



TennCare Claims Resubmissions

Late Friday afternoon, the Bureau of TennCare issued a notice regarding claims resubmissions, the relevant text of which is excerpted below. The notice is also available as a stand-alone document on the TPA website, at www.tnpharm.org/MembersOnly/TennCare/TC_notice10.13.08.pdf. Members unable to access the notice online are welcomed to contact TPA (615-256-3023 or tpa@tnpharm.org) to request a fax copy.

From the Bureau of TennCare/SXC Healthcare Solutions:

SXC Healthcare Solutions has recently implemented several enhancements to their pharmacy POS system. Any pharmacy that is continuing to experience claim rejections for a TennCare enrollee will need to resubmit the initial claim(s) as soon as possible to allow members to receive their medications and for pharmacy payment. Please contact any patient who may be waiting on medication once the claim is successfully adjudicated.

NOTE: Should you experience a DUR reject, please remember to re-submit the claim using the appropriate DUR/PPS Codes for approval.

SXC Healthcare Solutions and the Bureau of TennCare appreciate your continued commitment to patient care during this recent conversion.

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