

TennCare PCMH Program Update: 8.27.2021

Your opinion counts! TennCare continually strives to improve our programs, and your feedback on this annual survey will assist us in this process. The 2021 Provider Mid-Year PCMH/THL Survey is currently available [here](#) until 9.27.21. Last year, we received valuable input from you and would appreciate your thoughts on how things are going this year. Both TennCare and the Managed Care Organizations (MCOs) teams have been focusing on addressing several areas of opportunity for improvement. Below are a few areas of action to highlight:

Communication

- Standardizing communication across the State and MCOs
- Archiving email updates on the PCMH website for providers to reference

Care Coordination Tool

- Increasing accuracy of gaps in care quality metrics
- Addressing organization identification issues with Tennessee Hospital Association
- Continuing education for providers and MCOs to orient to new tool
- Implementing enhancement for THL status, member contact information and attribution dates

Provider Training Support

- On-going focus with MCOs to deliver support that targets HEDIS compliance and care delivery elements for successful transformation

We will continue to listen to your suggestions and comments to improve the PCMH and THL programs.