

**STATE OF TENNESSEE  
DIVISION OF TENNCARE  
310 Great Circle Road  
NASHVILLE, TENNESSEE 37243**

This notice is to advise you of information regarding the *TennCare Pharmacy Program*.

**Please forward or copy the information in this notice to all providers who may be affected by these processing changes.**

This notice is being sent to notify you of changes for the TennCare pharmacy program. We encourage you to read this notice thoroughly and contact OptumRx’s Pharmacy Support Center (866-434-5520) should you have additional questions.

**TENNCARE AND COVERRX PROGRAM UPDATES REGARDING COVID-19**

The primary concern of TennCare is to ensure members have uninterrupted access to medication during the COVID-19 threat. Temporary procedures have been deployed to ensure members continue to receive their medications:

**Below is a summary of the temporary changes that will be effective April 1, 2020 due to COVID-19:**

- The following OTC medications will be covered for adults at a \$0 copay: acetaminophen, cough expectorants, cough suppressants, and antihistamines.
- All maintenance medications on the Auto-Exempt and Attestation Lists will process for up to a 90-day supply
  - Exceptions: Opioids and other controlled medications
- Refill-too-soon edits remain temporarily suspended
  - Exception: The refill threshold for buprenorphine-containing medications and other controlled medications will be 75% and 85%, respectively
- Prior authorizations for medications on the Auto-Exempt and Attestation Lists due to expire within the next 90 days (on or before June 15<sup>th</sup>) will be granted an additional 90 day extension
- Members may utilize mail and delivery options offered by their local pharmacies
- Pharmacists licensed in Tennessee have the capability to add an additional 90-day supply in special circumstances as granted by Governor Lee
  - More information: <https://publications.tnsosfiles.com/pub/execorders/exec-orders-lee15.pdf>
- Patient signature requirements for proof of delivery will be temporarily waived for both shipped and in-person delivery for all Community Retail/Specialty Pharmacies
  - Delivery logs of impacted claims should be documented with the verbiage “COVID-19” and initialed by the pharmacy staff, in lieu of a recipient signature. The documentation must correspond to a specific prescription (e.g., Rx# and fill date) *Note: This waiver does not apply to Long-Term Care Pharmacies*

**GUIDE FOR TENNCARE PHARMACIES: OVERRIDE CODES**

OVERRIDE TYPE	OVERRIDE NCPDP FIELD	CODE
Emergency 3-Day Supply of Non-PDL Product	Prior Authorization Type Code (D.0 461-EU)	8
Hospice Patient (Exempt from Co-pay)	Patient Residence ( D.0 384-4X)	11
Pregnant Patient (Exempt from Co-pay)	Pregnancy Indicator (D.0 335-2C)	2
Titration Dose Override for the following select drugs/drug classes: oral oncology agents, anticonvulsants, warfarin, low molecular weight heparins, theophylline, Selective Serotonin Reuptake Inhibitors (SSRIs), Selective Norepinephrine Reuptake Inhibitors (SNRIs), atypical antipsychotics (except clozapine/Clozaril®), Hizentra®, Vivaglobin® - process second Rx for the same drug within 21 days of initial Rx with an override code to avoid the second Rx counting as another prescription against the limit.	Submission Clarification Code (D.0 420-DK)	2
Titration Dose Override for the following select drugs/drug classes: clozapine/Clozaril®, Suboxone®, Zubsolv® and buprenorphine- will allow up to four prescription fills to process for the same drug within a month of the initial prescription without the subsequent fills counting against the enrollee’s monthly RX limit.	Submission Clarification Code (D.0 420-DK)	6

**Important Phone Numbers:**

Tennessee Health Connection	855-259-0701
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program Fax	888-298-4130
OptumRx Pharmacy Support Center	866-434-5520
OptumRx Clinical Call Center	866-434-5524
OptumRx Call Center Fax	866-434-5523

**Helpful TennCare Internet Links:**

OptumRx: [https://www.optumrx.com/oe\\_tenncare/landing](https://www.optumrx.com/oe_tenncare/landing)  
 TennCare website: [www.tn.gov/tenncare/](http://www.tn.gov/tenncare/)

Please visit the OptumRx TennCare website regularly to stay up-to-date on changes to the pharmacy program.

For additional information or updated payer specifications, please visit the OptumRx website at: [https://www.optumrx.com/oe\\_tenncare/landing](https://www.optumrx.com/oe_tenncare/landing), then click on pharmacy and choose program information from the drop down menu. Please forward or copy the information in this notice to all providers who may be affected by these processing changes.

**Thank you for your valued participation in the TennCare program.**