TennCare Policy Manual

Policy No: ORG 09-001 (rev. 4)	
Subject: Operational Protocol (OP)	
Approved by: *Duane Baird*	**Date:** 12/19/13

PURPOSE OF POLICY STATEMENT:

The purpose of this policy statement is to provide an overview of the Operational Protocol, its development, and its use.

DISCUSSION:

The first Operational Protocol was completed in 2002 in response to a Special Term and Condition (STC) of the TennCare waiver approved by the Centers for Medicare and Medicaid Services (CMS) that year. It has been updated every year since then. TennCare's policy is to update the Operational Protocol any time there is a change in the program, but at least annually.

When the Centers for Medicare and Medicaid Services (CMS) approved the extension of TennCare II in October 2007, the requirement that the Bureau maintain an Operational Protocol was removed. However, because the Operational Protocol has been useful in providing a general introduction to the TennCare program and an overview of various components of the program, the Bureau decided to continue the Operational Protocol and update it as necessary. In accordance with the Schedule of Deliverables outlined in the TennCare II waiver, TennCare must send a copy of the Operational Protocol to CMS each time it is updated.[1]

The Operational Protocol is divided into seven chapters:
- Chapter 1 – Overview
- Chapter 2 – Eligibility and Enrollment
- Chapter 3 – Benefits and Cost Sharing
- Chapter 4 – Service Delivery
- Chapter 5 – Quality of Care
- Chapter 6 – Administration
- Chapter 7 – Program Integrity

Section XIV, 1115 Medicaid demonstration: "TennCare II" (July 1, 2013-June 30, 2016)

The Operational Protocol also contains the following sections:

- Abbreviations and Acronyms Used in TennCare
- List of "User Friendly" Definitions
- Understanding TennCare Terms

In addition, there are eight attachments to assist the reader in learning more about TennCare:

- Bureau of TennCare Organizational Chart (Brief)
- Definitions of "Insurance" under TennCare
- Qualifying Medical Conditions Used to Determine Medical Eligibility
- List of Current Managed Care Contractors (MCCs)
- Medical Hardship Criteria for MCO Changes
- Helpful Telephone Numbers
- Terms and Conditions for Access
- Table of Contents of TennCare II Waiver Special Terms and Conditions (STCs)

The Operational Protocol is not an exhaustive compilation of materials, nor is it a legal document. It is intended to serve as an overview of the TennCare program and how the various parts of the program fit together.

The Operational Protocol can be found on the Bureau's website:
https://tn.gov/tenncare/topic/operational-protocol

POLICY:

It shall be the policy of the Bureau of TennCare to keep the Operational Protocol maintained as a source of general information about TennCare and how the program works.

PROCEDURE:

The Policy Office has the overall responsibility of maintaining and updating the Operational Protocol as necessary. Each TennCare program manager is responsible for reviewing his or her respective section of the Operational Protocol on a regular basis and for notifying the Policy Office when changes to the Operational Protocol are needed.

OFFICE OF PRIMARY RESPONSIBILITY:

TennCare Policy Office