



STATE OF TENNESSEE
BUREAU OF TENNCARE
P.O. BOX 20007
NASHVILLE, TENNESSEE 37202

Memorandum

To: Middle Tennessee Hospitals and Providers

Subject: Middle Tennessee Transition of Care

Date: March 21, 2007

In order to facilitate the transition of care for the enrollees moving to AmeriChoice and AmeriGroup, these managed care organizations will allow enrollees to access care from in network providers as well as other providers they would normally see under their current plan for up to 90 days after April 1. If a provider is not in the network, they will be reimbursed at in network rates. Prior authorization procedures will still be used. Providers should call the following numbers with questions:

AmeriChoice: 1-800-690-1606

AmeriGroup: 1-800-600-4441

TennCare has also established a number to answer provider's questions and distribute helpful phone numbers, if further assistance is needed. This number is 1-800-523-2863.



March 20, 2007

Dear member,

TennCare sent you a letter that said your health plan is changing on April 1, 2007.

Your health plan is still changing.

But, we want to make the move to AMERIGROUP Community Care easier for you.

We want you to keep getting the kind of care you need during this change. So, you can use new doctors and hospitals that take our plan. **AND for up to 90 days after April 1st, you can use the same doctors and hospitals you get care from now.**

Even if your doctors and hospitals don't take our plan, we'll pay them "in network rates". This means we'll pay them the same amount we pay doctors and hospitals who **do** take our plan. Tell your doctors they can keep seeing you for up to 90 days after April 1, 2007. If they have questions, they can call us at 1-800-600-4441. Or, they can call TennCare at 1-800-523-2863.

When you can safely change to a doctor in our plan, we'll help you find a new doctor. Then, we'll stop paying for you to see the doctor who isn't in our plan. If you have questions about this letter, you can call us at 1-800-600-4441.

Do you also have Medicare? Then you **don't** have to change doctors. If your doctor takes Medicare, it doesn't matter what TennCare health plan you have.

We do not allow unfair treatment in TennCare.

No one is treated in a different way because of race, color, religion, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

Interpretation and Translations Services are free to enrollees. For details please call AMERIGROUP Community Care Member Services at 1-800-600-4441.

FOR MEMBER SERVICES, VISIT WWW.MYAMERIGROUP.COM/TN • FOR IMMEDIATE HELP, CALL 1-800-600-4441
PARA INFORMACIÓN EN ESPAÑOL LLAME AL 1-800-600-4441.

LIVE WELL • VIVA BIEN



March 20, 2007
AmeriChoice by UnitedHealthcare
1-800-690-1606

Dear member,

TennCare sent you a letter that said your health plan is changing on April 1, 2007.

Your health plan is still changing.

But, we want to make the move to AmeriChoice easier for you.

We want you to keep getting the kind of care you need during this change. So, you can use new doctors and hospitals that take our plan. **AND** for up to 90 days after April 1st, you can **use the same** doctors and hospitals you get care from now.

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