

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

TENNCARE AND COVERRX PROGRAM UPDATES REGARDING COVID-19 HEALTH CONCERNS

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 and will continue to roll out in phases as needed:

Below is a summary of the temporary changes that are currently in effect due to COVID-19:

- Out-of-network pharmacy and provider fills were allowed until August 31, 2021 but **effective September 1, 2021, prescription drugs will only be paid for by TennCare if filled by pharmacies and written by prescribers who are registered with TennCare and have been assigned a Tennessee Medicaid ID.**
- Refill-too-soon edits were temporarily suspended in 2020 but were partially restored effective January 9, 2021.
 - Note: This waiver does not apply to opioids and other controlled medications. Call the Pharmacy Support Center to request an exception review.
- Patient signature requirements for proof of delivery are still 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.

TennCare Provider Communication(s):

- [TennCare Provider Notice for COVID19 – Phase 1 Waivers](#)
 - For additional information and for the most current updates, please visit the TennCare OptumRx website at: https://www.optumrx.com/oe_tennCare/landing

Recommended Resources:

- The CDC website to learn more about the disease, FAQs, and the latest CDC guidance and protocols: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- The WHO website to learn more about how the World Health is addressing COVID-19: https://www.who.int/health-topics/coronavirus#_blank
- The Tennessee Office of the Governor COVID-19 information page: <https://www.tn.gov/governor/covid-19.html>
- The TennCare Coronavirus Information page <https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html>