

**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.

**GLP-1 RECEPTOR AGONISTS**

Effective December 12, 2025, all GLP-1 Receptor agonists will be subject to a DUR hard edit to prevent overutilization, fraud, waste, and abuse. Following implementation of this hard DUR edit, members may only fill one GLP-1 Receptor Agonist agent at a time. Members may refill a GLP-1 receptor agonist after meeting the 85% refill threshold, including when changing between products or strengths. Pharmacies will not be able to utilize DUR-PPS codes to bypass therapeutic duplication rejections at point-of-sale.

Pharmacies may contact Optum Rx Customer Service (866-434-5520) if the pharmacist determines that an override is needed to allow titration of dose or change in product. A member may receive up to 3 overrides per rolling calendar year.

**OBESITY MANAGEMENT AGENTS UPDATE**

Prior authorization criteria changes are expected to be effective January 1, 2026, for agents in the GLP-1 Weight Management Therapy class as they are added to the Preferred Drug List (PDL).

Beginning January 1, 2026, initial authorizations for GLP-1 Weight Management Therapy agents will change to a 3-month prior authorization (PA) approval duration.

Please refer to the [Criteria PDL](#) effective January 1, 2026, to view the updated prior authorization criteria for these agents.

**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**

<b>OVERRIDE TYPE</b>	<b>OVERRIDE NCPDP FIELD</b>	<b>CODE</b>
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/](http://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](mailto:TNRxEducation@optum.com).

Subscribe to receive these updates via email at: <http://cepurl.com/iKkcv5>

**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.**