



STATE OF TENNESSEE  
BUREAU OF TENNCARE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
310 GREAT CIRCLE ROAD  
NASHVILLE, TENNESSEE

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 summarize the upcoming PDL changes for the TennCare pharmacy program. We encourage you to read this notice thoroughly and contact SXC's Technical Call Center (866-434-5520) should you have additional questions.

**Effective November 1, 2009, brand name Depakote ER<sup>®</sup> will be moved to non-preferred status and generic divalproex sodium extended release will be moved to preferred status on the TennCare Preferred Drug List (PDL). Depakote ER<sup>®</sup> will be removed from the brand as generic list, meaning that it will now count as a brand toward members' monthly prescription limits and copays. Any requests for brand name Depakote ER<sup>®</sup> will require a prior authorization starting on November 1, 2009.**

**Important Phone Numbers:**

TennCare Family Assistance Service Center	866-311-4287
Express Scripts Health Options Hotline (RxOutreach PAP)	888-486-9355
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program ( <b>providers only</b> )	888-816-1680
TennCare Pharmacy Program Fax	888-298-4130
SXC Technical Call Center	866-434-5520
SXC Clinical Call Center	866-434-5524
SXC Call Center Fax	866-434-5523

**Helpful TennCare Internet Links:**

SXC: <https://tnm.rxportal.sxc.com/rxclaim/portal/preLogin>  
TennCare website: [www.tennessee.gov/tenncare/](http://www.tennessee.gov/tenncare/)

Please visit the SXC / TennCare website regularly to stay up-to-date on changes to the pharmacy program. For additional information or updated payer specifications, please visit the SXC website at: <https://tnm.rxportal.sxc.com/rxclaim/portal/preLogin> under "Pharmacist and Prescriber," then "Program Requirements." 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.**