

**Tennessee Member Medical Appeals (TMMA) Call Center**

# Tips for Provider Offices

TennCare Member Medical Appeals is the unit of TennCare that files all enrollee (member) appeals for medical and dental services or medications that have been denied by a Managed Care Contractor (MCC) or benefit.

## When Would I Call the Member Medical Appeals Line?

- The TMMA contact center is often the first point of contact for members and providers when a member has been denied a medication and/or a medical or dental service at prior authorization.
- The TMMA Contact Center is available by phone, fax, or mail.
  - **Phone:** 1-800-878-3192
  - **Fax:** 1-855-345-5575
  - **Mail:** PO Box 593, Nashville, TN 37202-0593
- TennCare requires members to authorize their appeal. This appeal **can't be authorized BEFORE** a service or medication is denied. If your office is notified that a service or medication has been denied, **contact your patient to contact us by phone or by fax to authorize the appeal if the patient wants to appeal the denial.** This allows us to ensure that all the member's information is up to date and gives the member the option to discuss alternatives with you, their provider.
- If a member is having transportation issues to and from their scheduled doctor appointments and **the member uses MCO-provided transportation**, the member can call to file an issue with the TMMA contact center for investigation.
- TMMA contact center agents file Reimbursement and Billing issues for **members** who have bills and receipts within 70 days (60 days to request a reimbursement plus 10 additional days for mailing) of the billed date of service if the member has TennCare eligibility coverage. This includes bills that should be considered by the MCO as well as bills that the member would like to be reimbursed.
- The TMMA contact center also files MCC Change requests for members during their Grand Region's Open Enrollment month and for **members who have a hardship reason to change**, during the first 90 days of a member's TennCare eligibility, or when another member in their household is already on the

requested plan and they want the whole family to be on the same plan.

We are unable to process provider payment and claim disputes. Please consult the TennCare Claims, Appeals & Provider Complaints website for instructions on how those should be sent to the MCO or escalated:

**<https://www.tn.gov/tenncare/providers/claims-appeals-provider-complaints.html>**

## But My Patient Needs to Talk to Someone About:

- **Medicare plan changes** – Those changes must be made by Medicare at 1-800-MEDICARE or 1-800-633-4227.
- **QMB or “pink” cards, SLMB, or other Medicare savings programs, issues or questions** – Call TennCare Connect at 1-855-259-0701 or Medicare at 1-800-MEDICARE or 1-800-633-4227.
- We don't change the member's PCP or send them a new insurance card. They should contact their MCO directly. (DentaQuest does not send out insurance cards.)
- We don't process subrogation requests, please go to: <https://www.tn.gov/tenncare/legal/subrogation.html>.
- We don't file discrimination complaints please go to: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.
- We don't handle cross-over billing please refer to: <https://www.tn.gov/tenncare/providers/claims-appeals-provider-complaints/medicare-medicaid-crossover-claims.html>.



# Tobacco eReferral Interface

**Overview:** The Tennessee Department of Health (TDH) has an electronic referral (eReferral) system to capture eReferrals for the Tennessee Tobacco Control Program and QuitLine. This system utilizes national standards for electronic communication between the Tobacco QuitLine case management system and electronic health record (EHR) systems. This process provides interoperability between referring providers and the State's tobacco cessation services. Some eligible clinicians, eligible hospitals, or critical access hospitals may be able to use this interface to meet Promoting Interoperability program measures or clinical quality measures. TDH is prepared to provide support and documentation to potential partners wishing to participate. Physicians and other healthcare professionals across the state regularly refer patients to the TN Tobacco QuitLine to help their patients through our smoking cessation program and services.

## Services Provided

- Toll-free dial-in telephone and digital-based assistance program
- Texting services
- Assistance for callers to quit tobacco use by providing intake and assessment
- Brief intervention
- Proactive counseling with a specialty program for youth
- Up to two weeks of nicotine replacement therapy (NRT) for eligible participants

## eReferral Interface

The TN Tobacco QuitLine can partner with interested healthcare providers or systems to develop an eReferral interface through the organization's EHR system.

There will be two types of patient-specific data exchanged during the bidirectional eReferral interface process:

#### **Referral Form**

- Sent by a referring provider to the Tobacco QuitLine team to contact the referred tobacco participant to initiate the enrollment process
- The workflow is comparable to referring a patient to a specialist for additional treatment (e.g., physical therapy)

#### **Feedback Form**

- Sent by the Tobacco QuitLine team to a referring provider to document results of the direct referral
- The workflow is comparable to receiving a patient progress note from a consulting provider

#### **Contact**

For more information, contact the Tobacco QuitLine team at

[TPR.Tobacco@tn.gov](mailto:TPR.Tobacco@tn.gov).

#### **Tennessee Community Compass**

# Tennessee's First Closed-Loop Referral System

TennCare is launching the state's first Closed Loop Referral System (CLRS) in partnership with Findhelp. TennCare's CLRS will be called **Tennessee Community Compass** and will provide a means for capturing member responses to Health-Related Social Need assessments, referring to Community-Based Organizations (CBOs) to help address identified needs through an updated community resource directory and track the status of referrals. The community resource directory is now live! Anyone within the state can use the website to find CBOs across the state for various needs. We anticipate the more elaborate features of the platform to launch early next year. For more information on the vision of the Tennessee Community Compass, please visit [TennCare's Health Starts webpage](#).