

Transportation

Transportation and scheduling assistance for TENNderCare services are available to all children under age 21 referred for an assessment who do not have access to transportation. Transportation assistance can be arranged through the Community Service Agency. Community Service Agencies and their phone numbers are available in the Network Directory on the Provider page of the company Web site, bcbst.com.

EPSDT Education Departments

Departmental responsibilities include educating members under age 21 about the importance of TENNderCare services through mailings and phone calls. Additionally, these departments assist with appointment scheduling for well-child checkups by calling providers' offices. If you are contacted, remember these appointments must be scheduled in accordance with the Primary Care Practitioner Access and Availability standards outlined in the *BlueCare Provider Administration Manual*.

Web Sites

American Academy of Child & Adolescent Psychiatry

www.aacap.org

American Academy of Pediatrics

www.aap.org

American Academy of Pediatric Dentistry

www.aapd.org

Bright Futures

www.brightfutures.org

Department of Health

www.state.tn.us/health

Family Voices of Tennessee

www.tndisability.org/familyvoices/

National Center for Education in Maternal and Child Health

www.ncemch.org

National Health Care for the Homeless Council

www.nhchc.org

Tennessee Disability Pathfinder

www.familypathfinder.org

TennCare

www.state.tn.us/tenncare

Tennessee Academy of Pediatrics

www.tnaap.org

Tennessee Health Care Campaign

www.thcc2.org/

Tennessee Voices for Children

www.tnvoices.org

Customer Service

BlueCare Provider Service

1-800-468-9736

TennCareSelect Provider Service

1-800-276-1978

Internet bcbst.com

Providers can easily access TENNderCare information online from the Provider page of the company Web site.

Blood Lead Screening offsite link at:

health.state.tn.us/lead/professionals.htm

TENNderCare Tool Kit

www.bcbst.com/provider/preventive-services.shtml

Preventive Visit Forms offsite link. Forms below are on external sites. Clicking on the links will open a new browser window.

Newborn through 20 years offsite link:

state.tn.us/tenncare/tenndercare/wellchild.html

www.tnaap.org

www.bcbst.com/providers/forms

Preventive Care Guidelines

Preventive care guidelines can be obtained from the Health Care Practice Recommendations manual on the company Web site at:

www.bcbst.com/providers/hcpr/

Tennessee Poison Center

www.mc.vanderbilt.edu/root/vumc.php?site=poisoncenter

Tennessee Poison Center

501 Oxford House

1161 21st Avenue South

Nashville, TN 37232-4632

Emergency Phone: 1-800-222-1222

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VSHP
Volunteer State Health Plan

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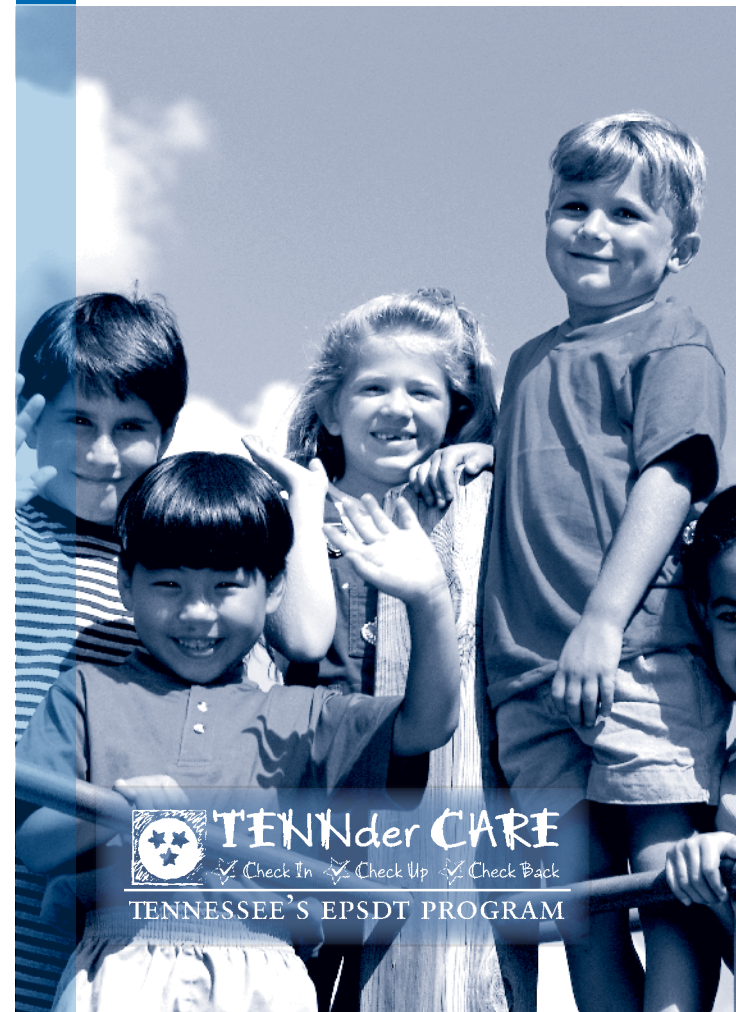
801 Pine Street
Chattanooga, TN 37402

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TCBC-240 (3/08)

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Provider Quick Reference Guide



 **TENNder CARE**
Check In Check Up Check Back
TENNESSEE'S EPSDT PROGRAM

TENNderCare Services

The TENNderCare Program offers early and periodic screening, diagnosis and treatment services to members under age 21 to determine individual physical and mental defects, to provide treatment to correct or ameliorate, or prevent from worsening defects and physical and mental illnesses discovered by the screening services, whether or not such services are covered. Every member under age 21 should receive checkups, even if there is no apparent health problem. No prior authorization is required.

Seven TENNderCare Screening Components

1. Comprehensive health and developmental history;
2. Comprehensive unclothed physical examination;
3. Appropriate immunizations;
4. Appropriate vision and hearing testing;
5. Appropriate laboratory tests;
6. Dental screening services furnished by direct referral to a dentist for children no later than 3 years of age and should be referred earlier as needed (as early as 6 to 12 months in accordance with the American Academy of Pediatric Dentistry (AAPD) guidelines) and as otherwise appropriate and;
7. Health education/anticipatory guidance.

Appointments must be made for other necessary health care, diagnostic services, treatment and other measures to correct, ameliorate, or prevent from worsening defects and mental illnesses and conditions discovered during the screening services, regardless of whether the required services are covered under by the member's behavioral health organization or managed care organization.

When screening reveals the need for other health care and the practitioner is unable to obtain an appointment, he or she must notify BlueCare or TennCareSelect Provider Service for assistance with appointment scheduling.

Prenatal Care

Members under age 21 who are receiving prenatal care are also eligible to receive TENNderCare services from their obstetricians.

Interperiodic Screening

Any encounter with a health professional practicing within the scope of his/her practice is an interperiodic screen. Any person (such as an educator, parent, or health professional) who suspects a health problem may refer a child for an interperiodic screen. No prior authorization is required for interperiodic screenings.

Coordination of Care

Providers are encouraged to share details of any TENNderCare services or preventive care with the primary care practitioner (PCP) shown on the member's ID card. Sharing this information will help assure the member's assigned PCP does not duplicate any services. To ensure care coordination, PCPs should refer children enrolled in an Individual Education Program (IEP) and/or Individual Family Service Plan (IFSP) to our Case Management Department by calling 1-800-225-8698 or faxing information to 1-800-421-2885.

Medical Record Documentation Requirements

Each TENNderCare encounter should include:

- All seven components of a TENNderCare examination.
- All appointments for other health care, including dental care.
- The reason for not performing any component of the examination.
- Any service declined by the member.

Periodicity Schedule

The periodicity schedule defines intervals for screening and is based on American Academy of Pediatric recommendations and TennCare guidelines. The periodicity schedule should be used in determining the correct ages to perform preventive visits as well as to determine the age-appropriate screening. Periodicity schedule can be found at:
www.aap.org/policy/periodicity.pdf.

TennCare children under age 5 are required to have a serum blood lead screening. Blood lead level guidelines can be found at:
health.state.tn.us/lead/professionals.htm

Immunization Schedules may be found at:
www.cdc.gov/vaccines/recs/schedules/default.htm

TENNderCare Billing and Reimbursement

Coding TENNderCare periodic screenings using appropriate preventive CPT® codes will help ensure providers receive the highest level of reimbursement possible.

Claims for preventive services must be filed using the appropriate CPT® code with diagnosis codes V20-V20.2 and V70.0, V70.3 - V70.9. Use of these codes is required in order for the encounter to be considered a complete TENNderCare screening reimbursable at the enhanced rate.

When a TENNderCare screening reveals the need for further diagnosis and treatment services, one of the following referral codes should be used in Block 24D on the CMS-1500 professional paper claim form:

- UA – Medical Follow-up needed
- UB – Behavioral Follow-up needed
- UC – Dental Follow-up needed

Although the above codes are for information use only, providers are encouraged to use them as they assist in better coordination of the member's care.

TENNderCare Preventive Codes

The following codes represent the preventive visits under TENNderCare and are reimbursed at a higher rate than "sick" office visits. First visits should be coded with Initial Exam code; visits with established patients should be coded with the Periodic Exam codes. When appropriate and occurring on the same date of service, both a "sick" and well-visit exam may be coded if a modifier 25 is used.

Providers may bill a preventive code, plus an Evaluation & Management code with modifier 25, when the visit includes both preventive care and prenatal services.

Initial Examination	Periodic Examination
99381	99391
99382	99392
99383	99393
99384	99394
99385	99395

Newborn services codes 99431 and 99432 are also considered TENNderCare Screens.