



Division of
**Health Care
Finance & Administration**

TennCare Kids Training for Professionals

TennCare Kids

- **TennCare Kids** is the name for Tennessee's Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program.
- Through its **TennCare Kids** program, Tennessee has made a commitment to promoting good health in children from birth until age 21.
- **TennCare Kids** is a full service health care program that includes screenings, checkups and other health care services for children who are enrolled in TennCare. These services ensure that babies, children, teens and young adults receive the health care they need.

TennCare Kids/EPSTD - What is it?

Early	Identifying problems early, starting at birth
Periodic	Checking children's health at periodic, age-appropriate intervals
Screening	Doing physical, mental, developmental, dental, hearing, vision and other screening tests to detect potential problems
Diagnosis	Performing diagnostic tests to follow up when a risk is identified
Treatment	Treating the problems found

Who is Eligible for TennCare Kids?

All babies, children, teens, and young adults under the age of 21 who receive TennCare are eligible for **TennCare Kids**.

Check In!
Check Up!
Check Back!



Check In!

The checkups and other services listed below are provided by doctors, dentists and other health care professionals:

- Free medical and dental checkups
- Free medical and dental services
- Free behavioral health services

TennCare Kids Medical Screenings are provided by:

- Primary Care Providers (PCPs)
- Health departments
- Other TennCare providers (mobile clinics, school-based clinics, etc.)



The TennCare Kids Schedule

- Comprehensive **TennCare Kids** screenings follow the current, age-specific, preventive health care schedule recommended by the American Academy of Pediatrics (AAP).
- This schedule is known as the Periodicity Schedule.



In addition to covering scheduled periodic checkups, TennCare Kids covers other visits to health care providers, referred to as “interperiodic screens”, for children ages 0-20. These screens are used to determine whether a child has a condition that needs further care. Persons outside the health care system, such as teachers or parents, can determine the need for an interperiodic screen.

Periodicity Schedule for Infants

Every infant/toddler should have **12** **TennCare Kids** checkups before his or her **3rd** birthday.



Newborn
3-5 days
1 month
2 months
4 months
6 months
9 months
12 months
15 months
18 months
24 months
30 months

Periodicity Schedule for Enrollees Ages 3 - 20

When children reach the age of 3, it is recommended that they receive **TennCare Kids** screenings every year until the age of 21.



Check Up!

A **TennCare Kids** medical checkup includes:

- Health history
- Complete physical exam
- Lab tests (as needed)
- Immunizations
- Vision/Hearing screening
- Developmental/Behavioral screening (as needed)
- Advice on how to keep your children healthy

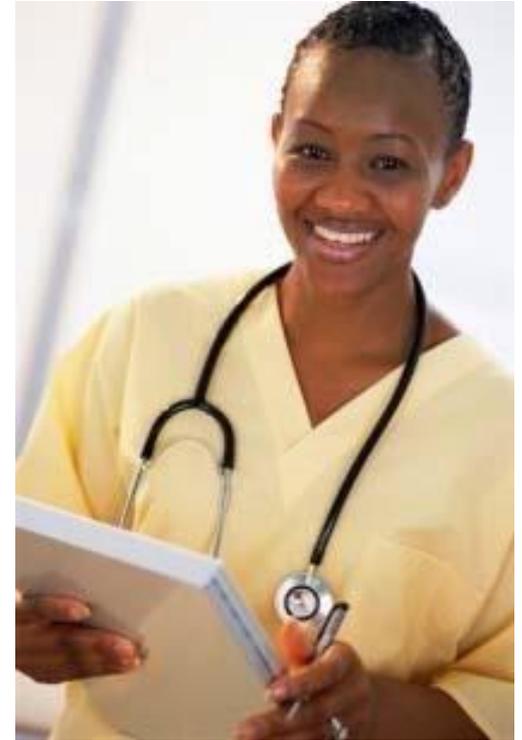


Check Back!

Check back for:

- A follow-up appointment (if needed)
- The next scheduled visit
- Any new health problem that may arise

TennCare covers services needed to find or treat medical, dental or behavioral health problems.



TennCare Kids

- **TennCare Kids** is a full-service health care program
- **TennCare Kids** services also include follow-up recommendations for medically necessary health care and/or treatment for children up to age 21 that will:
 - ✓ Correct or improve a deficiency, physical or mental illness, or a condition [health problem] identified through a **TennCare Kids** screening

TennCare Kids Services

- **TennCare Kids** covers an array of services, if they are medically necessary.



TennCare Kids Covered Services

TennCare covers services that are medically necessary.

Some of the common covered services include:

- Medical care/services
- Dental services
- Behavioral health services
- Other laboratory and X-ray services
- Physical, speech, and occupational therapy
- Primary Care Provider (PCP) services
- Eyeglasses
- Hearing aids
- Prescribed drugs
- Outpatient hospital services
- Inpatient psychiatric services
- Inpatient hospital services



Non-Covered Services

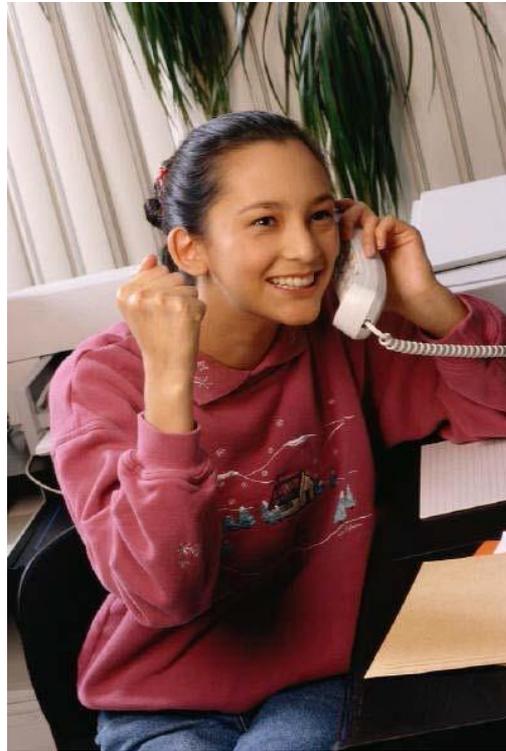


Listed below are some services that are **not covered** by TennCare:

- Habilitation, prevocational, and supported employment services
- Homemaker services
- Investigative or experimental services or procedures
- Respite care
- Room and board

TennCare Kids Covered Services

If an enrollee has questions about a covered service, a call to his or her MCO can help.



Managed Care Contractors

TennCare Kids services are provided by the following Managed Care Contractors (MCCs):

- Managed Care Organizations (MCOs)
- Dental Benefits Manager (DBM)
- Pharmacy Benefits Manager (PBM)

Managed Care Organizations

- TennCare enrollees are assigned to MCOs, sometimes called “health plans.”
- The MCOs operate as insurance carriers to manage enrollees’ medical and behavioral health care needs.
- All enrollees receive an ID card from their MCO that identifies their MCO and their PCP.

MCO Contacts

To improve the quality of health care for TennCare enrollees, all MCOs became statewide on January 1, 2015.

West Tennessee

Amerigroup
BlueCare
UnitedHealthcare
TennCareSelect

Middle Tennessee

Amerigroup
BlueCare
UnitedHealthcare
TennCareSelect

East Tennessee

Amerigroup
BlueCare
UnitedHealthcare
TennCareSelect



Managed Care Organizations

TennCare*Select* is the statewide MCO
for children in state custody,
SSI recipients,
and others as assigned by the state.

MCO Customer Service

MCOs can help with scheduling **TennCare Kids** checkups and with transportation to appointments. Below you will find the statewide Customer Service toll-free numbers for the MCOs.

Amerigroup: 1-800-600-4441

BlueCare: 1-800-468-9698

UnitedHealthcare: 1-800-690-1606

TennCareSelect: 1-800-263-5479

Behavioral Health Services

MCOs provide both medical and behavioral health care Services in one **INTEGRATED** plan.

Behavioral health services include, but are not limited to, mental health and substance abuse services to evaluate and provide treatment for:

- ADD/ADHD
- Depression
- Eating disorders
- Mental health diagnoses (schizophrenia, bipolar disorder, etc.)
- Substance abuse (alcohol and drugs)



Behavioral Health Services

To obtain behavioral health services, an enrollee or his/her caregiver must call the enrollee's MCO.



Dental Services

- **DentaQuest** is the statewide Dental Benefits Manager (DBM) for TennCare enrollees under 21.
- For assistance with dental benefits, locating providers, and arranging transportation, call **1-855-418-1622**.
- Or, visit the DBM's website at:
<http://www.dentaquest.com/>



Dental Services

- Children should begin seeing a dentist **at the age of 1, or earlier if needed**. They are eligible for dental services until the age of 21.
- A dental checkup includes:
 - ✓ Complete dental exam
 - ✓ Cleaning
 - ✓ Oral health advice
 - ✓ X-rays (as needed)



Dental Services

- Dental treatment/services must be medically necessary.
- Some of the covered services include:
 - ✓ Anesthesia
 - ✓ Cleanings
 - ✓ Extractions (tooth pulling)
 - ✓ Fillings
 - ✓ Fluoride treatments
 - ✓ Oral disease services
 - ✓ Root canal treatments
 - ✓ Some sealants
 - ✓ X-rays

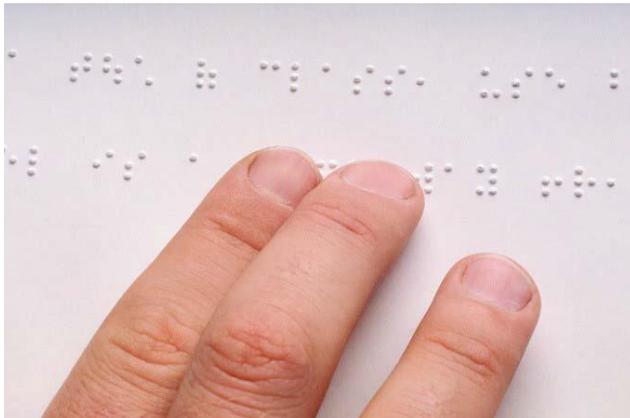


TennCare Kids Outreach to Enrollees

- **Tennessee Department of Health (TDH) TennCare Kids Call Center**
 - ✓ Makes **TennCare Kids** education calls to enrollees identified by TennCare via a weekly feed from TennCare.
- **TDH TennCare Kids Nursing Call Center**
 - ✓ Makes **TennCare Kids** prenatal and postpartum education calls to all TennCare enrollees who are pregnant. Education includes information about **TennCare Kids** services for newborns.
- **TDH TennCare Kids Community Outreach Program**
 - ✓ **TennCare Kids** education provided throughout the state via community-based staff in all 13 TDH Regions.

Outreach to Children with Special Needs

Children with special needs may see many providers, usually specialists. They also need to see a PCP, who will complete an annual **TennCare Kids** exam and coordinate their health care.



Language assistance for persons with Limited English Proficiency (LEP)

Persons who need language assistance should call the Customer Service number on their health plan (MCO) ID cards. They may also call the **TennCare Advocacy Program** at **1-800-758-1638** for help in the languages listed below:

- Arabic
- Bosnian/Croatian/Serbian
- Kurdish
- Somali
- Spanish
- Vietnamese



MCC TennCare Kids Outreach to Enrollees

The MCOs and the DBM participate in **TennCare Kids** outreach according to outreach requirements established by the Bureau of TennCare.

They provide:

- Face-to-face contact with members at community events where educational materials are distributed.
- Written and oral outreach to members through mail or phone calls.

Resource Agencies

- **TennCare Advocacy Program: 1-800-758-1638**
- **Tennessee Relay Service (TNRS): 1-800-848-0298**
- **Homeless Services: 1-800-413-2714**
- **“Live United” 2-1-1 Tennessee Help Line: Dial 2-1-1**
 - ✓ 2-1-1 operators are trained to help people sort out their needs. When you call 2-1-1, you’ll get a real person, who will listen to your concerns, then provide addresses and phone numbers for the closest places where you can receive assistance. Or visit the 2-1-1 Tennessee website at:
<http://tn211.mycommunitypt.com/>

Share the Message

Thank you for participating in the **TennCare Kids** training.

Please use the information provided in this presentation to encourage the families you serve to obtain **TennCare Kids** services for their children.

TennCare Kids Quiz

Before taking the TennCare Kids Quiz, please make certain that your supervisor has sent a registration request to TennCare Kids staff at:

TennCareKids.Help@tn.gov

After you have been registered, your supervisor will provide you with instructions on how to take the TennCare Kids Quiz.

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