

DS 6 NPA.7; TC 0004 Rev: 9Jan17

Today, _____ / _____ / _____
Date Member Name Last 4 digits of member
SSN

can't get this
medicine:

can't get as much of this drug as the doctor
ordered:

Why? Your doctor must get TennCare's OK before TennCare will pay for this prescription.
(It's called a "**prior authorization**" or "PA") OptumRx gives the OKs for TennCare.

What can you do? First, call your doctor. Your drug store will try to call your doctor. But, you still
need to call your doctor too. Tell your doctor you couldn't get your prescription filled. Ask if you
still need this medicine. If your doctor says you do, tell him he has to get an OK from TennCare. Ask
your doctor to do one of these things **right away**:

- Call OptumRx to get TennCare's OK for this medicine
- Or, change your prescription to one that doesn't need an OK.

It may take a few days to get TennCare's OK or a different prescription. Until then, the drug
store does **not** have to give you any of the drug. **If the pharmacist thinks it's an emergency, he
can give you enough for 3 days.** In an emergency, TennCare will pay for that much.

Do you or your doctor think that getting some of this drug **now** is an emergency? **Tell your
pharmacist why you think it's an emergency.** You can only get a 3-day supply **one** time for
the same prescription. But, TennCare **can't** pay for any of the medicine if:

- You have already gotten 5 drugs or 2 brand name prescriptions this month.
- Or, it's a medicine TennCare never covers.
- Or, it's too soon to fill the prescription.
- Or, the prescription was written for more than a 31 day supply. TennCare can only pay for
up to a 31-day supply of this medicine.

What if your doctor doesn't call for an OK or change your prescription? Wait 24 hours.
Then, you can call **1-888-816-1680**. When you call, please **have these 3 things**:

1. **This page** with the **name of the medicine** that needs an OK, and
2. Your **doctor's name** and **phone number**, and
3. The **name and phone number** of your **drug store**.

Remember: Call your doctor **first**. That's the easiest way to get an OK. If you still need help after you've called your doctor, then call OptumRx at **1-888-816-1680**.

OptumRx may ask you questions about your health problems. If they need more information, they'll try to call your doctor. After OptumRx gets the information they need, they'll decide if you have TennCare's OK within 24 hours (not including Sundays or holidays). But, it can't take more than 3 business days to get that information and make a decision.

What if you or your doctor get an OK? Or, what if your doctor changes your prescription?

You'll get what your doctor prescribed. You'll have to go back to the drug store to pick it up. Don't have a ride back to the drugstore? To set up a ride, call your TennCare plan right away.

What if you or your doctor ask for an OK and we say no? TennCare will send you a letter that says why we turned you down. It will say how to appeal if you think TennCare made a mistake.

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Then call the Family Assistance Service Center for free at **1-866-311-4287**. In Nashville, call **743-2000**.

If you speak a language other than English, help in your language is available for free. This webpage tells you how to get help in a language other than English. You can call us and ask us to mail you a free copy of this information.

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-816-1680 (TTY: 711).

Kurdish: كورد

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بو تو بهردهسته. پهیومندی به
TTY (711) 888-816-1680 بکه.

Arabic: العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-816-1680 (رقم هاتف الصم والبكم: 711).

Chinese: 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 888-816-1680 (TTY 711)。

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-816-1680 (TTY: 711).

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-816-1680 (TTY: 711)번으로 전화해 주십시오.

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-816-1680 (ATS : 711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 888-816-1680 (መስማት ለተሳናቸው: 711)።

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-816-1680 (TTY: 711).

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 888-816-1680 (TTY: 711).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-816-1680 (TTY: 711).

Tagalog: Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-816-1680 (TTY: 711).

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 888-816-1680 (TTY: 711) पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 888-816-1680 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-816-1680 (телетайп: 711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 888-816-1680 (टिटाइप: 711) ।

Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 888-816-1680 (TTY: 711)

- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

Call us for free at 1-888-816-1680. We can connect you with the free help or service you need. (For TTY call: 711)

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by e-mail, or by phone. Here are three places where you can file a complaint:

<p>TennCare Office of Civil Rights Compliance 310 Great Circle Road, Floor 3W Nashville, TN 37243</p> <p>E-mail: HCFA.Fairtreatment@tn.gov</p> <p>Phone: 1-855-857-1673 (TRS 711)</p> <p>You can get a complaint form online at: https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html</p>	<p>U.S. Department of Health & Human Services Office for Civil Rights 200 Independence Ave. SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 1-800-368-1019 (TDD): 1-800-537-7697</p> <p>You can get a complaint form online at: http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>	<p>OptumRx Civil Rights Coordinator 11000 Optum Circle Eden Prairie, MN 55344</p> <p>Phone: 1-800-562-6223 (TTY 711)</p> <p>E-mail: Optum_Civil_Rights@Optum.com</p>
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