



# TENNderCare Connection





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TENNderCare Connection Process

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# TENNderCare Connection

An interagency agreement between:

- Department of Education
- Bureau of TennCare



# Program Purpose

Establishes a process to provide information to Managed Care Organizations (MCOs) when children are identified on their IEP as needing to receive medically related services.



# TennCare Responsibilities

Each year, TennCare requests that schools share information with the appropriate TennCare MCOs when medical services are included in the IEP of a TennCare enrolled child.



# TennCare Responsibilities

## The annual request includes:

1. A reminder to the MCO Executive Directors of their responsibilities to provide medically necessary covered services to TennCare enrolled children.
2. A request to the Directors of Schools for school personnel to assist the MCOs in the coordination of care and the delivery of medically necessary services for TennCare school age children. These services are identified in the children's IEPs.
3. Along with the request, the Directors are provided with a TENNderCare Connection Packet.



# TennCare Responsibilities

## TENNderCare Connection Packet contains:

- TENNderCare Connection Process
- TENNderCare Connection flyer (English & Spanish)
- Release of Information/Parental Consent for IEP (English & Spanish)
- Provision of Medically Related Services in a School Setting (form letter)
- List of MCO contacts to whom IEPs should be submitted
- List of Counties by TennCare Grand Region



# School Responsibilities

**To share information included in the IEP for TennCare enrolled children, the schools will:**

1. Identify children enrolled in TennCare who have medically related services listed in their IEP.
2. Request for a parent to complete the TENNderCare Connection flyer that identifies the child's MCO and verifies that the parent is in agreement for the school to share the IEP with the MCO.



# School Responsibilities

3. Obtain the parent's signature on the TennCare Release of Information/Parent Consent form, allowing the sharing of information between the school, MCO, and Primary Care Provider (PCP).
4. Provide a copy of the child's IEP and Release of Information/Parental Consent to the MCO.



# School Responsibilities

5. The school may utilize the form 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, include supporting documentation such as the child's Individual Health Plan (IHP)



# MCO Responsibilities

## After receipt of the IEP, the MCO will:

1. 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 PCP.
3. Notify the designated school contact of the disposition of the request (e.g. what services have been approved for the child, 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 Customer Service

## **East Tennessee**

UnitedHealthcare : 1-800-690-1606

Blue Care: 1-800-468-9698

TennCare Select: 1-800-263-5479

## **Middle Tennessee**

UnitedHealthcare : 1-800-690-1606

Amerigroup: 1-800-600-4441

TennCare Select: 1-800-263-5479

## **West Tennessee**

UnitedHealthcare : 1-800-690-1606

Blue Care: 1-800-468-9698

TennCare Select: 1-800-263-5479



# Applying for TennCare

Eligibility for TennCare and other Medicaid programs is determined by the Department of Human Services; offices are located in all 95 counties. Below you will find the link to the website of the Department of Human Services :

<https://fabenefits.dhs.tn.gov/vip/website/signupservlet>