



STATE OF TENNESSEE  
**BUREAU OF TENNCARE**  
310 Great Circle Road  
NASHVILLE, TENNESSEE 37243

August 17, 2009

Dear TennCare Provider:

All TennCare Health Plans (MCCs) are required to submit updated provider information to the Bureau of TennCare each month. On a quarterly basis, the TennCare Division of Provider Networks conducts a telephonic survey of providers in order to validate certain data elements contained within the monthly MCC provider file submissions. QSource performs this function as a part of their contracted role as the TennCare External Quality Review Organization,

Each quarter, QSource randomly selects a statistically valid sample of provider data for every TennCare MCC. That sample is used to validate a set of data elements related to TennCare member access and provider demographics. As of February 1, 2006, QSource began contacting providers directly to perform this function by validating these provider data elements:

- Provider Telephone Number
- Provider Address
- Contract Status with MCC
- Panel Age Restrictions
- Availability of Services to Children less than 21 Years of Age
- Availability of services to Adults Age 21 and Greater
- Open / Closed Panel Status
- Appointment Availability for Routine and Urgent Care
- Primary Care
- Prenatal Care

**IMPORTANT: Please promptly provide answers relative to the survey when your office is contacted by a QSource Representative.** Your answers to these survey questions will only be used to verify information you have previously provided to your contracted MCC.

Processes such as this serve to assure that our members may access the most current information available, while allowing the Bureau of TennCare to assess the adequacy of our provider network in a timely manner.

Please contact a Provider Representative at your contracted MCC(s) if your MCC profile requires updating.