

Can't get your medicine until TennCare OKs it?

For some drugs, your doctor must get TennCare's OK **before** TennCare will pay for it.

What if your drug needs an OK but the doctor didn't get one?

Call your doctor right now. Ask your doctor to:

- Call SXC to get TennCare's OK for this drug.
- 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're limited to 5 drugs or 2 brand name drugs per month, AND you've already gotten that many drugs this month.
- OR, it's a drug TennCare never covers.
- OR, it's too soon to fill the prescription.

What if your doctor gets an OK or changes your prescription?

Come back to the drug store to pick up your medicine.

Don't have a ride back to the drugstore? Call your TennCare plan right away.

What if your doctor asks for an OK and TennCare says NO?

TennCare will send you a letter about why they told your doctor no.

The letter will say how to appeal if you think they made a mistake.

What if your doctor doesn't ask for TennCare's OK or change your prescription?

Then, you can ask TennCare to OK your medicine. Call **1-800-639-9156**.

TennCare will decide within 3 business days if they will OK this prescription.

We do not allow unfair treatment in TennCare. No one is treated differently because of race, color, birthplace, religion, 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**.





Can't get your medicine from TennCare?

Your doctor needs to know that you won't be taking the medicine. **Call your doctor right away.**

Tell your doctor why you can't get your medicine. See if your doctor can help with the problem.

You'll get a letter from TennCare that says why you can't get your medicine.

- If your drug needs an OK, it will say how to get one.
- OR, it will say how to appeal if you think TennCare made a mistake. An appeal is one way to fix problems with TennCare. You **only** have **30 days** to appeal.

Have questions? Need help? Want to appeal?

Call TennCare Solutions for free at **1-800-878-3192**.

They can help solve many problems **before** you have to appeal. They can also take your appeal over the phone.

Are you under 21 years old? Do you live in a nursing home? OR, do you get other long term care that TennCare pays for? Then you should not be turned down for having too many prescriptions in one month. If this happens, call TennCare Solutions at **1-800-878-3192**.

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