



## TennCare Working on SXC Transition Problems

The Bureau of TennCare has been informed of a multitude of problems experienced with the transition to SXC, especially with formulary and PDL issues.

The Tennessee Pharmacists Association is meeting with the Bureau of TennCare and SXC at 12 noon (CST) today. For now, for drugs all pharmacists know are covered (e.g., potassium chloride), when a message comes back "PA required", TennCare requests that pharmacies NOT get a PA.

TennCare advises that, due to the overwhelming number of calls placed to the Technical Call Center, it has essentially ceased to function. Consequently, TennCare requests that pharmacists not call the Technical Call Center for the next 2-3 hours.

Tennessee Pharmacists Association members will be notified by e-mail when the Technical Call Center is functioning again and will receive additional information as it becomes available.

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