

CoverKids Appeals Process

First Level Appeal

1. OptumRx Prior Authorization Appeals team receives request
2. Prior Authorization team pharmacist reviews
3. Request is approved or denied based on all available information
4. Status letter together with the CoverKids Second Level Appeal Form if appeal is denied is mailed to the member, and copied, via fax to prescriber

Second Level Appeal

Member must mail the CoverKids Second Level Appeal Form to TennCare, P.O. Box 000593, Nashville, TN 37202-0593, or fax to 1-888-345-5575. Member may reach out to TennCare's Member Medical Appeals (MMA) department for assistance by phone at 1-800-878-3192.