


To: TennCare Managed Care Organizations

From: Mary Shelton, Director, Behavioral Health Operations 

CC: Tennessee Health Link Organizations

Date: June 13, 2019

Subject: Tennessee Health Link re: Look Back – Claims Analysis

The Division of TennCare is directing the Managed Care Organizations (MCOs) to continue with the 'Look Back – Claims Analysis' for Tennessee Health Link (THL). This particular claims analysis is being conducted to address situations where a THL member is attributed to THL A but receives Health Link services at THL B. The analysis shall be conducted 120 days after the end of each month to allow for claims runoff.

Tennessee Health Link Provider Requirements

Providers must enroll and/or attest to members via MCO-specific methods within 30 days of member consent or risk denial of claims for months of service where enrollment/attestation was not complete. At a minimum, attestations should be submitted at least 14 days prior to filing the claim. Any claims submitted prior to completing the attestation/enrollment process as defined by the MCO will deny appropriately. Effective 07/01/19, MCOs will not be required to pay or reprocess claims that precede enrollment/attestation per TennCare guidance.

In addition, providers must also follow MCO-specific processes related to member switches. Members will switch to the new THL per the current language in the THL Provider Operating Manual (POM). Providers must submit switches and complete enrollment, as required by each MCO, before filing a claim. Any claims submitted without a switch submission and enrollment, if required by the MCO, will deny appropriately. Effective 07/01/19, MCOs will not be required to pay or reprocess claims where the MCO switch process was not followed.

The Division of TennCare will add this language to the THL POM at the next scheduled update. However, the omission of this language in the current version of the THL POM, does not, in any way, restrict the applicability of the 07/01/19 effective date of this guidance.

If you have any questions or concerns regarding this information, please contact Mary Shelton at Mary.c.shelton@tn.gov or 615-507-6687.