



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

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This notice is to inform TennCare pharmacy providers of important changes to the pharmacy program. Please forward or copy this information to any providers that may be affected by these changes.

### **NEW TENNCARE PHARMACY NOTICE FORMS**

The purpose of this correspondence is to provide you with the newly revised notice that must be used immediately upon receipt. **Please discard any old notices that do not have the revision date of "09Aug06" as denoted in the lower left-hand corner of the notice, and replace with the new notice.** Prior to September 15, 2006, participating pharmacy providers will be sent a packet containing a pad of the new Prior Authorization Required Forms (PARF). Please begin utilizing the new PARF forms as soon as you receive them. The new notice may also be downloaded from the TennCare/First Health website at: [www.firsthealth.com](http://www.firsthealth.com)

Requests for additional notice forms can be faxed to 615-741-0078. In addition to new PARF forms, pharmacy providers will be sent 4 pharmacy posters (2 of the same posters in English and Spanish). Please discard the yellow and purple pharmacy posters upon receipt of the new posters.

The procedures regarding provision of notice and the handling of the 3-day supply are unchanged. TennCare enrollees are not entitled to a 3-day supply of medication (interim supply) every time a prescription is blocked at the point of sale due to a PDL or DUR edit. Instead, a 3-day supply will **only** be dispensed if the pharmacist determines that the situation represents an emergency (emergency supply). In addition, no enrollee will be permitted to return to the pharmacy and receive the remainder of the supply unless the prescriber has obtained prior authorization. Pharmacists must still attempt to contact the prescriber if a prescription is denied at POS for rejections such as: PA required (but not sought), therapeutic duplication, non-preferred medication, quantity limits, etc. If the pharmacist has reached the prescriber and resolved the matter, the patient will not receive the new Prior Authorization Required form. In that circumstance, the pharmacist will either be:

1. Dispensing a drug to the enrollee (because the prescriber obtained a PA or made a therapy change to a drug for which no PA was required), or
2. Informing the enrollee that the prescriber has withdrawn the original medication order (e.g. after the prescriber found out that the prescription was a therapeutic duplication, the prescriber canceled the prescription)


If the pharmacist is unsuccessful in reaching the prescriber and resolving the matter, the pharmacist must provide the enrollee with the **NEW** Prior Authorization Required form (attached). If the pharmacist does reach the prescriber and he/she indicated that he/she would seek PA (but it hasn't been obtained yet), the pharmacist should still give the enrollee the Prior Authorization Required form, but the pharmacist can also suggest that, before attempting to contact their doctor, the enrollee try returning or contacting the drug store later to see if they can pick up their drug because the PA has been obtained.

Please download the complete emergency supply instructions at [www.firsthealth.com](http://www.firsthealth.com).

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## Prior Authorization Required Form (Old)

DS 6 NPA.1



STATE OF TENNESSEE  
BUREAU OF TENNCARE  
P.O. Box 20007  
Nashville, Tennessee 37202

Do you need help?

- Call 1-800-639-9156 for free.

Versión en español atrás

Today, \_\_\_\_\_ can't get this drug:  
Date Member Name Member SSN

• \_\_\_\_\_  
Drug Name

**WHY?** Your doctor must get TennCare's OK before TennCare will pay for this medicine. (It's called a "prior authorization" or "PA.")

**What can you do? FIRST, call your doctor.** Your drug store will try to call your doctor. BUT, you still need to call your doctor too. Tell your doctor you couldn't get your medicine. Ask if you still need this drug or one like it. If your doctor says you do, tell him he has to get an OK from TennCare. Ask your doctor to do one of these things **right away**:

- Call First Health to get an OK for this medicine
- OR, change your prescription to a drug that doesn't need an OK.

**What if your doctor gets an OK or changes your prescription?** Then, you'll get the drug your doctor prescribed. You'll have to go back to the drug store to pick it up.

**What if your doctor asks for an OK and we say no?** Then, we'll send you a letter that says why we turned you down. It will also say how to appeal if you think we made a mistake.

**What if your doctor DOESN'T call for an OK or change your prescription?** Then, you can call 1-800-639-9156.

When you call, please have these 3 things:

1. This page with the name of the drug that needs an OK, AND
2. Your doctor's name and phone number, AND
3. The name and phone number of your drug store.

**REMEMBER:** Call your doctor **FIRST**. That's the easiest way to get an OK. If you still need help **after** you've called your doctor, then call 1-800-639-9156. We may ask you questions about your health problems. If we need more information, we'll try to call your doctor. We'll decide if you have an OK to get this drug within 3 business days. (Business days don't include weekends or holidays.)

If you get an OK or a different prescription, we'll send you a letter. It will say that you'll get the drug your doctor prescribed. You'll have to go back to the drug store to pick it up.


**What if you don't get an OK?** Then, we'll send you a different letter that says why we turned you down. It will also say how to appeal if you think we made a mistake.

**We do not allow unfair treatment in TennCare.** No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Family Assistance Service Center for free at 1-866-311-4287.

Dev: 01Dec05

## Prior Authorization Required Form (Revised 8/9/06)

DS 6 NPA.2



STATE OF TENNESSEE  
BUREAU OF TENNCARE  
P.O. Box 20007  
NASHVILLE, TENNESSEE 37202

Do you need help?

- Call 1-800-639-9156 for free.

Versión en español atrás

Today, \_\_\_\_\_  
Date Member Name Member SSN

can't get this medicine: \_\_\_\_\_

can't get as much of this drug as the doctor ordered: \_\_\_\_\_

**WHY?** Your doctor must get TennCare's OK before TennCare will pay for this prescription. (It's called a "prior authorization" or "PA.") First Health gives the OKs for TennCare.

**What can you do? FIRST, call your doctor.** Your drug store will try to call your doctor. BUT, you still need to call your doctor too. Tell your doctor you couldn't get your prescription filled. Ask if you still need this medicine. If your doctor says you do, tell him he has to get an OK from TennCare. Ask your doctor to do one of these things **right away**:

- Call First Health to get TennCare's OK for this medicine
- OR, change your prescription to one that doesn't need an OK.

It may take a few days to get TennCare's OK or a different prescription. Until then, the drug store does **not** have to give you any of the drug. **If the pharmacist thinks it's an emergency, he can give you enough for 3 days.** In an emergency, TennCare will pay for that much.

Do you or your doctor think that getting some of this drug now is an emergency? Tell your pharmacist **WHY** you think it's an emergency. You can only get a 3-day supply one time for the same prescription. BUT, TennCare can't pay for any of the drug if:

- You have already gotten 5 drugs or 2 brand name drugs this month.
- OR, it's a drug TennCare never covers.
- OR, it's too soon to fill the prescription.

**What if your doctor DOESN'T call for an OK or change your prescription?** Wait 24 hours. Then, you can call 1-800-639-9156. When you call, please have these 3 things:

1. This page with the name of the drug that needs an OK, AND
2. Your doctor's name and phone number, AND
3. The name and phone number of your drug store.

**REMEMBER:** Call your doctor **FIRST**. That's the easiest way to get an OK. If you still need help **after** you've called your doctor, then call First Health at 1-800-639-9156. First Health may ask you questions about your health problems. If they need more information, they'll try to call your doctor. AFTER First Health gets the information they need, they'll decide if you have TennCare's OK within 24 hours (not including Sundays or holidays). BUT, it can't take more than 3 business days to get that information and make a decision.

**What if you or your doctor get an OK? OR, what if your doctor changes your prescription?** You'll get what your doctor prescribed. You'll have to go back to the drug store to pick it up. Don't have a ride back to the drugstore? To set up a ride, call your TennCare plan right away.

**What if you or your doctor ask for an OK and we say no?** TennCare will send you a letter that says why we turned you down. It will say how to appeal if you think TennCare made a mistake.

**We do not allow unfair treatment in TennCare.** No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Then call the Family Assistance Service Center for free at 1-866-311-4287.

Rev: 09Aug06

Updated patient instructions

Revised Date:  
"09Aug06"