consortium, Inc.</b>	FQHC	105 Limestone Ruritan Road	Limestone	37681	Washington
<b>Rural Health Services Consortium, Inc.</b>	FQHC	222 Oak Street	Mountain City	37683	Johnson
<b>Rural Health Services Consortium, Inc.</b>	FQHC	600 Boones Creek Road	Jonesborough	37659	Washington
<b>Rural Health Services Consortium, Inc.</b>	FQHC	152 Highway 143	Roan Mountain	37687	Carter
<b>Rural Health Services Consortium, Inc.</b>	FQHC	4307 Highway 66S	Rogersville	37857	Hawkins
<b>Rural Health Services Consortium, Inc.</b>	FQHC	1861 Main Street	Sneedville	37869	Hancock
<b>Rural Medical Services, Inc.</b>	FQHC	103 Wilton Springs Road	Newport	37821	Cocke
<b>Rural Medical Services, Inc.</b>	FQHC	4261 Big Creek Road	Hartford	37753	Cocke
<b>Rural Medical Services, Inc.</b>	FQHC	229 Hedrick Drive	Newport	37821	Cocke
<b>Rural Medical Services, Inc.</b>	FQHC	111 Mockingbird Lane	Parrottsville	37843	Cocke
<b>Rural Medical Services, Inc.</b>	FQHC	3222 Chestnut Hill School Road	Dandridge	37725	Jefferson
<b>Rutherford County Primary Care DBA Primary Care &amp; Hope Clinic</b>	FQHC	608 S. Hancock Street	Murfreesboro	37130	Rutherford



<b>Rutherford County Primary Care DBA Primary Care &amp; Hope Clinic</b>	FQHC	1701 N Main Street, Suite C	Shelbyville	37160	Bedford
<b>Rutherford County Primary Care DBA Primary Care &amp; Hope Clinic</b>	FQHC	900 Sgt. Asbury Hawn Way	Smyrna	37167	Rutherford
<b>Rutherford County Primary Care DBA Primary Care &amp; Hope Clinic</b>	FQHC	1453 Hope Way	Murfreesboro	37129	Rutherford
<b>Saint Thomas – Ascension The Holy Family Health Center</b>	CFB	4928 Edmondson Pike, Suite 205	Nashville	37211	Davidson
<b>Saint Thomas – Ascension (West)</b>	CFB	5201 Charlotte Pike	Nashville	37209	Davidson
<b>Saint Thomas Hickman Hospital</b>	CFB	150 E Swan Street	Centerville	37033	Rutherford
<b>Saint Thomas – Ascension Saint Louise Family Medical Center</b>	CFB	1020 North Highland Avenue, Suite A	Murfreesboro	37130	Rutherford
<b>Salvus Center, Inc.</b>	CFB	556 Hartsville Pike, Suite 200	Gallatin	37066	Sumner
<b>Servolution Health Services, Inc.</b>	CFB	181 Powell Valley School Lane	Speedwell	37870	Claiborne
<b>Siloam Health</b>	CFB	2717 Murfreesboro Pike	Antioch	37013	Davidson
<b>Siloam Health</b>	CFB	820 Gale Lane	Nashville	37204	Davidson
<b>St. Mary's Legacy Clinic</b>	CFB	805 S Northshore Drive	Knoxville	37919	Knox

<b>TDH - Gibson County Community Health Center</b>	FQHC	1250 Manufacturer's Row	Trenton	38382	Gibson
<b>TDH - Stewart County Community Health Center</b>	FQHC	1021 Spring Street	Dover	37058	Stewart
<b>TDH - Upper Cumberland Primary Care Project, Cannon County Health Department</b>	FQHC	106 Alexander Drive	Woodbury	37190	Cannon
<b>TDH - Upper Cumberland Primary Care Project, Clay County Health Department</b>	FQHC	115 Guffey Street	Celina	38551	Clay
<b>TDH - Upper Cumberland Primary Care Project, Cumberland County Health Department</b>	FQHC	1503 South Main Street	Crossville	38555	Cumberland
<b>TDH - Upper Cumberland Primary Care Project, Dekalb County Health Department</b>	FQHC	254 Tiger Drive	Smithville	37166	Dekalb
<b>TDH - Upper Cumberland Primary Care Project, Fentress County Health Department</b>	FQHC	240 Colonial Circle, Suite A	Jamestown	38556	Fentress

<b>TDH - Upper Cumberland Primary Care Project, Jackson County Health Department</b>	FQHC	600 North Murray Street	Gainesboro	38562	Jackson
<b>TDH - Upper Cumberland Primary Care Project, Macon County Health Department</b>	FQHC	601 Highway 52 Bypass East	Lafayette	37083	Macon
<b>TDH - Upper Cumberland Primary Care Project, Overton County Health Department</b>	FQHC	5880 Bradford-Hicks Drive	Livingston	38570	Overton
<b>TDH - Upper Cumberland Primary Care Project, Pickett County Health Department</b>	FQHC	1013 Woodlawn Drive	Byrdstown	38549	Pickett
<b>TDH - Upper Cumberland Primary Care Project, Putnam County Health Department</b>	FQHC	701 County Services Drive	Cookeville	38501	Putnam
<b>TDH - Upper Cumberland Primary Care Project, Smith County Health Department</b>	FQHC	251 Joy Alford Way	Carthage	37030	Smith

<b>TDH - Upper Cumberland Primary Care Project, Van Buren County Health Department</b>	FQHC	907 Old McMinnville Street	Spencer	38585	Van Buren
<b>TDH - Upper Cumberland Primary Care Project, Warren County Health Department</b>	FQHC	1401 Sparta Street	McMinnville	37110	Warren
<b>TDH - Upper Cumberland Primary Care Project, White County Health Department</b>	FQHC	135 Walker Street	Sparta	38583	White
<b>The Free Medical Clinic</b>	CFB	6209 Chapman Highway	Knoxville	37920	Knox
<b>University Community Health Services, Inc.</b>	FQHC	6130 Nolensville Pike	Nashville	37211	Davidson
<b>University Community Health Services, Inc.</b>	FQHC	2637 Murfreesboro Pike	Nashville	37217	Davidson
<b>University Community Health Services, Inc.</b>	FQHC	601 Benton Avenue	Nashville	37204	Davidson
<b>Vanderbilt Integrated Primary Care, Shelbyville</b>	CFB	1612 Main Street, Suite B	Shelbyville	37160	Bedford

<b>Vanderbilt Integrated Primary Care, Unionville</b>	CFB	3335 Highway 41 A North	Unionville	37180	Bedford
<b>Vanderbilt Integrated Primary Care, Wartrace</b>	CFB	507 Blackman Boulevard W	Wartrace	37183	Bedford
<b>Vanderbilt Integrated Walk in Clinic, Urgent Care</b>	CFB	1612 Main Street, Suite A	Shelbyville	37160	Bedford
<b>Volunteers in Medicine Chattanooga, Inc.</b>	CFB	5705 Marlin Road, Suite 1400	Chattanooga	37411	Hamilton
<b>Your Community Health and Wellness Center</b>	CFB	1087 Alice Avenue	Memphis	38106	Shelby

## Appendix 2: Safety Net Dental Care Locations

Provider Name	Facility Type	Address	City	Zip	County Location
<b>Anderson County Health Department Dental Clinic</b>	CFB	710 North Main Street	Clinton	37716	Anderson
<b>Chattanooga Hamilton Co Hospital Authority DBA Erlanger Health System</b>	FQHC	1200 Dodson Avenue	Chattanooga	37406	Hamilton
<b>Cherokee Health Systems</b>	FQHC	4330 Maynardville Highway	Maynardville	37807	Union
<b>Cherokee Health Systems</b>	FQHC	2018 Western Avenue	Knoxville	37921	Knox
<b>Christ Community Health Services</b>	FQHC	2953 Broad Avenue	Memphis	38112	Shelby
<b>Christ Community Health Services</b>	FQHC	3362 South Third Street	Memphis	38109	Shelby
<b>Christ Community Health Services</b>	FQHC	3481 Austin Peay Highway	Memphis	38128	Shelby
<b>Christ Community Health Services</b>	FQHC	5366 Mendenhall Mall Road	Memphis	38115	Shelby
<b>Christ Community Health Services</b>	FQHC	969 Frayser Boulevard	Memphis	38127	Shelby
<b>Church Health Center of Memphis, Inc.</b>	CFB	1350 Concourse Avenue, Suite 142	Memphis	38104	Shelby
<b>Community Clinic of Shelbyville and Bedford County, Inc.</b>	CFB	200 Dover Street, Suite 202	Shelbyville	37160	Bedford
<b>East Tennessee State University</b>	FQHC	2151 Century Lane	Johnson City	37604	Washington
<b>Emory Valley Dental Clinic (Anderson County Government)</b>	CFB	728 Emory Valley Road	Oak Ridge	37830	Anderson
<b>Friends In Need Health Center</b>	CFB	1916 Brookside Drive	Kingsport	37660	Sullivan
<b>Hamilton County Health Department (Homeless Health Care)</b>	FQHC	730 E. 11th Street	Chattanooga	37403	Hamilton

<b>Healing Hands Health Center</b>	CFB	245 Midway Medical Park	Bristol	37620	Sullivan
<b>Interfaith Dental Clinic of Nashville, Inc.</b>	CFB	600 Hill Avenue, Suite 101	Nashville	37210	Davidson
<b>Interfaith Dental Clinic of Nashville, Inc.</b>	CFB	210 Robert Rose Drive	Murfreesboro	37129	Rutherford
<b>InterFaith Health Clinic Dental Services</b>	CFB	2607 Kingston Pike, Suite 185	Knoxville	37919	Knox
<b>Karis Community Health</b>	CFB	254 Broad Street SW	Cleveland	37311	Bradley
<b>Keystone Dental Care, Inc.</b>	CFB	603 Bert Street, Box 12	Johnson City	37601	Washington
<b>Knox County Government DBA Knox County Health Department</b>	FQHC	140 Dameron Avenue	Knoxville	37917	Knox
<b>Matthew Walker Comprehensive Health Center</b>	FQHC	1035 14th Avenue North	Nashville	37208	Davidson
<b>Matthew Walker Comprehensive Health Center</b>	FQHC	230 Dover Road	Clarksville	37042	Montgomery
<b>Mountain Hope Good Shepherd Clinic, Inc.</b>	CFB	312 Prince Street	Sevierville	37862	Sevier
<b>Mountain People's Health Council</b>	FQHC	470 Industrial Lane	Oneida	37841	Scott
<b>Perry County Medical Center, Inc. DBA Three Rivers Community Health Group</b>	FQHC	7723 Clearview Church Lane	Lyles	37098	Hickman
<b>Reelfoot Rural Ministries, Inc.</b>	CFB	6923 Minnick Elbridge Road	Obion	38240	Obion
<b>Servolution Health Services, Inc.</b>	CFB	181 Powell Valley School Lane	Speedwell	37870	Claiborne
<b>Smiles, Inc.</b>	CFB	107 East 10th Street	South Pittsburg	37380	Marion
<b>Trinity Health Ministries, Inc.</b>	CFB	1127 E. Lamar Alexander Parkway	Maryville	37804	Blount

<b>Tri-State Community Health Center</b>	FQHC	4041 Knight Arnold Road, Suite 100	Memphis	38118	Shelby
<b>United Neighborhood Health Services</b>	FQHC	1223 Dickerson Pike	Nashville	37207	Davidson
<b>United Neighborhood Health Services</b>	FQHC	107 Charles E. Davis Boulevard	Nashville	37210	Davidson
<b>United Neighborhood Health Services</b>	FQHC	217 E High Street, Suite 200	Lebanon	37087	Wilson
<b>Volunteers Ministry Center, Inc.</b>	CFB	511 North Broadway	Knoxville	37917	Knox



### Appendix 3: Project Access

Organization	Contact	Phone	Email
<b>Project Access West Tennessee</b>	Nicole Scroggins	901-707-8276	<a href="mailto:nscroggins@mdmemphis.org">nscroggins@mdmemphis.org</a>
<b>Project Access Nashville</b>	Erica Brahan	615-712-6237	<a href="mailto:ebrahan@nashvillemedicine.org">ebrahan@nashvillemedicine.org</a>
<b>Southeast Tennessee Project Access</b>	Tonya Williams	423-826-0269	<a href="mailto:tonya@chattmd.org">tonya@chattmd.org</a>
<b>Knoxville Area Project Access</b>	Rob Patrick	865-531-2766	<a href="mailto:rpatrick@knoxvillemedicine.org">rpatrick@knoxvillemedicine.org</a>
<b>Appalachian Mountain Project Access</b>	Andréa Brady-Verzi	423-232-6700	<a href="mailto:andrea@projectaccesseasttn.org">andrea@projectaccesseasttn.org</a>

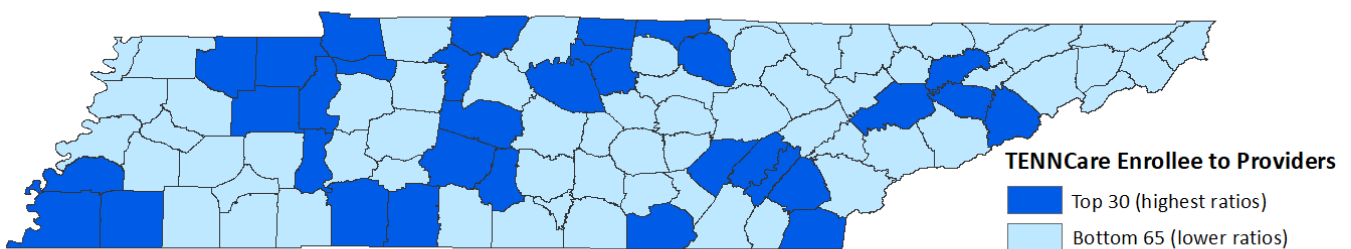
## Appendix 4: Health Resource Shortage Areas, FY23

In 1989, the Tennessee General Assembly amended the Tennessee Code Annotated, Title 66, Chapter 29, Part 1 to require the Commissioner of Health to designate Health Resource Shortage Areas, to inform decisions about allocation of funding for programs intended to encourage the location of health care practitioners in areas of greatest need. Health Resource Shortage Areas (HRSA) are identified as the 30 counties of the state with the highest population- to- provider ratios, as calculated by comparing the relevant population to the number of full-time equivalent clinicians practicing in that area, as follows:

**Health Resource Shortage Area (HRSA):** The 30 highest ranking "population-to-provider ratios" for Rational Service Areas designated for Primary Care, Obstetric, Pediatric, TennCare, and Dental providers. Note: Multiple counties may have the same rank number resulting in the top 30 shortage areas possibly having more than 30 counties.

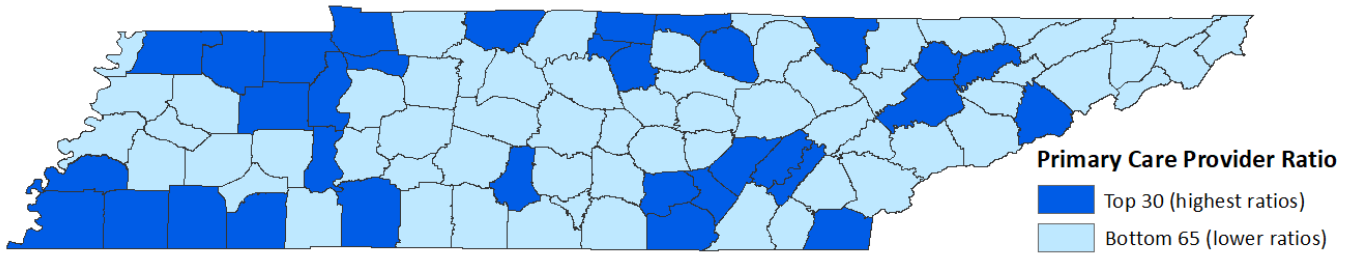
**TennCare HRSA:** The 30 highest ranking TennCare enrollees to TennCare provider ratios among the TennCare Rational Service Areas. TennCare primary care providers are defined a physician, advanced practice nurse and physician assistant providing primary care services to the TennCare enrollees within a TennCare Rational Service Area.

Appendix 4, Figure 1. TennCare Health Resource Shortage Areas, FY23



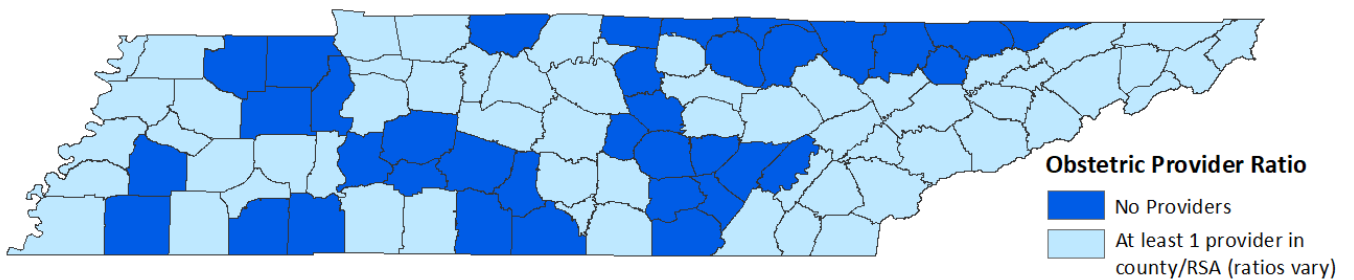
**Primary Care HRSA:** The 30 highest ranking total population to primary care provider ratios among the Primary Care Rational Service Areas. A Primary Care provider is defined as a family practice, internal medicine and general practice physician, family nurse practitioners and physician assistants.

Appendix 4, Figure 2. Primary Care Health Resource Shortage Areas, FY23



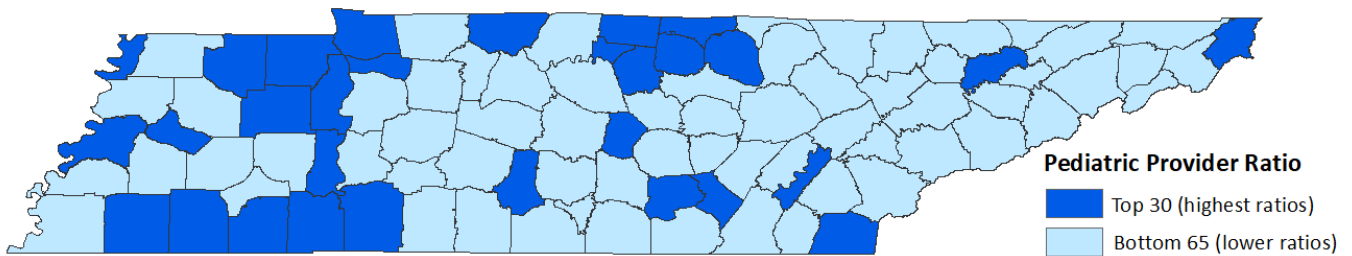
**Obstetric HRSA:** The 30 highest ranking female population of childbearing age (15-44 years) to obstetric provider ratios among the Obstetric Rational Service Areas. An obstetric provider is defined as a physician, physician assistant, nurse practitioner or certified nurse mid-wife who specializes in obstetrical care or provides prenatal services and delivery or who may provide these services in addition to practicing in another specialty care area.

Appendix 4, Figure 3. Obstetric Health Resource Shortage Areas, FY23



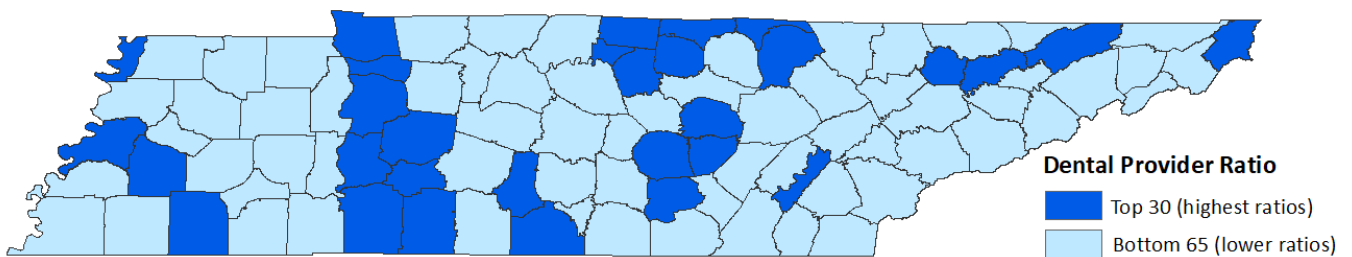
**Pediatric HRSA:** The 30 highest ranking population of children, 0-18 years, to pediatric provider ratios among the Pediatric Rational Service Areas. A pediatric provider is defined as a physician, nurse practitioner and physician assistant specializing in pediatrics or general pediatric care or who may provide these services in addition to specializing in family medicine, internal medicine, or general practice medicine.

Appendix 4, Figure 4. Pediatric Health Resource Shortage Areas, FY23



**Dental Care HRSA:** The 30 highest ranking total population to dental care provider ratios among the Primary Care Rational Service Areas. A Primary Dental Care is defined as a Doctor of Dental Surgery (DDS) or Doctor of Medicine in Dentistry (DMD) specializing in either General Dentistry or Pediatric Dentistry.

Appendix 4, Figure 5. Dental Care Health Resource Shortage Areas, FY23



## Appendix 5: Population-to-Provider Ratios, FY23

The table details population-to-provider ratios for TennCare, Primary Care, Obstetric, Pediatric, and Dental providers. Values in bold designate counties with the top 30 highest ratios for each specialty, indicating higher population for each available provider or a lack of providers within the specialty.

County	TennCare Provider Ratio	Primary Care Provider Ratio	Obstetric Provider Ratio	Pediatric Provider Ratio	Dental Provider Ratio
Anderson	1998:1	3661:1	4014:1	5220:1	2057:1
Bedford	1516:1	2142:1	2396:1	2040:1	3894:1
Benton	<b>4912:1</b>	<b>8640:1</b>	<b>No Providers</b>	<b>No Providers</b>	5762:1
Bledsoe	<b>2872:1</b>	<b>8263:1</b>	<b>No Providers</b>	7511:1	4097:1
Blount	1467:1	2737:1	387590:1	956:1	2900:1
Bradley	1981:1	2577:1	50209:1	3652:1	3221:1
Campbell	1257:1	2141:1	<b>No Providers</b>	2635:1	4630:1
Cannon	1396:1	2479:1	<b>No Providers</b>	<b>No Providers</b>	4492:1
Carroll	<b>4278:1</b>	<b>9601:1</b>	<b>No Providers</b>	<b>No Providers</b>	4972:1
Carter	654:1	937:1	6105:1	1614:1	3336:1
Cheatham	<b>3876:1</b>	3193:1	8164:1	2702:1	5132:1
Chester	1312:1	2976:1	2810:1	1730:1	6165:1
Claiborne	829:1	1568:1	<b>No Providers</b>	1421:1	5488:1
Clay	<b>7880:1</b>	<b>4022:1</b>	<b>No Providers</b>	<b>No Providers</b>	<b>7640:1</b>
Cocke	<b>3478:1</b>	<b>5683:1</b>	15060:1	4058:1	5042:1
Coffee	1516:1	2142:1	2396:1	2040:1	3894:1
Crockett	1697:1	2650:1	2810:1	<b>No Providers</b>	3111:1
Cumberland	813:1	1636:1	4179:1	2231:1	3923:1
Davidson	1529:1	1694:1	3233:1	2010:1	1697:1
Decatur	<b>3040:1</b>	<b>5071:1</b>	2810:1	<b>No Providers</b>	5554:1
DeKalb	1327:1	2210:1	<b>No Providers</b>	3128:1	4021:1
Dickson	1555:1	1807:1	26316:1	1950:1	2626:1
Dyer	602:1	1249:1	176740:1	1768:1	3510:1
Fayette	<b>4075:1</b>	<b>9445:1</b>	<b>No Providers</b>	<b>No Providers</b>	5564:1
Fentress	350:1	930:1	<b>No Providers</b>	2260:1	<b>11504:1</b>
Franklin	1477:1	2373:1	742:1	4207:1	5385:1
Gibson	1352:1	1745:1	2810:1	2379:1	3874:1
Giles	1455:1	1662:1	<b>No Providers</b>	3594:1	2626:1

County	TennCare Provider Ratio	Primary Care Provider Ratio	Obstetric Provider Ratio	Pediatric Provider Ratio	Dental Provider Ratio
Grainger	<b>3301:1</b>	<b>4654:1</b>	24828:1	<b>No Providers</b>	<b>9695:1</b>
Greene	1473:1	1206:1	14660:1	4467:1	4764:1
Grundy	1954:1	<b>3715:1</b>	<b>No Providers</b>	<b>No Providers</b>	<b>No Providers</b>
Hamblen	1803:1	2733:1	24828:1	2536:1	2462:1
Hamilton	1672:1	3286:1	5366:1	1741:1	1809:1
Hancock	213:1	225:1	<b>No Providers</b>	234:1	5474:1
Hardeman	1439:1	<b>4280:1</b>	2810:1	<b>No Providers</b>	<b>7651:1</b>
Hardin	2362:1	1960:1	<b>No Providers</b>	<b>No Providers</b>	5969:1
Hawkins	1706:1	989:1	5090:1	2558:1	<b>9151:1</b>
Haywood	956:1	2558:1	<b>No Providers</b>	1264:1	<b>17391:1</b>
Henderson	872:1	1889:1	2810:1	1298:1	5275:1
Henry	<b>4912:1</b>	<b>8640:1</b>	<b>No Providers</b>	<b>No Providers</b>	3840:1
Hickman	1029:1	2085:1	<b>No Providers</b>	3086:1	<b>10877:1</b>
Houston	<b>4661:1</b>	<b>4533:1</b>	4358:1	<b>No Providers</b>	<b>8058:1</b>
Humphreys	871:1	2155:1	26316:1	1602:1	<b>10899:1</b>
Jackson	738:1	1962:1	20358:1	<b>No Providers</b>	<b>6922:1</b>
Jefferson	<b>3532:1</b>	3365:1	24828:1	3654:1	3897:1
Johnson	1157:1	854:1	6105:1	<b>No Providers</b>	<b>10445:1</b>
Knox	<b>3580:1</b>	<b>3800:1</b>	13179:1	3406:1	2061:1
Lake	550:1	2078:1	176740:1	<b>No Providers</b>	<b>No Providers</b>
Lauderdale	750:1	1242:1	176740:1	<b>No Providers</b>	<b>11677:1</b>
Lawrence	<b>3527:1</b>	1955:1	102120:1	2430:1	<b>7178:1</b>
Lewis	890:1	1179:1	<b>No Providers</b>	3178:1	<b>7136:1</b>
Lincoln	1695:1	2823:1	<b>No Providers</b>	1557:1	<b>10675:1</b>
Loudon	1185:1	2061:1	387590:1	1690:1	2699:1
Macon	<b>4031:1</b>	<b>4483:1</b>	<b>No Providers</b>	<b>No Providers</b>	<b>9311:1</b>
Madison	1086:1	770:1	2810:1	1425:1	2308:1
Marion	<b>5465:1</b>	<b>5025:1</b>	<b>No Providers</b>	3757:1	6509:1
Marshall	<b>9814:1</b>	<b>16854:1</b>	<b>No Providers</b>	<b>No Providers</b>	<b>7661:1</b>
Maury	<b>7861:1</b>	2939:1	<b>No Providers</b>	8804:1	2825:1
McMinn	<b>2883:1</b>	2416:1	50209:1	2811:1	5287:1
McNairy	2332:1	<b>3797:1</b>	<b>No Providers</b>	<b>No Providers</b>	2689:1
Meigs	<b>2758:1</b>	<b>4707:1</b>	50209:1	<b>No Providers</b>	<b>No Providers</b>
Monroe	2156:1	2653:1	387590:1	1871:1	4938:1

County	TennCare Provider Ratio	Primary Care Provider Ratio	Obstetric Provider Ratio	Pediatric Provider Ratio	Dental Provider Ratio
Montgomery	1750:1	2404:1	4358:1	1548:1	2705:1
Moore	1516:1	2142:1	2396:1	2040:1	3894:1
Morgan	1975:1	2872:1	4014:1	2962:1	4308:1
Obion	2066:1	<b>3891:1</b>	176740:1	3480:1	2335:1
Overton	<b>3664:1</b>	<b>4348:1</b>	<b>No Providers</b>	<b>No Providers</b>	5993:1
Perry	890:1	1179:1	<b>No Providers</b>	3178:1	<b>20050:1</b>
Pickett	678:1	874:1	<b>No Providers</b>	949:1	<b>No Providers</b>
Polk	<b>10614:1</b>	<b>10505:1</b>	50209:1	<b>No Providers</b>	5253:1
Putnam	681:1	1245:1	20358:1	1252:1	2899:1
Rhea	<b>2872:1</b>	<b>8263:1</b>	<b>No Providers</b>	7511:1	4097:1
Roane	2268:1	3704:1	4014:1	4337:1	4893:1
Robertson	<b>16982:1</b>	<b>23661:1</b>	<b>No Providers</b>	<b>16982:1</b>	2946:1
Rutherford	2672:1	3102:1	18484:1	3274:1	2192:1
Scott	2377:1	<b>4078:1</b>	<b>No Providers</b>	4022:1	3239:1
Sequatchie	2623:1	<b>7862:1</b>	<b>No Providers</b>	<b>No Providers</b>	6224:1
Sevier	2406:1	2678:1	21039:1	1053:1	3577:1
Shelby	<b>7579:1</b>	<b>6051:1</b>	6635:1	4951:1	2025:1
Smith	<b>22510:1</b>	<b>19926:1</b>	<b>No Providers</b>	<b>No Providers</b>	<b>11722:1</b>
Stewart	<b>4661:1</b>	<b>4533:1</b>	4358:1	<b>No Providers</b>	<b>8058:1</b>
Sullivan	1836:1	2020:1	5090:1	2131:1	2191:1
Sumner	2233:1	2289:1	8164:1	1073:1	2740:1
Tipton	<b>7507:1</b>	<b>11401:1</b>	11764:1	12512:1	6481:1
Trousdale	<b>6644:1</b>	<b>10910:1</b>	10805:1	<b>No Providers</b>	<b>18184:1</b>
Unicoi	654:1	937:1	6105:1	1614:1	3336:1
Union	2516:1	<b>4920:1</b>	<b>No Providers</b>	3888:1	<b>10357:1</b>
Van Buren	1384:1	2551:1	<b>No Providers</b>	7057:1	<b>8225:1</b>
Warren	1342:1	2750:1	<b>No Providers</b>	5683:1	<b>8718:1</b>
Washington	654:1	937:1	6105:1	1614:1	3336:1
Wayne	<b>4133:1</b>	<b>4894:1</b>	102120:1	<b>No Providers</b>	<b>No Providers</b>
Weakley	<b>4018:1</b>	<b>4451:1</b>	<b>No Providers</b>	<b>No Providers</b>	4173:1
White	1384:1	2551:1	20358:1	7057:1	<b>8225:1</b>
Williamson	<b>2693:1</b>	1772:1	8164:1	2129:1	1364:1
Wilson	<b>3610:1</b>	1978:1	10805:1	2089:1	2763:1

## Appendix 6: Behavioral Health Safety Net Locations

Safety Net Provider	Adult Services	Children Services	Community Mental Health Center Site Address	Phone	Location County
Alliance Healthcare Services	YES	YES	3810 Winchester Road Memphis, TN 38118	901-369-1410	Shelby
Alliance Healthcare Services	YES	NO	2579 Douglass Avenue Memphis, TN 38114	901-369-1410	Shelby
Alliance Healthcare Services	YES	NO	3628 Summer Avenue Memphis, TN 38114	901-369-1410	Shelby
Alliance Healthcare Services	YES	NO	2150 Whitney Avenue Memphis, TN 38127	901-369-1410	Shelby
Alliance Healthcare Services	YES	YES	Paul Schwartz Center for Children and Families 2100 Whitney Avenue Memphis, TN 38127	901-369-1410	Shelby
Alliance Healthcare Services	YES	NO	1200 Peabody Avenue Memphis, TN 38104	901-369-1410	Shelby
Alliance Healthcare Services	YES	YES	2673 Yale Road Memphis, TN 38112	901-369-1410	Shelby
Carey Counseling Center, Inc.	YES	YES	Carey Counseling Center at Camden 300 Hwy 641 Camden, TN 38320	1-800-611-7757	Benton
Carey Counseling Center, Inc.	YES	YES	Carey Counseling Center at Huntington 19410 West Main Street Huntingdon, TN 38344	1-800-611-7757	Carroll
Carey Counseling Center, Inc.	YES	YES	Carey Counseling Center at Trenton 1263 North Hwy 45 by- pass Trenton, TN 38382	1-800-611-7757	Gibson
Carey Counseling Center, Inc.	YES	YES	Carey Counseling Center, Inc. (Corporate Office) 408 Virginia Street Paris, TN 38242	1-800-611-7757	Henry



<b>Carey Counseling Center, Inc.</b>	YES	YES	Carey Counseling Center at Union City 1409 North Morgan Street Union City, TN 38281	1-800-611-7757	Obion
<b>Carey Counseling Center, Inc.</b>	YES	YES	457 Hannings Lane Martin, TN 38237	1-800-611-7757	Weakley
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	604 South Wall Street Shelbyville, TN 37160	1-800-HOPE-123	Bedford
<b>Centerstone of Tennessee, Inc.</b>	YES	NO	1110 Woodbury Street Shelbyville, TN 37160	1-800-HOPE-123	Bedford
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	4160 N Ocoee Street Cleveland, TN 37312	1-800-HOPE-123	Bradley
<b>Centerstone of Tennessee, Inc.</b>	YES	NO	709 North Davidson Street Tullahoma, TN 37388	1-800-HOPE-123	Coffee
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	1803 North Jackson Street Tullahoma, TN 37388	1-800-HOPE-123	Coffee
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	620 South Gallatin Road Madison, TN 37115	1-800-HOPE-123	Davidson
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	Frank Luton Center 1921 Ransom Place Nashville, TN 37217	1-800-HOPE-123	Davidson
<b>Centerstone of Tennessee, Inc.</b>	YES	NO	230 Venture Circle Nashville, TN 37228	1-800-HOPE-123	Davidson
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	2400 White Avenue Nashville, TN 37204	1-800-HOPE-123	Davidson
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	6000 Ramsey Way Dickson, TN 37055	1-800-HOPE-123	Dickson

<b>Centerstone of Tennessee, Inc.</b>	YES	NO	224 N Mail Street Dickson, TN 37055	1-800-HOPE-123	Dickson
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	416 South Main Street Estill Springs, TN 37330	1-800-HOPE-123	Franklin
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	1002 Brindley Drive Pulaski, TN 38478	1-800-HOPE-123	Giles
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	6110 Shallowford Road Chattanooga, TN 37421	1-800-HOPE-123	Hamilton
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	1090 Old Florence Road Lawrenceburg, TN 38464	1-800-HOPE-123	Lawrence
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	912 Summertown Highway Hohenwald, TN 38462	1-800-HOPE-123	Lewis
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	2241 Thornton Taylor Parkway Fayetteville, TN 37334	1-800-HOPE-123	Lincoln
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	1601 Nashville Highway Lewisburg, TN 37091	1-800-HOPE-123	Marshall
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	1222 Medical Center Drive Columbia, TN 38401	1-800-HOPE-123	Maury
<b>Centerstone of Tennessee, Inc.</b>	YES	NO	6011 Trotwood Avenue Columbia, TN 38401	1-800-HOPE-123	Maury
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	511 8th Street Clarksville, TN 37040	1-800-HOPE-123	Montgomery
<b>Centerstone of Tennessee, Inc.</b>	YES	NO	611 8th Street Clarksville, TN 37040	1-800-HOPE-123	Montgomery
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	713 Cheatham Street Springfield, TN 37172	1-800-HOPE-123	Robertson

<b>Centerstone of Tennessee, Inc.</b>	YES	YES	332 Sumner Hall Drive Gallatin, TN 37066	1-800-HOPE-123	Sumner
<b>Centerstone of Tennessee, Inc.</b>	YES	YES	418 South Main Street Waynesboro, TN 38485	1-800-HOPE-123	Wayne
<b>Cherokee Health Systems</b>	YES	YES	Clinton Office 1107 N. Charles Seivers Blvd., Suite 101 Clinton, TN 37718	1-866-231-4477	Anderson
<b>Cherokee Health Systems</b>	YES	YES	Alcoa 255 East Watt Street Alcoa, TN 37701	1-866-231-4477	Blount
<b>Cherokee Health Systems</b>	YES	YES	Tazewell Office 1596 Highway 33 South New Tazewell, TN 37825	1-866-231-4477	Claiborne
<b>Cherokee Health Systems</b>	YES	YES	5619 Hwy 60 Clairfield, TN 37715	1-866-231-4477	Claiborne
<b>Cherokee Health Systems</b>	YES	YES	Newport Grammar School 320 8th Street Newport, TN 37821	1-866-231-4477	Cocke
<b>Cherokee Health Systems</b>	YES	YES	Newport Office 215 Hedrick Drive Newport, TN 37821	1-866-231-4477	Cocke
<b>Cherokee Health Systems</b>	YES	YES	Washburn Office 7719 Highway 131 Washburn, TN 37888	1-866-231-4477	Grainger
<b>Cherokee Health Systems</b>	YES	YES	Blaine Office 880 Rutledge Pike Blaine, TN 37709	1-866-231-4477	Grainger
<b>Cherokee Health Systems</b>	YES	YES	5th Street Office 815 West 5th North Street Morristown, TN 37814	1-866-231-4477	Hamblen
<b>Cherokee Health Systems</b>	YES	YES	Talbott Office 6350 West Andrew Johnson Highway Talbott, TN 37877	1-866-231-4477	Hamblen

<b>Cherokee Health Systems</b>	YES	YES	Chattanooga Office 5600 Brainerd Road, Suite A-4 Chattanooga, TN 37411	1-866-231-4477	Hamilton
<b>Cherokee Health Systems</b>	YES	YES	Center City Office 2018 Western Avenue Knoxville, TN 37921	1-866-231-4477	Knox
<b>Cherokee Health Systems</b>	YES	YES	West 5th Avenue Office 538 West 5th Avenue Knoxville, TN 37917	1-866-231-4477	Knox
<b>Cherokee Health Systems</b>	YES	YES	North Knox Office 7714 Conner Road, Suite 105 Powell, TN 37849	1-866-231-4477	Knox
<b>Cherokee Health Systems</b>	YES	YES	Lonsdale Office 1754 Texas Avenue Knoxville, TN 37921	1-866-231-4477	Knox
<b>Cherokee Health Systems</b>	YES	YES	East Knox Office 2202 Martin Luther King Jr. Avenue Knoxville, TN 37915	1-866-231-4477	Knox
<b>Cherokee Health Systems</b>	YES	YES	Cherokee Mills 2240 Sutherland Ave. Ste. 103 Knoxville, TN 37919	1-865-934-6100	Knox
<b>Cherokee Health Systems</b>	YES	YES	Lenoir City Office 501 Adesa Blvd., Suite A 150 Lenoir City, TN 37771	1-866-231-4477	Loudon
<b>Cherokee Health Systems</b>	YES	YES	Englewood Office 3360 Hwy 411 North Englewood, TN 37329	1-866-231-4477	McMinn
<b>Cherokee Health Systems</b>	YES	YES	Seymour Office 10731 Chapman Highway Seymour, TN 37865	1-866-231-4477	Sevier
<b>Cherokee Health Systems</b>	YES	YES	Parkway Village Office 4095 American Way Memphis, TN 38118	1-866-231-4477	Shelby

<b>Cherokee Health Systems</b>	YES	YES	Harmony Plaza 2146 Frayser Boulevard Memphis, TN 38127	1-866-231-4477	Shelby
<b>Cherokee Health Systems</b>	YES	YES	Maynardville Office 4330 Maynardville Highway Maynardville, TN 37807	1-866-231-4477	Union
<b>CMI Healthcare Services</b>	YES	Yes	3171 Directors Row Memphis, TN 38131	901-821-5600	Shelby
<b>Frontier Health</b>	YES	YES	Charlotte Taylor Center 426 East G. Street Elizabethton, TN 37643	1-855-336-9327	Carter
<b>Frontier Health</b>	YES	NO	Church Street. Pavilion 616 East Church Street Greeneville, TN 37745	1-855-336-9327	Greene
<b>Frontier Health</b>	YES	YES	Nolachuckey Mental Health Center 401 Holston Drive Greeneville, TN 37744	1-855-336-9327	Greene
<b>Frontier Health</b>	YES	YES	Hancock County Mental Health Center 210 River Road Sneedville, TN 37869	1-855-336-9327	Hancock
<b>Frontier Health</b>	YES	YES	Hawkins County Mental Health Center 101 Lena Drive Rogersville, TN 37857	1-855-336-9327	Hawkins
<b>Frontier Health</b>	YES	YES	Johnson County Counseling Center 318 Donnelly Street Mountain City, TN 37683	1-855-336-9327	Johnson
<b>Frontier Health</b>	NO	YES	Holston Children & Youth Services 2001 Stonebrook Place Kingsport, TN 37660	1-855-336-9327	Sullivan

<b>Frontier Health</b>	YES	NO	Holston Counseling Center 1570 Waverly Road Kingsport, TN 37664	1-855-336-9327	Sullivan
<b>Frontier Health</b>	YES	NO	Tennessee Community Support Services 266 North Street Bristol, TN 37620	1-855-336-9327	Sullivan
<b>Frontier Health</b>	YES	YES	Bristol Regional Counseling Center 26 Midway Street. Bristol, TN 37620	1-855-336-9327	Sullivan
<b>Frontier Health</b>	YES	YES	Erwin Mental Health Center 218 North Main Street Erwin, TN 37650	1-855-336-9327	Unicoi
<b>Frontier Health</b>	YES	YES	Watauga Behavioral Health Services 109 West Watauga Avenue Johnson City, TN 37604	1-855-336-9327	Washington
<b>McNabb Center</b>	YES	YES	100 Adams Lane Oak Ridge, TN 37830	1-877-302-1226	Anderson
<b>McNabb Center</b>	YES	YES	1704 East Broadway Maryville, TN 37804	1-877-302-1226	Blount
<b>McNabb Center</b>	YES	YES	990 West Hwy 25 / 70 Newport, TN 37821	1-877-302-1226	Cocke
<b>McNabb Center</b>	YES	YES	310 West 3rd North Street, Bldg. 1 Morristown, TN 37814	1-877-302-1226	Hamblen
<b>McNabb Center</b>	YES	NO	McNabb Center - Adult Services 601 Cumberland Street, Suite A Chattanooga, TN 37404	1-877-302-1226	Hamilton
<b>McNabb Center</b>	No	YES	McNabb Center - Children and Youth Services 6055 Shallowford Road Chattanooga, TN 37421	1-877-302-1226	Hamilton

<b>McNabb Center</b>	YES	NO	McNabb Center-Adult Services 205 West Springdale Avenue Knoxville, TN 37917	1-877-302-1226	Knox
<b>McNabb Center</b>	No	Yes	McNabb Center-Children and Youth Services 600 Arthur Street Knoxville, TN 37921	1-877-302-1226	Knox
<b>McNabb Center</b>	YES	YES	2336 South Congress Parkway Athens, TN 37303	1-877-302-1226	McMinn
<b>McNabb Center</b>	YES	YES	1105 Oak Cluster Drive Sevierville, TN 37862	1-877-302-1226	Sevier
<b>Mental Health Cooperative, Inc.</b>	YES	YES	2544 Dalton Pike S.E. Cleveland, Tn 37040	615-743-1555	Bradley
<b>Mental Health Cooperative, Inc.</b>	YES	YES	1309 Bell Road, Suite 201 Antioch, TN 37013	615-743-1555	Davidson
<b>Mental Health Cooperative, Inc.</b>	YES	YES	275 Cumberland Bend Drive Nashville, TN 37228	615-743-1555	Davidson
<b>Mental Health Cooperative, Inc.</b>	YES	YES	220 Skyline Circle Dickson, TN 37055	615-743-1555	Dickson
<b>Mental Health Cooperative, Inc.</b>	YES	YES	801 North Holtzclaw Ave., Suite 101 Chattanooga, TN 37404	615-743-1555	Hamilton
<b>Mental Health Cooperative, Inc.</b>	YES	YES	100 Berrywood Drive Columbia, TN 38401	615-743-1555	Maury
<b>Mental Health Cooperative, Inc.</b>	YES	YES	871 Professional Park Drive Clarksville, TN 37040	615-743-1555	Montgomery
<b>Mental Health Cooperative, Inc.</b>	YES	YES	418 North Willow Avenue Cookeville, TN 38501	615-743-1555	Putnam
<b>Mental Health Cooperative, Inc.</b>	YES	YES	1419 Kensington Square Court Murfreesboro, TN 37130	615-743-1555	Rutherford
<b>Mental Health Cooperative, Inc.</b>	YES	YES	1078 South Water Avenue Gallatin, TN 37066	615-743-1555	Sumner
<b>Parkwest Medical Center, DBA Peninsula</b>	YES	YES	203 Corporate Place Alcoa, TN 37701	865-970-9800	Blount

<b>Parkwest Medical Center, DBA Peninsula</b>	YES	YES	1451 Dowell Springs Blvd. Knoxville, TN 37909	865-970-9800	Knox
<b>Parkwest Medical Center, DBA Peninsula</b>	YES	YES	423 Medical Park Drive, Suite 400 Lenoir City, TN 37772	865-970-9800	Loudon
<b>Parkwest Medical Center, DBA Peninsula</b>	YES	YES	1104 Foxwood Drive Sevierville, TN 37862	865-970-9800	Sevier
<b>Pathways of Tennessee, Inc.</b>	YES	YES	1720 Woodlawn Avenue Dyersburg, TN 38024	1-800-587-3854	Dyer
<b>Pathways of Tennessee, Inc.</b>	YES	YES	4039 Highland Avenue, Suite #2 Milan, TN 38358	1-800-587-3854	Gibson
<b>Pathways of Tennessee, Inc.</b>	YES	YES	1120 Tammell Street Brownsville, TN 38012	1-800-587-3854	Haywood
<b>Pathways of Tennessee, Inc.</b>	YES	YES	9550 Hwy 412 West, Suite B Lexington, TN 38351	1-800-587-3854	Henderson
<b>Pathways of Tennessee, Inc.</b>	YES	YES	223 Court Street Tiptonville, TN 38079	1-800-587-3854	Lake
<b>Pathways of Tennessee, Inc.</b>	YES	YES	238 Summar Drive Jackson, TN 38301	1-800-587-3854	Madison
<b>Pathways of Tennessee, Inc.</b>	YES	YES	Jackson EAP 33 Directors Row Jackson, TN 38301	1-800-587-3854	Madison
<b>Pathways of Tennessee, Inc.</b>	YES	YES	930 Mount Zion Road Union City, TN 38261	1-800-587-3854	Obion
<b>Professional Care Services of West TN, Inc.</b>	YES	YES	Dyer County Professional Care Services 2380 Henry Street Dyersburg, TN 38024	1-844-727-2778	Dyer
<b>Professional Care Services of West TN, Inc.</b>	YES	YES	213 Lakeview Drive Somerville, TN 38068	1-844-727-2778	Fayette
<b>Professional Care Services of West TN, Inc.</b>	YES	YES	Haywood County Professional Care Services 130 West Main Street Brownsville, TN 38012	1-844-727-2778	Haywood
<b>Professional Care Services of West TN, Inc.</b>	YES	YES	William F. Walker Center 403 Commerce Street Ripley, TN 38063	1-844-727-2778	Lauderdale



<b>Professional Care Services of West TN, Inc.</b>	YES	YES	Susan E. Ingram Center 5281 Navy Road Millington, TN 38053	1-844-727-2778	Shelby
<b>Professional Care Services of West TN, Inc.</b>	NO	YES	MCAP (Midsouth Child and Adolescent Psychiatry) 6401 Poplar Ave, Suite 214 Memphis, TN 38119	1-901-677-0431	Shelby
<b>Professional Care Services of West TN, Inc.</b>	YES	YES	Charles R. Kennon Center 1997 Highway 51 South Covington, TN 38019	1-844-727-2778	Tipton
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	925 East Main Street Henderson, TN 38340	1-800-532-6339	Chester
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	P.O. Box 395, 259 West Main Street Decaturville, TN 38329	1-800-532-6339	Decatur
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	10710 Old Highway 64 Bolivar, TN 38008	1-800-532-6339	Hardeman
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	1410 Pickwick Street Savannah, TN 38372	1-800-532-6339	Hardin
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	844 Natchez Trace Drive Lexington, TN 38351	1-800-532-6339	Henderson
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	45 Executive Drive, Suite A Jackson, TN 38305	1-800-532-6339	Madison
<b>Quinco Community Mental Health Center, Inc.</b>	YES	YES	641 East Poplar Avenue Selmer, TN 38375	1-800-532-6339	McNairy
<b>Ridgeview Behavioral Health Services</b>	YES	YES	Ridgeview Psychiatric Hospital and Center, Inc. 240 West Tyrone Road Oak Ridge, TN 37830	1-800-834-4178	Anderson
<b>Ridgeview Behavioral Health Services</b>	YES	YES	Ridgeview Outpatient Clinic 108 South 5th Street Lafollette, TN 37766	1-800-834-4178	Campbell
<b>Ridgeview Behavioral Health Services</b>	YES	YES	Ridgeview Outpatient Clinic 830 Main Street Suite 2 Wartburg, TN 37887	1-800-834-4178	Morgan

<b>Ridgeview Behavioral Health Services</b>	YES	YES	Ridgeview's Louise Singleton Outpatient Center 307 Devonia Street Harriman, TN 37748	1-800-834-4178	Roane
<b>Ridgeview Behavioral Health Services</b>	YES	YES	Ridgeview's Outpatient Clinic 133 West 2nd Avenue Oneida, TN 37841	1-800-834-4178	Scott
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Blount
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Davidson
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Grainger
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Hamblen
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Hawkins
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Jefferson
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Madison
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Montgomery
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Robertson
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Shelby
<b>TN Voices</b>	YES	YES	500 Professional Park Drive Goodlettsville, TN 37072	1-800-670-9882	Sumner
<b>TN Voices</b>	YES	YES	Telehealth Services only	1-800-670-9882	Washington
<b>Volunteer Behavioral Health Center</b>	YES	YES	940 South Ocoee Street Cleveland TN 37311	1-877-567-6051	Bradley

<b>Volunteer Behavioral Health Center</b>	YES	YES	4325 Hwy. 127 North Crossville, TN 38571	1-877-567-6051	Cumberland
<b>Volunteer Behavioral Health Center</b>	YES	YES	14399 US-41 STE 120 Tracy City, TN 37387	1-877-567-6051	Grundy
<b>Volunteer Behavioral Health Center</b>	YES	YES	420 Bell Avenue Chattanooga TN 37405	1-877-567-6051	Hamilton
<b>Volunteer Behavioral Health Center</b>	YES	YES	101 Bratten Avenue Lafayette, TN 37083	1-877-567-6051	Macon
<b>Volunteer Behavioral Health Center</b>	YES	YES	215 Hickman Road Jasper, TN 37347	1-877-567-6051	Marion
<b>Volunteer Behavioral Health Center</b>	YES	YES	1805 Ingleside Avenue Athens, TN 37303	1-877-567-6051	McMinn
<b>Volunteer Behavioral Health Center</b>	YES	YES	520 Cook Street, Suite I Madisonville, TN 37354	1-877-567-6051	Monroe
<b>Volunteer Behavioral Health Center</b>	YES	YES	501 Spruce Street Livingston, TN 38570	1-877-567-6051	Overton
<b>Volunteer Behavioral Health Center</b>	YES	YES	Plateau Mental Health Center 1200 South Willow Street Cookeville, TN 38506	1-877-567-6051	Putnam
<b>Volunteer Behavioral Health Center</b>	YES	YES	7200 Rhea County Highway Dayton, TN 37321	1-877-567-6051	Rhea
<b>Volunteer Behavioral Health Center</b>	YES	YES	450 S Chamberlain Rockwood, TN 37854	1-877-567-6051	Roane
<b>Volunteer Behavioral Health Center</b>	YES	YES	131 Mayfield Drive Smyrna, TN 37167	1-877-567-6051	Rutherford
<b>Volunteer Behavioral Health Center</b>	YES	YES	1504 Williams Drive Murfreesboro, TN 37129	1-877-567-6051	Rutherford
<b>Volunteer Behavioral Health Center</b>	YES	YES	121 Ferdonia Road Dunlap, TN 37327	1-877-567-6051	Sequatchie

<b>Volunteer Behavioral Health Center</b>	YES	YES	133 Indian Lake Road Hendersonville, TN 37075	1-877-567-6051	Sumner
<b>Volunteer Behavioral Health Center</b>	YES	YES	510 East Main Street Gallatin, TN 37066	1-877-567-6051	Sumner
<b>Volunteer Behavioral Health Center</b>	YES	YES	120 Omni Drive McMinnville, TN 37110	1-877-567-6051	Warren
<b>Volunteer Behavioral Health Center</b>	YES	YES	1915 Columbia Ave. Franklin, TN 37064	1-877-567-6051	Williamson
<b>Volunteer Behavioral Health Center</b>	YES	YES	1404 Winter Drive Lebanon, TN 37087	1-877-567-6051	Wilson

## References

1. <https://www.americashealthrankings.org/explore/states/TN>
2. [https://aspe.hhs.gov/sites/default/files/migrated\\_legacy\\_files//198861/trends-in-the-us-uninsured.pdf](https://aspe.hhs.gov/sites/default/files/migrated_legacy_files//198861/trends-in-the-us-uninsured.pdf)
3. <https://haslam.utk.edu/publication/an-economic-assessment-of-tenncare-expansion-in-2023/>
4. Medical Service Encounters and Unduplicated Patients must meet eligibility criteria for the Uninsured Adult Healthcare Safety Net Program reported by the 16 LHD/FQHC clinics.