



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

MEMORANDUM

TO: TennCare Pharmacists
DATE: September 29, 2008
RE: TennCare PBM Transition

Effective **October 1, 2008** SXC Health Solutions will take over the processing of Point-of-Sale Pharmacy claims for the TennCare Pharmacy program. To ensure a smooth conversion, pharmacies should be aware of the events and requirements regarding the following:

- Contact Numbers
- New ID Cards
- Transition from First Health to SXC for Claims Processing
- Prior Authorizations
- Diabetic Testing Supplies

CONTACT NUMBERS:

Prior authorization and help desk hours of operation, telephone number and fax number will remain the same under SXC's operation.

TENNCARE ID CARDS:

New identification cards have been sent to all recipients. For claims transmission purposes, the identification number or the social security number of the beneficiary may be used.

TRANSITION FROM FIRST HEALTH TO SXC FOR CLAIMS PROCESSING

TennCare will not be able to provide SXC the final week of claims history until October 6th. **Therefore, all claims and reversals for prescriptions dispensed in September should be submitted before 11:59pm ET September 30, 2008. Reversals straddling the conversion date may not process until October 8th.** Should you need to expedite a transaction, please contact the SXC technical call center. Please bear in mind that we anticipate a high call demand around the start date.

All TennCare claim processing by First Health will cease at **11:59pm ET on September 30, 2008**. SXC will begin processing claims at **12:00am CT on October 1, 2008**. Note that there will be an hour gap because the processors are located in different time zones.

PRIOR AUTHORIZATIONS:

Previously Approved Prior Authorization: All active prior authorizations will transfer to the SXC system. Expiration dates will remain the same.

DIABETIC TESTING SUPPLIES:

Effective **October 1, 2008**, Bayer Healthcare and Roche Diagnostics products will become preferred diabetic testing supplies. Previously preferred products will be grandfathered until 1/1/09. A number of other changes have been made to the Preferred Drug List (PDL), also effective **October 1, 2008**. Patients currently receiving a deleted product will be grandfathered for 3 to 6 months depending on the product. A complete listing of the PDL changes is available at <http://tennessee.gov/tenncare/pro-pharmacy.html>.

Thank you for your participation in the TennCare program.



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

Memo

To: All TennCare Pharmacies
From: Bureau of TennCare
Date: September 29, 2008
Re: DUR/PPS Conflict Codes for TennCare Claims

Beginning October 1, 2008, with the SXC Conversion, TennCare is enabling pharmacies to use the DUR/PPS Codes on the below specified claim rejections. Pharmacists, with the appropriate information *and* documentation, will be able to re-submit claims rejected for DUR edits using these Professional Pharmacy Service (PPS) codes that previously required a phone call to the Help Desk. This process should assist to expedite rejection clarification and successful adjudication while maintaining safe and effective therapy for all TennCare Recipients. ***THESE CODES DO NOT APPLY TO THE FOLLOWING DRUG CATEGORIES: (1) Narcotic Analgesics (2) Benzodiazepines/Barbiturates (3) Stimulants and (4) Skeletal Muscle Relaxers.*** All rejects pertaining to these 4 categories will still require a phone consult to the SXC Clinical Call Center at 1-866-434-5524 for assistance in any claim rejection.

Response Field	Response Codes	
Conflict Codes	DD	Drug-Drug Interaction
	HD	High Dose
	TD	Therapeutic Duplication
	DC	Drug-Disease (Inferred)
	LD	Low Dose
	MN	Insufficient Duration
	MX	Excessive Duration
	PA	Drug-Age
Intervention Codes	MØ	Prescriber consulted
	PØ	Patient consulted
	RØ	Pharmacist consulted other source
Outcome Codes	1A	Filled As Is, False Positive
	1B	Filled Prescription As Is
	1C	Filled, With Different Dose
	1D	Filled, With Different Directions
	1F	Filled, With Different Quantity
	1G	Filled, With Prescriber Approval

Note: Intervention codes contain the number zero, not the letter O. Using the letter O will cause the claim to deny online.

Thank you for your valued participation in the TennCare program.