

## **TennCare PCMH Program Update: 2.17.2021**

**March 2021 Virtual Delivery Systems Transformation Conference:** Registration is now open for the first virtual Delivery Systems Transformation conference of 2021! Join us on **March 30<sup>th</sup> from 2:00 – 4:30 PM CT and March 31<sup>st</sup> 8:30 AM – 1:00 PM CT** as we take you “Back to the Basics!” We’ll have COVID-19 pandemic updates, a CCT demonstration, and a continuation of our Minority Health Series. Subject matter experts from PCMH, THL, and EOC will share their knowledge and answer your questions. See the attached flyer for more information about the conference. You don’t want to miss this *free* event! Register at <https://www.cvent.com/d/s7qbhk> by 5 PM CT on Friday, March 26.

**Update on Telehealth Guidance:** Considering both the barriers that rural communities face and the impacts of the ongoing COVID-19 public emergency, TennCare and TennCare’s MCOs will extend their current telehealth coverage policies, including coverage of telephone only encounters, through **June 30, 2021**. The recently released memo is attached. Please contact your MCO representative with specific questions regarding this policy; you may also find more information on the [TennCare COVID-19 Information Page](#).

**CCT Training: Member and ADT Search and Export Updates:** We will be hosting a CCT training to review the updates made to the tool in mid-January to the Member and ADT search and export features. The new features include the higher visibility of phone numbers and addresses, as well as member’s Tennessee Health Link status. The session will be held on February 24<sup>th</sup> from 9:00 -10:00 AM Central and is completely optional. The training will be recorded and made available on our CCT Learning and Training site after the session for later viewing. The webinar information is below:

### **CCT Training: Member & ADT Search and Export Updates**

Wednesday, February 24, 2021

9 AM | (UTC-06:00) Central Time (US & Canada)

[Join Meeting](#) (*join at the correct start time*)

Meeting number (access code): 185 738 3803

Meeting password: HtJS3Rq6Zs7

To join by phone, call: 415-655-0003

**PCMH Provider Performance/Preview Reports:** Amerigroup, BlueCare and UnitedHealthcare will be delivering performance reports for waves 1, 2, 3, and 4 organizations and preview reports for wave 5 organizations by March 1<sup>st</sup>. The reports will be posted to provider portals. If you have any questions, please reach out to your MCO representatives.