



# MEDIA RELEASE

STATE OF TENNESSEE  
BUREAU OF TENNCARE

FOR IMMEDIATE RELEASE  
AUGUST 30, 2001

CONTACT:

LOLA POTTER

## **DOCTORS, HOSPITALS CAN CHECK TENNCARE ELIGIBILITY ONLINE AT TN.GOV**

NASHVILLE, Tenn.— Doctors and hospitals can now check TennCare eligibility online directly from TennCare through [www.tn.gov](http://www.tn.gov). The eligibility verification site can also be reached through the providers' page on the TennCare home page at [www.tn.gov/tenncare/](http://www.tn.gov/tenncare/).

"One rural hospital has told us our online eligibility verification site will save them \$13,000 a year," said TennCare Director Mark Reynolds. "Already, we are getting about 2,000 daily information requests on this new web page, and we plan to add more features to assist doctors and hospitals in serving TennCare members."

Through the web application, which began serving select providers on July 1, doctors and hospitals can go online and review the most current information about enrollee eligibility, MCO/BHO assignments, Medicare information and Third Party Liability (TPL) insurance assignments. Previously, providers relied on patients and their families or subscribed to a commercial service for the information. Providers could also call a toll-free TennCare number for the information, often encountering several minutes of waiting time.

Each month, TennCare receives over 105,000 requests for eligibility verification. The online service gives providers immediate access to the information they need. The new application was built at no cost to TennCare and is managed by Tennessee Information Division.

Information technology is playing an increasingly important role in helping people access quality health care and helping providers streamline eligibility determination and billing procedures. A recent US Department of Commerce study showed that national health care costs could be reduced by more than \$36 billion annually through telecommunications applications.

Providers can sign up for the service by visiting [www.tn.gov](http://www.tn.gov), and selecting "TennCare Eligibility Verification." The cost of the service is \$75 per year for unlimited use.

###