

STATE OF TENNESSEE DIVISION OF TENNCARE

310 Great Circle Road
Nashville, Tennessee 37243

This notice is to advise you of information regarding the TennCare Pharmacy Program.

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

This notice is to inform you of changes for the TennCare pharmacy program. We encourage you to read this thoroughly and contact OptumRx's Pharmacy Support Center (866-434-5520) should you have additional questions.

WEIGHT MANAGEMENT MCO WRAPAROUND SERVICES

Each of TennCare's three Managed Care Organizations (MCOs) are offering wraparound services to support patients utilizing GLP-1 Agonists for weight management. The MCOs services include nutrition/dietician counseling, behavioral health support, case management/health coaching, and digital engagement. Please refer to the patient's specific MCO to determine which services are available.

[BlueCare](#) | [UnitedHealthcare Community Plan](#) | [Wellpoint](#)

BLUECARE

The Obesity Model of Care (MOC) was developed to support TennCare members with obesity, particularly those using incretin-based therapies, by pairing pharmacotherapy with evidence-based wraparound supports that improve safety, adherence, and long-term outcomes.

As a TennCare provider, you play a crucial role in improving outcomes for patients living with obesity. We encourage you to integrate the Obesity Model of Care into your practice by utilizing evidence-based wraparound supports, including nutrition therapy, behavioral health screening, health coaching, and digital tools, alongside incretin-based pharmacotherapy.

Proactively screen for disordered eating, refer patients to registered dietitians and behavioral health specialists, and leverage health plan resources to address barriers to adherence and long-term success. [For more information, see the Provider Guide to the Obesity Model of Care.](#)

Take action today: Use the MCO Provider Directories to identify in-network registered dietitians and behavioral health professionals. Your leadership in coordinated, multidisciplinary care can make a lasting difference in the lives of TennCare members.

WELLPOINT

The GLP-1 Weight Management Program offers more than medication support—it provides a comprehensive set of wraparound services designed to help TennCare members achieve and maintain a healthy weight. Members have access to personalized health coaching, nutrition counseling, and behavioral health support to address the lifestyle factors that contribute to long-term success. Care managers work closely with members to identify barriers, set realistic goals, and connect them with community resources that support healthy eating, physical activity, and overall well-being.

In addition, members may receive education on medication use, side effect management, and strategies for sustaining healthy habits beyond weight loss. The program emphasizes a whole-person approach, helping members improve their physical health, emotional well-being, and quality of life while reducing the risk of obesity-related conditions. Through ongoing support, regular follow-up, and coordinated care, TennCare members are empowered to make lasting changes that support their health journey.

Wraparound services include:

- Health coaching and goal-setting support
- Registered dietitian nutrition counseling
- Behavioral health and emotional wellness resources
- Care management and care coordination
- Physical activity and healthy lifestyle education
- Tobacco cessation resources, when appropriate
- Referrals to community-based support programs
- Medication education and adherence support
- Assistance addressing social needs such as food, transportation, or housing resources

To refer members to case management, email: hcmref@wellpoint.com
 To identify in-network registered dietitians, visit: <https://provider.wellpoint.com/tn>
 For assistance or additional information, members can call: 833-731-2153
 For information about our Population Health's Condition Care/Obesity/Weight Management program, visit:
<https://www.wellpoint.com/tn/medicaid/member-materials> or by calling 888-830-4300

UNITEDHEALTHCARE COMMUNITY PLAN

UnitedHealthcare Community Plan members receiving weight-management medications may be eligible for additional wraparound support services to help support healthy lifestyle changes, medication adherence, and long-term weight-management goals. Available supports may include care management, nutrition and dietitian resources, behavioral health screening and referral support, health coaching, and digital wellness tools. Providers are encouraged to discuss these resources with eligible members as part of a comprehensive obesity care plan.

For more information or to connect a member with available services, members may call UnitedHealthcare Community Plan Member Services at 1-800-690-1606 or visit the UnitedHealthcare Community Plan Tennessee website:
<https://www.uhc.com/communityplan/tennessee/plans/medicaid/community-plan>.

PRIOR AUTHORIZATION (PA) BYPASS LIST

In an effort to assist prescribers and providers, prior authorization (PA) requirements can be bypassed for certain medications when specific medical conditions exist. Those specific medications and diagnoses are included in the [Appropriate Diagnosis for Prior Authorization \(PA\) Bypass list](#).

GUIDE FOR TENNCARE PHARMACIES: OVERRIDE CODES

OVERRIDE TYPE	OVERRIDE NCPDP FIELD	CODE
Emergency 3-Day Supply of Non-PDL Product	Prior Authorization Type Code (D.0 461-EU)	8
	Prior Authorization Number Submitted (D.0 462-EV)	Eleven 8s
Hospice Patient (Exempt from Co-pay)	Patient Residence (D.0 384-4X)	11
Pregnant Patient (Exempt from Co-pay)	Pregnancy Indicator (D.0 335-2C)	2
Titration Dose Override for the following select drugs/drug classes: oral oncology agents, anticonvulsants, warfarin, low molecular weight heparins, theophylline, Selective Serotonin Reuptake Inhibitors (SSRIs), Selective Norepinephrine Reuptake Inhibitors (SNRIs), atypical antipsychotics (except clozapine/Clozaril®), Hizentra®, Vivaglobin®. Process second Rx for the same drug within 21 days of initial Rx with an override code to avoid the second Rx counting as another prescription against the limit.	Submission Clarification Code (D.0 42Ø-DK)	2
Titration Dose Override for the following select drugs/drug classes: clozapine/Clozaril®, Suboxone®, Zubsolv® and buprenorphine. Will allow up to four prescription fills to process for the same drug within a month of the initial prescription without the subsequent fills counting against the enrollee's monthly RX limit.	Submission Clarification Code (D.0 42Ø-DK)	6

IMPORTANT PHONE NUMBERS:

Tennessee Health Connection	855-259-0701
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program Fax	888-298-4130
OptumRx Pharmacy Support Center	866-434-5520
OptumRx Clinical Call Center	866-434-5524
OptumRx Call Center Fax	866-434-5523
OptumRx/TennCare Member Services	888-816-1680
Helpful TennCare Internet Links:	

Please visit the OptumRx TennCare website regularly to stay up to date on changes to the pharmacy program.

OptumRx TennCare website: <https://welcome.optumrx.com/tenncare/landing>

TennCare website: www.tn.gov/tenncare/

CoverRx website: <https://www.tn.gov/tenncare/coverrx.html>

CoverRx application: <https://www.optumrx.com/coverrx>

OptumRx CoverKids Website: <https://welcome.optumrx.com/coverkids/landing>

TennCare Health Plans: <https://www.tn.gov/tenncare/providers/managed-care-contractors>

For additional information or updated payer specifications, please visit the OptumRx website at:

<https://welcome.optumrx.com/tenncare/landing>, click on “Program Information” under the **Pharmacist** heading. Please forward or copy the information in this notice to all providers who June be affected by these processing changes.

OptumRx/TennCare Provider Liaisons can be reached at TNRxEducation@optum.com.

Subscribe to receive these updates via email at: <http://eepurl.com/iKkcvs>

PHARMACY BILLING INFORMATION

BIN: 001553

PCNs: TNM (TennCare), CVRX (CoverRx), and CKDS (CoverKids)

Group: N/A

Thank you for your valued participation in the TennCare program.