

TennCare Oversight Division of the Department of Commerce and Insurance

Prompt Pay Compliance for Processed TennCare Pharmacy Claims

Company: Optum Rx, Inc. (OptumRx)

Section A.42.b.9 (TennCare), A.56.b.2d (CoverRx), and A.72.b.4.g (CoverKids) of the contract between OptumRx and Division of TennCare states in part:

The Contractor shall ... if appropriate, pay within fifteen (15) calendar days of receipt one hundred percent (100%) of all clean claims submitted by network and non-network pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Processed Within 15 days	Compliance
TennCare	1/31/2025	100%	Yes
TennCare	2/28/2025	100%	Yes
TennCare	3/31/2025	100%	Yes
TennCare	4/30/2025	100%	Yes
TennCare	5/31/2025	100%	Yes
TennCare	6/30/2025	100%	Yes
TennCare	7/31/2025	100%	Yes
TennCare	8/31/2025	100%	Yes
TennCare	9/30/2025	100%	Yes
TennCare	10/31/2025	100%	Yes
TennCare	11/30/2025	100%	Yes
TennCare	12/31/2025	100%	Yes
TennCare	1/31/2026	100%	Yes
TennCare	2/28/2026	100%	Yes
TennCare	3/31/2026	100%	Yes
TennCare	4/30/2026	100%	Yes

TennCare Oversight Division of the Department of Commerce and Insurance

Prompt Pay Compliance for Processed CoverRx Pharmacy Claims

Company: Optum Rx, Inc. (OptumRx)

Section A.42.b.9 (TennCare), A.56.b.2d (CoverRx), and A.72.b.4.g (CoverKids) of the contract between OptumRx and Division of TennCare states in part:

The Contractor shall ... if appropriate, pay within fifteen (15) calendar days of receipt one hundred percent (100%) of all clean claims submitted by network and non-network pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Processed Within 15 days	Compliance
CoverRx	1/31/2025	100%	Yes
CoverRx	2/28/2025	100%	Yes
CoverRx	3/31/2025	100%	Yes
CoverRx	4/30/2025	100%	Yes
CoverRx	5/31/2025	100%	Yes
CoverRx	6/30/2025	100%	Yes
CoverRx	7/31/2025	100%	Yes
CoverRx	8/31/2025	100%	Yes
CoverRx	9/30/2025	100%	Yes
CoverRx	10/31/2025	100%	Yes
CoverRx	11/30/2025	100%	Yes
CoverRx	12/31/2025	100%	Yes
CoverRx	1/31/2026	100%	Yes
CoverRx	2/28/2026	100%	Yes
CoverRx	3/31/2026	100%	Yes
CoverRx	4/30/2026	100%	Yes

TennCare Oversight Division of the Department of Commerce and Insurance

Prompt Pay Compliance for Processed CoverKids Pharmacy Claims

Company: Optum Rx, Inc. (OptumRx)

Section A.42.b.9 (TennCare), A.56.b.2d (CoverRx), and A.72.b.4.g (CoverKids) of the contract between OptumRx and Division of TennCare states in part:

The Contractor shall ... if appropriate, pay within fifteen (15) calendar days of receipt one hundred percent (100%) of all clean claims submitted by network and non-network pharmacy providers through POS and batch electronic claims submission.

Claim Type	For the Month Ended	Processed Within 15 days	Compliance
CoverKids	1/31/2025	100%	Yes
CoverKids	2/28/2025	100%	Yes
CoverKids	3/31/2025	100%	Yes
CoverKids	4/30/2025	100%	Yes
CoverKids	5/31/2025	100%	Yes
CoverKids	6/30/2025	100%	Yes
CoverKids	7/31/2025	100%	Yes
CoverKids	8/31/2025	100%	Yes
CoverKids	9/30/2025	100%	Yes
CoverKids	10/31/2025	100%	Yes
CoverKids	11/30/2025	100%	Yes
CoverKids	12/31/2025	100%	Yes
CoverKids	1/31/2026	100%	Yes
CoverKids	2/28/2026	100%	Yes
CoverKids	3/31/2026	100%	Yes
CoverKids	4/30/2026	100%	Yes