



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

This notice is to advise you of information regarding the *TennCare Pharmacy Program*.

Please forward or copy the information in this notice to all providers who may be affected by these processing changes.

Content:

1. Prescription Limit Override Process
2. Prescription Limit Override Process Conference Calls

PRESCRIPTION LIMIT OVERRIDE

Effective **February 1, 2007**, the TennCare Pharmacy Program will implement a prescription limit override process for enrollees. The prescription limit override process will allow the prescription limit to be overridden for enrollees in certain circumstances, allowing them to receive more than 5 prescriptions per month or more than 2 brand prescriptions per month. Requests will be evaluated for acute therapy, as well as for maintenance treatment regimens. There are several stipulations which must be attested to by the prescriber in order to receive overrides for their patients. Compliance on the part of TennCare providers will be monitored closely.

The following process must be followed in order to initiate the prescription limit override process for a patient:

- The prescription limit override request must be initiated by a **telephone call** to the First Health Services Clinical Call Center at 1-866-434-5524 by the prescriber. Acute therapy override calls will be directed to a pharmacy technician and maintenance therapy override calls will be directed to a clinical pharmacist.
- Upon the relevant information being communicated to the First Health Clinician, a contract referred to as the Prescriber Attestation Form will be completed and faxed to the requesting prescriber for review and signature. The signed form must then be faxed back to First Health, to have the appropriate override entered in the point-of-sale claims processing system.
- The requested medication must be listed on the Prescriber Attestation List in order to be approved. The Prescriber Attestation List will be available at www.firsthealth.com.
- The requested medication will be subject to any prior authorization criteria already in place.
- The Prescriber Attestation Form demonstrates that the prescriber has evaluated the relevant medical records and prescription needs of that patient.
- The prescriber must verify that the patient is at high risk for health consequences and could be hospitalized, institutionalized, or die, within the next ninety (90) days without the drug(s) identified in the attestation form.
- The prescriber must certify that all medications have been reviewed and none may be discontinued, replaced by combination products, or substituted with alternative medications on the TennCare Auto-Exemption List (previously referred to as the Short List), which are exempt from the prescription limit.
- The signed and completed form must be returned to First Health Services within 3 days for processing. The signed form will be sent to a dedicated fax line for expedited processing.

PRESCRIPTION LIMIT OVERRIDE CONFERENCE CALLS

For prescribers who are interested in learning more about the prescription limit override process, a conference call has been scheduled for Tuesday, January 30 and Thursday, February 1, 2007. The format will be a review of a PowerPoint presentation followed by a short question and answer session. The PowerPoint will be available on the TennCare/First Health website at www.firsthealth.com prior to the call. Please note the following conference call dates and times:

- **Tuesday, January 30:** 5:00 p.m. to 6:00 p.m. CST (6:00 p.m. to 7:00 p.m. EST)
- **Thursday, February 1:** 11:30 a.m. to 12:30 p.m. CST (12:30 p.m. to 1:30 p.m. EST)

Dial-in information for the Conference Call:

1. Conference Call toll-free access number: 866-734-3961
2. Guest Room number: 5072854. You will be prompted to enter the guest room number.
*While on the Conference Call, please **MUTE** your phone *

Please visit the First Health / TennCare website regularly to stay up-to-date on changes to the pharmacy program. For additional information or updated payer specifications, please visit the First Health Services website at: www.firsthealth.com under “Providers,” then “Documents.” Please forward or copy the information in this notice to all providers who may be affected by these processing changes. We encourage you to contact First Health’s Technical Call Center (866-434-5520) should you have additional questions.

Thank you for your valued participation in the TennCare program.