

## Medical Planning for ICPC placements (dental + pharmacy resources)

Navigating the process for pre-planning and accessing certain health services for youth placed out of state can sometimes be confusing and difficult. We would like to be a resource for you in that process and provide some tips for making a smooth transition for youth placed out of state!

### **Once the ICPC has been approved and placement has been made:**

+ Ensure placement address is updated in TFACTS

+ Once caregiver in receiving state obtains private insurance or the receiving state's Medicaid, please upload a copy of the insurance card into TFACTS and ensure your Regional Maximization Specialist has terminated the youth's TennCare Medicaid coverage.

### **Did you know that Dentaquest can help you find a provider for any dental needs when a youth is placed out of state and still has active TennCare?**

If you need assistance locating an available dental provider that will accept TennCare, you can make a referral directly to Dentaquest by sending an email to:

[diana.smith@dentaquest.com](mailto:diana.smith@dentaquest.com) or

[memberplacementspecialist@greatdentalplans.com](mailto:memberplacementspecialist@greatdentalplans.com)

Ensure to include the following information when making a request:

- Youth's full name
- Youth's DOB
- Youth's Social or TennCare ID#
- Youth's out of state placement address

### **Did you know that Optum can provide an override in order to get medications filled out of state when a youth has a current prescription and still has active TennCare?**

For youth who are to be placed out of state, workers are to ensure they are sent with a 30-60 day supply of medication and/or a current prescription. As long as the youth still has active TennCare coverage, their medications can be provided at any of the major pharmacy chains (such as Walgreens, CVS, Wal-Mart, Rite Aid, etc.) and can be filled with an override provided by Optum Rx.

In order for Optum to provide an override, the pharmacy must first bill TennCare and obtain a denial. Once the denial is received, the pharmacy can contact Optum's call center and request an override.

#### **Optum Call Center: 866-434-5520**

- If you have any questions about covered services, you may contact TennCare Select directly at 1-800-451-9147 or [SelectKids\\_GM@bcbst.com](mailto:SelectKids_GM@bcbst.com)

If you experience any issues or have any questions regarding this process, feel free to reach out to [Robyn.L.Witherspoon@tn.gov](mailto:Robyn.L.Witherspoon@tn.gov) or [Shannon.Johnson@tn.gov](mailto:Shannon.Johnson@tn.gov).