

FAQ TN 249a CoverKids Health Plan Change Letter

Overview

In early November, TennCare will mail a letter (called a TN 249a) to all CoverKids members. It tells them that, starting January 1, 2021, they will have a new health plan. It also tells them who their new health plan is. If they want to pick a different health plan, it tells the how to do that, too. As of January 1, 2021, CoverKids members can be assigned to any one of the three health plans that serve TennCare and CoverKids members. These three health plans are Amerigroup Community Care, BlueCare, and UnitedHealthcare Community Plan.

Until December 31, 2020, all CoverKids have the same health plan—BlueCare. This will change starting January 1, 2021. CoverKids members will be assigned to any of the three health plans that already service TennCare members. These health plans are not new to TennCare. They have worked with TennCare for many years. Their new health plan will also send them a letter about this change. These letters tell members what will change, what stays the same, and what they need to do.

Important things to know

- Their CoverKids benefits are not ending and they are not changing.
- Their health plan is changing on January 1, 2021. The letter tells them who their new health plan is.
- **Before** January 1, 2021, they'll use their current health plan, doctors, providers, and places they get care. But that changes starting January 1, 2021.
- They **may** need to find new doctors and providers **now** who will take their new health plan starting January 1, 2021. The letter tells them how to do that.
- Their new health plan will also send them a new health care card and information about a handbook and the doctors and places where they can get the care they need.
- Their pharmacy benefits are not changing. But starting January 1, 2021, OptumRx will manage their pharmacy benefits.
- OptumRx will send them a pharmacy card and information about providers.
- If they have CoverKids dental benefits, then their dental benefits are not changing. If they have dental benefits, DentaQuest is still their dental provider.
- They can ask to change to a different health plan. They must tell TennCare who they

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want their new health plan to be, and they must tell them by April 1, 2021.

- There is a form with the letter that tells them what to do if they want to change to a different health plan.

Frequently Asked Questions CoverKids members may have about their health plan changing and the TN 249a letter TennCare sent them.

Why did I get this letter?

Your health plan is changing on January 1, 2021, but your CoverKids benefits are not changing. There may be things you need to do before the change. The letter tells you how to continue to get the care you need.

Why is my health plan changing?

Right now, there is only one health plan for CoverKids members. But, starting January 2021 there will be three health plans for CoverKids. These are the same health plans that have worked with TennCare members for many years.

Are my benefits ending/changing?

No. You still have the same coverage and benefits. But starting January 1, 2021, you'll have a new health plan.

Do I have to change doctors?

Maybe. Starting January 1, 2021, you must get care from people who take your new health plan. Until December 31, 2020, you can keep using the doctors and clinics you use now. Ask your doctor if they take your new health plan. Call your new health plan if you need help finding a new doctor, their number is in the letter. Call TennCare Connect at 855-259-0701 if you still have questions.

Will my pharmacy benefits change?

No. But starting January 1, 2021, OptumRx will manage your CoverKids pharmacy benefits. OptumRx will send you a new pharmacy card and information about where to use it.

Will my dental benefits change?

No. If you have CoverKids dental benefits now, then your dental plan and benefits are not changing. DentaQuest will still manage your dental benefits.

FAQ TN 249a CoverKids Health Plan Change Letter**What do I do with my old card?**

Keep using it until December 31, 2020. On January 1, 2021, start using your new health plan card and your new pharmacy card.

Can I change my health plan?

Yes, but you must tell TennCare by April 1, 2021 that you want to change. The letter has a page called, "I want to change my CoverKids health plan." Fill it out and send it back to TennCare by April 1, 2021. You may also call TennCare Member Medical Appeals Team at 800-878-3192. You'll get another letter that tells you about the change you asked for.

What if my health plan didn't change? I had BlueCare before and the letter says my "new" health plan is BlueCare.

All CoverKids members were sent a letter. BlueCare will still be your health plan, but your pharmacy plan is changing to OptumRx. BlueCare will also send you a letter about this change. Call them if you have questions about what this means for you.

What if I am in the middle of getting care? (this could be for a health problem, because I am pregnant, I have a prior authorization for care or medicine.)

The letter tells you how to continue to get care. But, call your new health plan/pharmacy plan right away to make sure you know how to continue to get the care you need after your health plan changes on January 1st.