

TennCare Provider Quick Reference Sheet

Important TennCare Provider Telephone Numbers:

TennCare Provider Services	1-800-852-2683
TennCare Long Term Services & Supports	1-877-224-0219
TennCare Pharmacy Program	1-888-816-1680
TennCare Fraud & Abuse Hotline	1-800-433-3982

Important TennCare Weblinks:

TennCare Home Page	https://tn.gov/tenncare
TennCare Provider Page	https://tn.gov/tenncare/section/providers
TennCare Online Eligibility	https://apps.tn.gov/tcmis/tennessee/Security/logon.asp
TennCare Pharmacy	https://tn.gov/tenncare/topic/providers-pharmacy
TennCare Policies	https://tn.gov/tenncare/topic/policies
TennCare Rules	http://www.tn.gov/sos/rules/1200/1200-13/1200-13-13.20110802.pdf
TennCare Fraud & Abuse	http://tn.gov/finance/article/fa-oig-report-fraud

Other Helpful Weblinks:

TN Dept. of Commerce & Insurance TennCare Oversight Division Provider Complaints & Independent Review	https://tn.gov/commerce/topic/tncoversight-mco-dispute-resolution
TN Office of e-Health Initiatives	http://www.tn.gov/ehealth
CoverTN & CoverKids	http://www.covertn.gov
TN Payment Reform/Episodes of Care	https://tn.gov/hcfa/section/strategic-planning-and-innovation-group
Neonatal Abstinence Syndrome (NAS)	http://tn.gov/health/topic/nas
Prescription For Success	https://tn.gov/behavioral-health/topic/prescription-for-success
EHR Provider Incentive Payment Program	https://tn.gov/tenncare/section/electronic-health-record
Kidcentral tn	http://kidcentraltn.com/
Healthier Tennessee	http://healthiertn.com/

Effective 1/1/2015

Statewide TN Managed Care Organizations (MCO):

Amerigroup	1-800-600-4441	www.amerigroup.com
BlueCare	1-800-468-9736	www.vshptn.com
UHC Community Plan	1-800-690-1616	www.uhccommunityplan.com
TennCare Select	1-800-276-1978	www.vshptn.com

Providers with TennCare program questions or having issues that cannot be resolved by contacting your assigned MCO Provider Relations Representative can contact TennCare Provider Services at 1-800-852-2683 for assistance.

Long Term Care Providers with TennCare Long Term Services & Supports program questions or having issues that cannot be resolved by contacting your assigned MCO Long Term Services & Supports Provider Relations Representative can contact TennCare Provider Services at 1-800-852-2683 or TennCare Division of Long Term Services & Supports at 1-877-224-0219 for assistance.

* Providers requiring further assistance can email tenn.care@tn.gov. These email inquires will be routed through the Office of Public Affairs.

(Last Revised 9/11/2015)