



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
NASHVILLE, TENNESSEE 37243

Attention TennCare Providers
Participation in the EQRO Quarterly Survey is a Contractual Requirement
(CRA 2.12.9.20) (TennDent Provider Agreement Section 13)

All TennCare Managed Care Organizations (MCOs) are required to submit updated provider information to the Bureau of TennCare each month. On a quarterly basis, the TennCare Division of Provider Networks conducts a telephonic survey of providers in order to validate certain data elements contained within the monthly MCO provider file submissions.

QSource performs this function as the TennCare External Quality Review Organization (EQRO).

As the EQRO for TennCare, QSource is required to conduct a provider data validation survey each quarter. A statistically valid random sample of providers from each MCOs provider file is pulled and each provider is contacted telephonically to verify the accuracy of the provider's information:

Contract Status with the MCO
Provider Address
Provider Telephone Number to schedule appointments
Provider Credentialed Specialty
Panel Status (Open/Closed to New Patients)
Age Range of patients seen
Availability of services to Children less than 21 years of age
Availability of services to Adults age 21 and greater
Primary Care services offered
Prenatal services offered
Appointment availability for Routine Care and Urgent Care services

IMPORTANT: If your office is included in the quarterly random sample, please promptly provide answers relative to the brief survey when your office is contacted by a QSource Representative.

Your participation ensures the information supplied to TennCare members is accurate and up-to-date. Please contact your Provider Relations Representative at your contracted MCO(s) if your MCO profile requires updating.

01/05/2012