



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 system used for processing pharmacy claims for the *TennCare Program*.

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

Clarification Regarding TennCare Recipients:

TennCare sincerely appreciates your assistance during these challenging times. TennCare also requests your assistance when responding to persons for whom a TennCare pharmacy claim is denied.

When a pharmacy provider attempts to process a prescription for a patient who is **no longer eligible for TennCare** (i.e., no longer has ANY TennCare coverage—medical or pharmacy), the claim will reject with an NCPDP rejection code of **52** and the supplemental message, **“Non-matched Cardholder ID.”** According to the POS system, this person is not eligible for TennCare and may be advised accordingly. If the person believes this is an error, for eligibility-related questions, s/he may be directed to contact the DHS Family Assistance Service Center at **1-866-311-4287**.

When a pharmacy provider attempts to process a prescription for a patient who **remains eligible for TennCare but does not have pharmacy coverage**, the claim will reject with an NCPDP rejection code of **70** and the supplemental message, **“No Pharmacy Benefit.”** Unfortunately, in some instances, **these recipients are also being told that they “no longer have TennCare coverage.”** This statement is being interpreted incorrectly by the recipients to mean that they have no pharmacy or medical coverage, creating unnecessary confusion among members who remain eligible for other covered benefits. Please be sure that such members are advised **only** that they **no longer have pharmacy coverage**.

If you are having difficulty receiving the supplemental messages, please contact your software vendor.

Please contact the First Health Technical Call Center at 866-434-5520 with any questions concerning these changes in the TennCare pharmacy program. The First Health Clinical Call Center can be reached at 866-434-5524 or by fax at 866-434-5523. The TennCare Fraud and Abuse Hotline is 800-433-3982.

Thank you for your participation in the TennCare program and your commitment to assist your patients as we implement the reforms necessary to bring program costs in line with available funding.

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