



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

This notice is being sent to clarify 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.

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

CORRECTION REGARDING: DIABETIC SUPPLIES

Recently a Provider Notice was sent out to inform providers of the upcoming 10/1/10 preferred drug list (PDL) changes, which included PDL changes for diabetic supplies. This notice stated that **effective October 1, 2010, Abbott Diabetes Care Products will become preferred on the TennCare PDL, and Bayer and Roche Diabetes Care products will move to Non-Preferred status on the PDL.** However, this notice neglected to include information about a transition period for current users of Bayer and Roche diabetic supplies. Please note the following clarifications regarding the upcoming PDL changes for the diabetic supplies.

- **All new patients requiring diabetic supplies will need to utilize Abbott Diabetes Care Products beginning October 1, 2010.**
- **All current users of Bayer and Roche products will be grandfathered through December 1, 2010.**

Providers are strongly encouraged to switch all TennCare diabetic supply users over to the preferred Abbott Diabetes Care Products prior to December 1, 2010 in an effort to prevent delays in patients receiving their medications. Providers who have already obtained prior authorizations for TennCare recipients for non-preferred diabetic supply products (such as LifeScan products) will not have to obtain a new PA for this transition period; PAs will remain in place with their existing end dates. We hope this information is helpful as you continue to provide care for our TennCare patients. To receive further information on the upcoming 10/1/10 changes, please visit:

<https://tnm.rxportal.sxc.com/rxclaim/portal/preLogin>

Important Phone Numbers:

TennCare Family Assistance Service Center	866-311-4287
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program (members only)	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/

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.