

# TennCare Medication Therapy Management (MTM) Pilot Checklist

March 2020

- **Tennessee License:** Pharmacists must have a valid **Tennessee license** and meet minimum insurance requirements (i.e. professional liability insurance).
- **TennCare Medicaid ID:** Participating pharmacists must acquire a **TennCare Medicaid ID**.
  - Information on provider registration and access to the portal can be located on the TennCare Provider Registration website: <https://www.tn.gov/tenncare/providers/provider-registration.html>
    - Provider registration is a two-step process where providers must complete CAQH process prior to TennCare registration.
      - **IMPORTANT:** CAQH: <https://proview.caqh.org/Login/Index?ReturnUrl=%2f>
    - Individual providers will submit information that will place the provider on the CAQH roster for TennCare/Tennessee Medicaid. Information and links, including a FAQ document, can be located at the website above.
    - Once data is received from CAQH and approved, a Medicaid ID will be assigned. Note also that TennCare will automatically receive your profile data from CAQH each time you make an update.
- **Collaborative Practice Agreement:** MTM pharmacists must have a written formal **Collaborative Practice Agreement (CPA)** in place with a provider affiliated with a TennCare PCMH or THL organization.
  - The CPA allows the practice to establish pharmacist expectations, scope of practice, and parameters relating to the MTM services.
  - The Tennessee Board of Pharmacy rules are stated on the following webpage: <http://publications.tnsosfiles.com/rules/1140/1140-03.20170220.pdf>
  - CPA guidance and minimum requirements can be located at: <http://www.capitol.tn.gov/Bills/108/Amend/SA0839.pdf>
  - Additional information on CPA requirements can be found on the Tennessee Pharmacy Association (TPA) webpage: <http://www.tnpharm.org/wp-content/uploads/FINALTPACPA-guidance.pdf>
- **MCO Credentialing:** MTM pharmacists must complete the **MCO credentialing and network contracting** (A copy of the CPA is required to complete this process).
  - UnitedHealthcare Community Plan: 1-877-842-3210
  - BlueCare Tennessee: 1-800-468-9698
  - Amerigroup: 1-800-454-3730
- **CCT Training:** Pharmacists participating in the MTM pilot program must document in the **Care Coordination Tool (CCT)** platform. Please refer to the MTM provider manual for complete documentation requirements.
  - Pharmacists must complete the onboarding registration, training, and access process for the CCT.
  - After the CPA has been submitted to the MCOs, the pharmacist may initiate CCT training by emailing: [TennCare.Pharmacy.AdobeSign@tn.gov](mailto:TennCare.Pharmacy.AdobeSign@tn.gov)
  - Please include the following information in email request:
    - NPI
    - TennCare ID
    - Name of TennCare PCMH or HL Organization
    - Name(s) of Pharmacist(s)
    - Email address (contact information)
    - Copy of pharmacist signed CPA attestation/addendum
- **CCT access** will be granted after the MCO credentialing process is completed.
  - Acceptable Use Policy and Remote Access Request Forms (electronic process) must be signed.
  - Please email [TennCare.Pharmacy.AdobeSign@tn.gov](mailto:TennCare.Pharmacy.AdobeSign@tn.gov) to initiate process.
- **ALL** registration steps listed above must be completed **prior** to providing MTM services and submitting claims for reimbursement.

V2.0 revised 03/13/2020