

Intensive Care Coordination (ICC)

ICC is a TennCare service for children and teens under 21 with serious emotional disturbance (SED). A care coordinator partners with the youth, family, and providers (such as schools, doctors, and community agencies) to align services and ensure care is delivered in the home and community.

All ICC services require a health plan's prior authorization. See submission details below:

BlueCare

Download a [Prior Authorization Request form](#) and submit it in any of the following ways:

- **Online:** Login to provider.bcbst.com and upload the form
- **Fax:** TennCare Select: 1-800-292-5311 CoverKids: 1-800-851-2491
- **Phone:** TennCareSelect: 1-800-711-4104 BlueCare & CoverKids: 888-423-0131
- **Mail:** 1 Cameron Hill Circle, Chattanooga, TN 37402

For questions email: Eron_Key@bcbst.com

Note: BlueCare will review non-urgent requests within 14 calendar days and retrospective requests within 30 calendar days.

Wellpoint

Download a [Precertification Request Form](#) and submit it in any of the following ways:

- **Online:** [Precertification Requirements](#). Attach the form as clinical.
- **Fax:** 866-920-6006

For questions email: DanaF.Casey@wellpoint.com

United HealthCare

Phone: 800-690-1606, say you are calling about a Behavioral Health Authorization. You will need:

1. The member's id or social security number
2. The member's date of birth
3. Your NPI or Tax ID number

For questions email: carolyn_l_shannon@uhc.com