



Division of
**Health Care
Finance & Administration**

TennCare Kids Connection

TennCare Kids Connection

How to contact TennCare Kids staff if you have questions about the TennCare Kids Connection process:

- Please send an email message to TennCareKids.Help@tn.gov

TennCare Kids Connection

An interagency agreement between:

- Department of Education
- Bureau of TennCare

Program Purpose

Establishes a process for schools to use to provide information to Managed Care Organizations (MCOs) when children are identified as needing medically related services in their Individualized Education Programs (IEPs).

TennCare Responsibilities

Each year, TennCare requests that schools share information with the appropriate TennCare MCOs when medically related services are included in the IEPs of TennCare enrolled children.

TennCare Responsibilities

The annual request includes:

- A Memorandum to the MCO Chief Executive Officers (CEOs), reminding them of their responsibilities to provide medically necessary covered services to TennCare-enrolled children.
- A Memorandum to the Directors of Schools, requesting that school personnel assist the MCOs in the coordination of care and the delivery of medically necessary covered services for TennCare-enrolled school-age children. These services are identified in the children's IEPs.
- The TennCare Kids Connection Packet.

TennCare Responsibilities

The TennCare Kids Connection Packet contains:

- TennCare Kids Connection Process.
- TennCare Notice of Access to Child or Parent for Public Benefits or Insurance Information (English & Spanish).
- TennCare Parental Authorization for Release of Information for IEP (English & Spanish). This form may **not** be modified.
- TennCare Kids Connection Flyer (English & Spanish).
- TennCare Kids Connection Cover Letter (Provision of Medically Related Services).
- TennCare Kids Connection MCOs and Counties by Grand Region.

School Responsibilities

To share information included in the IEPs for TennCare-enrolled children, the schools will:

- 1.** Identify children enrolled in TennCare who have medically related services listed in their IEPs.
- 2.** Provide a copy of the **Notice of Access to Child or Parent Public Benefits or Insurance Information** to parents when a school seeks to access such information in order to pay for required special education and related services under the Individuals with Disabilities Education Act (IDEA).
- 3.** Obtain the parent's signature on the **TennCare Parental Authorization for Release of Information for IEP form** (English & Spanish), allowing the sharing of information among the school, the MCO, and the Primary Care Provider (PCP).
- 4.** Provide the MCO with a copy of the child's IEP and a copy of the **TennCare Parental Authorization for Release of Information for IEP form**.

School Responsibilities

5. The school may utilize the **MCO Cover Letter (Provision of Medically Related Services in a School Setting)** to send the following information to the appropriate MCO:
 - a. Contact information for the Special Education Director or other designated person at the school who is to receive MCO communication on each child.
 - b. Specific services for which consideration is sought.
 - c. If possible, supporting documentation such as the child's Individual Health Plan (IHP).

MCO Responsibilities

1. After receipt of the IEP, the MCO will:
 - a. Accept the IEP and treat it as a request for services, to which the MCO will respond within 14 days, OR
 - b. Assist in making an appointment to have the child evaluated.
2. Send a copy of the IEP-related information to the Primary Care Provider (PCP).
3. Notify the designated school contact person of the disposition of the request (e.g., what services for the child have been approved or denied, what arrangements have been made for service delivery).

MCO Responsibilities

If the MCO becomes aware that an enrollee has an IEP, the MCO is obligated to request a copy of the IEP from the school.

MCO Contacts

Below you will find the list of TennCare Kids Connection MCO Contacts for each region of the state.

West Tennessee

Amerigroup: 1-800-600-4441
BlueCare: 1-800-468-9698
UnitedHealthcare: 1-800-690-1606
TennCare *Select*: 1-800-263-5479

Middle Tennessee

Amerigroup: 1-800-600-4441
BlueCare: 1-800-468-9698
UnitedHealthcare: 1-800-690-1606
TennCare *Select*: 1-800-263-5479

East Tennessee

Amerigroup: 1-800-600-4441
BlueCare: 1-800-468-9698
UnitedHealthcare: 1-800-690-1606
TennCare *Select*: 1-800-263-5479

