



STATE OF TENNESSEE  
BUREAU OF TENNCARE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
310 GREAT CIRCLE ROAD  
NASHVILLE, TENNESSEE

**Thank you for your participation in the TennCare program. Please forward or copy the information in this notice to all providers who may be affected by these processing changes.**

There has been some confusion surrounding Medicare Part D and the crossover payments from Medicare to TennCare for recipients who have utilized Medicare Part B services (i.e. diabetic supplies). **This process has not changed with the inception of Medicare Part D.** Pharmacists must do the following in order to assure that their Medicare Part B services cross over to TennCare for payment of the remaining amount after Medicare has paid their portion:

- ✓ All pharmacies must possess a valid Tennessee DME provider number. This number is assigned by TennCare and is necessary for the crossover process. The DME provider number can be obtained in the following ways:
  - Access the application from the following website:  
[www.tn.gov/tenncare/Providers/TCforms1.htm](http://www.tn.gov/tenncare/Providers/TCforms1.htm) and choose “Group application” or
  - Contact TennCare at (800) 342-3145 and ask to be transferred to the Provider Enrollment unit. Providers may also call Provider Enrollment message center (615-253-5953) where your calls will be returned within 24 hours.
  
- ✓ The claim should crossover from Palmetto. If it doesn't then the provider must submit a HCFA 1500 claim form and the Medicare EOB. Claims should go to the following address:
  - TennCare  
P.O. Box 460  
Nashville, TN 37202

**TennCare List Serve for Notifications regarding the TennCare program:**

TennCare has created a service where any providers who would like to sign up for free notifications for the TennCare program can enter their contact information and receive notifications electronically. This service is free to join and providers interested in signing up can follow the links at:

<http://www.tn.gov/tenncare/>

Please visit the TennCare/First Health website regularly ([www.firsthealth.com](http://www.firsthealth.com)) to stay up-to-date on changes to the TennCare program. Please forward or copy the information in this notice to all providers who may be affected by these processing changes.