TENNCARE POLICY MANUAL

Policy No: ORG 06-002 (Rev. 4)	
Subject: Policy Manual	
Approved by:	Date: July 22, 2016

PURPOSE:

The purpose of this policy is to provide an overview of the TennCare Policy Manual and to explain the process for creating new policy documents or revising existing policies.

DISCUSSION AND POLICY:

The TennCare Policy Manual is a compendium of policy statements on various topics of general interest to TennCare, its contractors, and the general public. The topics often cross organizational lines within TennCare and sometimes organizational lines between TennCare and other entities. Each policy in the Policy Manual includes a general statement of principle or direction, with the expectation that detailed program-specific procedures are handled at the individual program level.

For example, a particular policy might have an Information Systems (IS) component. That component will be referenced in the policy statement, but the detailed description of exactly how things are handled at the IS level will be part of IS's policies rather than the policies of TennCare as a whole.

The Policy Manual currently contains the following sections. Additional sections will be added as needed.

- Benefits (BEN)
- Contractors (CON)
- Eligibility, Enrollment, and Disenrollment (EED)
- Organization (ORG)
- Payment Issues (PAY)
- Program Integrity (PI)

- Providers (PRO)

Policies are numbered according to the section into which they fall, the year in which they were published, and the chronological order of policies within that section that were written in that calendar year. For example, policy PAY 07-001 was the first policy published in the "Payment Issues" section in calendar year 2007.

As policies are revised, they retain their original number but with an added number indicating the revision number. Therefore, the first revision made to policy PAY 07-001 should be identified as "PAY 07-001 (rev 1)" regardless of the year in which the revision was written. The current date for the policy is shown in the "Date" section in the heading of the policy.

The TennCare Policy Office is responsible for coordinating the development and publication of policies.

All policies are maintained on the TennCare website:

https://www.tn.gov/tenncare/topic/policies.

PROCEDURES:

- When a topic for a policy is identified, the Director of the Policy Office assigns the responsibility for drafting the policy to a representative of the Policy Office.
- The Policy Office conducts general research on the topic using State and federal regulatory documents and other sources of policy information. When applicable, research is conducted on the activities of other states.
- Once a draft of the policy is written, it is shared with stakeholders—persons in TennCare who would use the policy and/or who would be responsible for enforcing it.
- The Policy Office is responsible for editing the draft policy to incorporate stakeholder comments.
- The final policy is reviewed and approved by key stakeholders.
- Depending upon the policy, the final version is signed by the TennCare Division Director who is responsible for implementing the policy or by the Director of TennCare.
- Once the final policy receives an approval signature from the responsible stakeholder, it is uploaded to the TennCare website.
- On at least an annual basis and more frequently if appropriate, the Policy Office reviews each policy with stakeholders and updates the policy as necessary.

OFFICE OF PRIMARY RESPONSIBILITY:

TennCare Policy Office

REFERENCES:

https://www.tn.gov/tenncare/topic/policies

Original: 05/10/2006: SB
Reviewed / No changes required: 03/2008: SB
Reviewed / No changes required: 03/2009: SB
Rev. 1: 05/28/2010: SB
Rev. 2: 05/31/2011: SB
Reviewed / No changes required: 10/05/2012: AB
Rev. 3: 11/15/2013: AY
Reviewed / No changes required: 01/30/2015: AB
Rev. 4: 07/22/2016: LSH