

STATE OF TENNESSEE DIVISION OF TENNCARE

310 Great Circle Road
Nashville, Tennessee 37243

TENNCARE PROGRAM UPDATES REGARDING COVID-19 HEALTH CONCERNS

Patient signature log requirements for proof of delivery were temporarily waived for both shipped and in-person delivery for all Community Retail/Specialty Pharmacies due to COVID-19.

Effective March 1st, 2023, TennCare will reinstate signature log requirements as defined in the [DIVISION OF TENNCARE pharmacy provider manual.pdf \(optumrx.com\)](https://www.tn.gov/tenncare/pharmacy-provider-manual.pdf)

Specific requirements are listed below.

8.9 SIGNATURE LOG REQUIREMENTS

Documentation of receipt of prescriptions is required by TennCare for each prescription dispensed to a TennCare Member. Documentation must include at a minimum the prescription number, member name, date filled, date received, and a signature of the person receiving the prescription (i.e., the member, member's representative, or a representative of the facility in which the patient resides). When prescriptions have been mailed, shipped, or delivered, Company shall require a signature confirmation documenting proof of receipt.

The signature logs are required for the auditor to review if requested. If the auditor requests further review of a signature log on an audit due to a missing signature or if further investigation is needed, only an original signed statement from the member, member's representative, or a representative of the facility in which the patient resides, verifying receipt of the medication and the date it was received, can be provided to auditor within the time period allotted. The statement must include member contact information.

For further questions, please email the OptumRx Provider Liaisons at
[**TNRxEducation@optum.com**](mailto:TNRxEducation@optum.com)

Helpful TennCare Internet Links:

OptumRx: https://www.optumrx.com/oe_tennicare/landing

TennCare website: www.tn.gov/tenncare/

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

BIN: 001553
PCNs: TNM, CKDS, and CVRX
Group: N/A

Thank you for your valued participation in the TennCare program.