

Frequently Asked Questions regarding the TennCare PBM Transition

ATTENTION: Effective January 1, 2020, TennCare will be changing their pharmacy benefit manager. OptumRx will be taking over PBM activities effective 12:00 AM Eastern (11:00 PM Central) on January 1, 2020.

Provider FAQ's:

- 1. WILL I NEED TO RESUBMIT EXISTING PRIOR AUTHORIZATIONS (PA'S)?**
- 2. WHAT WILL HAPPEN TO A PA THAT IS SENT DURING CUTOVER TIME?**
- 3. WHAT WILL HAPPEN TO A PA THAT IS NOT PROCESSED OR APPROVED PRIOR TO THE CUTOVER TIME?**
- 4. WILL THE PHONE NUMBERS CHANGE?**
- 5. WHEN WILL PHONE NUMBERS AND FAX LINES CUT OVER TO OPTUMRX?**
- 6. WHAT IS OPTUMRX'S BIN AND PCN NUMBER?**
- 7. DOES OPTUMRX HAVE PROVIDER EDUCATORS FOR ME TO CONTACT?**
- 8. DO I NEED TO REGISTER ONLINE WITH OPTUMRX?**
- 9. WILL REVERSALS STRADDLING THE TRANSITION BE ACCEPTED?**
- 10. WHEN WILL THE OPTUMRX WEBSITE BE ACTIVE?**
- 11. WILL PATIENT ID CARDS CHANGE?**
- 12. WHEN WILL PATIENTS NEED TO START USING THEIR NEW ID CARDS?**

Member FAQ's:

- 1. WILL I HAVE TO DO ANYTHING?**
- 2. WHY IS TENNCARE DOING THIS?**
- 3. WILL THE PHONE NUMBERS CHANGE?**
- 4. WILL MY COVERAGE CHANGE?**
- 5. CAN I STILL GET MY PRESCRIPTION(S)?**
- 6. WILL MY ID CARD CHANGE?**
- 7. WHEN DO I GET MY NEW ID CARD?**
- 8. WHEN DO I START USING MY NEW ID CARD?**
- 9. HOW CAN I CONTACT OPTUMRX?**

1. Will I need to resubmit existing Prior Authorizations (PA's)?

No. All existing PA's obtained during calendar year 2019 with an expiration date occurring after 1/1/2020 will be transferred to OptumRx and do not require any action.

2. What will happen to a PA that is sent during cutover time?

If the PA is sent prior to the cutover it will be processed by Magellan, Magellan will review the PA and determine the need to re-fax the PA to OptumRx if necessary.

3. What will happen to a PA that is not processed or approved prior to the cutover time?

Magellan will process as many of the PA's as possible until 11:00 PM CT on 12/31/2019. All remaining PA's will need to be resubmitted to OptumRx.

4. Will the phone numbers change?

No, the phone numbers will not change. They are available on the TennCare website.

- Pharmacy Technical Call Center (TCC): 866-434-5520
- Prior Authorization (PA) Fax Line: 866-434-5523
- CoverRx Fax line (Applications): 800-424-5766
- The OptumRx TennCare website is **optumrx.com/tenncare**, and will be live on January 1, 2020
- The CoverRx website is **optumrx.com/coverrx**, and will be live on January 1, 2020

5. When will phone numbers and fax lines cut over to OptumRx?

All TennCare phone and fax numbers will be transferred to OptumRx at 11PM CT on 12/31/2019. All CoverRx phone and fax numbers will be transferred at COB (5:30 PM CT) on 12/31/2019.

6. What is OptumRx's BIN and PCN number?

The TennCare RxBIN is 001553, and the TennCare RxPCN is TNM.
The CoverRx RxBIN is 001553, and the CoverRx RxPCN is CVRX.

7. Does OptumRx have provider educators for me to contact?

Yes. You can contact:

East Tennessee- Heather Cline (heather.cline@optum.com) (952) 324-4308

Middle Tennessee- Ginger Stoves (ginger.stoves@optum.com) (956) 662-6361

West Tennessee- Jud Jones (robert.j.jones@optum.com) (952) 324-4045

8. Do I need to register online with OptumRx?

No.

9. Will Reversals straddling the transition be accepted?

Yes.

10. When will the OptumRx website be active?

The OptumRx TennCare website is **optumrx.com/tenncare**, and will be live on January 1, 2020.
The CoverRx website is **optumrx.com/coverrx**, and will be live on January 1, 2020.

11. Will patient ID cards change?

Yes. During the month of December, patients will be receiving a new ID card in the mail from OptumRx.

12. When will patients need to start using their new ID cards?

Patients will need to bring their new Optum Rx ID card to the pharmacy with them starting January 1, 2020. Patients may also use their SSN to obtain their medications.

Member FAQ's

1. Will I have to do anything?

No, you do not need to do anything. Just review the information on your new ID card when you receive it to make sure it is correct.

2. Why is TennCare doing this?

TennCare is changing their prescription plan manager to improve the State's ability to manage vendors, prescribers, and members accounts.

3. Will the phone numbers change?

No, the phone numbers will not change. They will remain the same and be printed on your ID card when you receive it.

- For TennCare members, you may contact OptumRx at 1-888-816-1680
- For CoverRx members, you may contact OptumRx at 1-800-424-5815
- The OptumRx TennCare website is **optumrx.com/tenncare**, and will be live on January 1, 2020.
- The CoverRx website is **optumrx.com/coverrx**, and will be live on January 1, 2020

4. Will my coverage change?

No, your pharmacy benefit will remain the same.

5. Can I still get my prescription(s)?

Yes, this change will have no impact on your existing prescriptions.

6. Will my ID card change?

Yes, you will be receiving a new ID card in the mail from OptumRx.

7. When do I get my new ID card?

OptumRx will begin mailing members new ID cards in early December.

8. When do I start using my new ID card?

You will need to bring your new ID card to the pharmacy with you starting January 1, 2020. You may use your Social Security Number as your ID when picking up a prescription.

9. How can I contact OptumRx?

OptumRx will be taking over the TennCare call center numbers on January 1, 2020. You can find these numbers on the back of your new ID card.

- For TennCare members, you may contact OptumRx at 1-888-816-1680
- For CoverRx members, you may contact OptumRx at 1-800-424-5815
- The OptumRx TennCare website is **optumrx.com/tenncare**, and will be live on January 1, 2020
- The CoverRx website is **optumrx.com/coverrx**, and will be live on January 1, 2020