



# **MENTAL HEALTH RESOURCES**

**TENNESSEE BRIGHTER FUTURES**

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TennCare is Tennessee's managed care Medicaid program which provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, parents or caretaker relatives of minor children, older adults, and adults with disabilities.

## TennCare- Behavioral Health Services

- TennCare is Tennessee's Medicaid program
  - Eligible groups (all have different income limits) include:
    - Children under 21
    - Women who are pregnant
    - Parents of a minor child
    - SSI recipients
    - Individuals who need treatment for breast or cervical cancer
    - Individuals who live in NF or qualify for LTSS
- Approximately 1.7M Tennesseans are TennCare recipients

### Enrolled Members Snapshot

	<b>877,098</b> Tennessee Children
	<b>329,709</b> Parents or caretaker relatives of minor children
	<b>254,709</b> Individuals with disabilities
	<b>45,013</b> Pregnant Women
	<b>15,521</b> Older adults

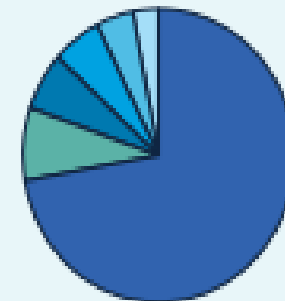
Information on applying for TennCare:  
[How Do I Apply for TennCare? \(tn.gov\)](https://www.tn.gov)

# TennCare- Summary

## Quality Improvements

- ⊕ Serving Tennesseans through Delivery System Transformation:
  - **89,245 members in Health Link**
  - **778,249 in Patient-Centered Medical Homes**
  - **Covering 48 episodes of care**
- ⊕ Overall, the number of TennCare new, acute opioid users has **declined by 58% since 2015**. The largest decrease occurred following the implementation of new TennCare opioid benefit limits.
- ⊕ **Throughout 2021, 356 high-quality providers** provided opioid use disorder treatment and recovery services to **15,000 members** through TennCare's dedicated medication assistant treatment network.
- ⊕ TennCare's Preferred Drug List compliance in 2021 is an industry-leading 94.84%.
- ⊕ From **FY20 to FY21**, the **statewide EPSDT screening rates** for TennCare infants improved from 93% to 97%.

## TennCare Finances



### TennCare Budget: \$14 Billion

- + Clinical Services 72.10%
- + Intellectual Disability Services (DIDD) 8.12%
- + Medicare Services 5.82%
- + TennCare Admin. 5.78%
- + Hosp. Supplemental Payments 5.07%
- + Children's Services (DCS) 3.11%

### Funding sources:



65% federal



35% state

# Resources

## TennCare's Managed Care Model

TennCare's managed care model means TennCare and CoverKids contract with health insurance plans - also known as managed care organizations or MCOs. **A health plan coordinates care for TennCare members and maintains a network of providers like doctors, hospitals, specialists, pediatricians, and nursing homes.**

### About Managed Care Model

- + Tennessee is a leading managed care state.
- + Strategies include negotiated rates, network optimization, insurer care coordination, and prior authorization for certain medications and services.
- + Integrated care increases efficiencies, reduces cost shifting, and promotes more appropriate utilization of services.
- + TennCare pays the health plans a **Per Member Per Month (PMPM)** rate which is similar to a health insurance premium. The health plans pay the providers for services delivered to members.

### TennCare's Managed Care Organizations



#### + Plans cover:



#### Medical

- Visits to a primary care physician
- Inpatient and outpatient surgeries
- Visits to the Emergency Room



#### Behavioral

- Mental & behavioral health services
- Visits to a psychiatrist
- Treatment for addictions



#### Long-Term Services & Supports

- Nursing facility care
- Home & community based services
- I/DD services like employment services

### Other TennCare Plans



#### Dental Plan

- Dental benefits are managed by DentaQuest
- Includes regular dental exams, x-rays, and other oral treatments



#### Pharmacy Plan

- Pharmacy benefits are managed by OptumRX



#### TennCareSelect

- A statewide health plan serving children in state custody and other vulnerable populations

# TennCare Connect

TennCare Connect is *a self-service portal* that allows applicants and members to create an account, check your status, report changes, read letters, and much more!



## TennCare Connect App

- Change info like addresses
- Upload documents like pay stubs
- Receive notifications from TennCare



## TennCare Connect Call Center

- Talk to a TennCare Connect Call Center Rep
- Check status of application
- Apply for benefits
- Change info like addresses
- >400 Agents
- Intake up to 150,000 Phone Calls a month (7,500/day)
- Register New Applications and Renewal of Benefits - up to 3,000 interactions a day



## TennCare Connect Web Portal

- Apply for benefits
- In some cases, get real time approval or denial
- Change info like addresses
- Find resources to help
- Start an appeal

Welcome to TennCare Connect!

[SIGN IN](#)

The easiest way to access your benefits

TennCare Connect is an online tool for Tennesseans to apply for health coverage and manage their case. Click on the Apply Now button to begin.

[APPLY NOW](#)

[CREATE ACCOUNT](#)



[Apply For Benefits](#)

Create an account to Apply for Benefits



[Manage Your Coverage](#)

Log in to your account and link it to your



[Upload Documents](#)

Need to send us documents? You can use



# Behavioral Health Services

- **Psychiatric Inpatient Care**
- **Crisis Stabilization**
- **Partial Hospitalization Program**
- **Intensive Outpatient Program**
- **Applied Behavior Analysis**
- **Medication Management**
- **Continuous Treatment Team/ Comprehensive and Family Treatment**
- **Psychotherapy**
  - **Family & Individual**
- **Medication Management**
- **Peer Support**
- **Supported Housing**
- **Residential Treatment Centers/ Facilities**
- **Substance Use Disorder Continuum Services**

# Tennessee Health Link- Care Coordination

- The primary objective of Tennessee Health Link is to coordinate health care services for TennCare members with the highest behavioral health needs. Each Tennessee Health Link organization is a team of professionals associated with a mental health clinic or other behavioral health provider who provides whole person, patient-centered, coordinated care for an assigned panel of members with behavioral health conditions. Members who would benefit from Tennessee Health Link will be identified based on diagnosis, health care utilization patterns, or functional need.

## Key Principles

- Ensure access to a range of physical and behavioral health related supports aligned with level of need
- Foster joint decision making across health providers
- Instill awareness of interaction of behavioral and physical health needs
- Expected sources of value included appropriateness of care setting, choice of behavioral health care providers, referrals to high value providers, and medical management
- Improved access to patient specific information
- Increased resources and training to support optimal patient care

More information can be found at:  
[Primary Care Transformation \(tn.gov\)](https://www.tn.gov/primary-care-transformation)

# BESMART and Opioid Use Disorder

- High quality network of MAT providers- Buprenorphine- Enhanced Medications Assisted Recovery and Treatment Program

More Information can be found at:

[Office-based Buprenorphine Treatment \(tn.gov\)](https://www.tn.gov)

## **MCO Contacts:**

- Amerigroup: [renea.bentley@amerigroup.com](mailto:renea.bentley@amerigroup.com) or [brittany.greene@amerigroup.com](mailto:brittany.greene@amerigroup.com)
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