



# TENNCARE POLICY MANUAL

Policy No: ORG 06-002 (rev 2)	
Subject: Policy Manual	
Approved by: <i>Dusie Bard</i>	Date: <i>5/31/11</i>

## PURPOSE:

The purpose of this policy is to provide an overview of the TennCare Policy Manual and to explain the process for amending existing policies.

## DISCUSSION AND POLICY:

The TennCare Policy Manual is a compendium of policy statements on various topics of general interest to the Bureau, its contractors, and the general public. The topics often cross organizational lines within the Bureau and sometimes organizational lines between TennCare and other entities. Each policy in the Policy Manual includes a general statement of procedures, with the expectation that detailed program-specific procedures are handled at the program level.

As an example, a particular policy might have an Information Systems (IS) component. That component will be referenced in the policy statement, but the detailed description of exactly how things are handled at the IS level will be part of IS's policies, rather than the policies of the Bureau as a whole.

The Policy Manual currently has the following sections. Additional sections will be added as needed.

- Benefits (BEN)
- Contractors (CON)
- Eligibility, enrollment, and disenrollment (EED)
- Organization (ORG)
- Payment issues (PAY)
- Program integrity (PI)
- Providers (PRO)

Policies are numbered according to the section into which they fall, the year in which they were published, and the chronological order of policies within that section that were written in that year. As an example, Policy PAY 07-001 is the first policy that was published in the “Payment issues” section in calendar year 2007.

As policies are revised, they retain their original number, but with an added number indicating the number of the revision. The first revision of Policy PAY 07-001 is identified as “PAY 07-001 (rev 1),” regardless of the year in which the revision is written. The current date for the policy is shown in the “Date” section in the heading of the policy.

The TennCare Policy Office is responsible for coordinating the development and publication of policies.

All policies are maintained on the TennCare website.

#### **PROCEDURES:**

- When a topic for a policy has been identified, the Director of the Policy Office will assign the responsibility for drafting the policy to a representative of the Policy Office.
- The Policy Office will conduct general research on the topic, using State and federal regulatory documents and other sources of policy information. When applicable, research will be conducted on the activities of other states.
- Once a draft of the policy is written, it will be shared with Bureau “stakeholders”—meaning persons in the Bureau who would use the policy and who would be responsible for enforcing it.
- The Policy Office will rewrite the policy to incorporate stakeholder comments received.
- The final policy will be signed off on by key stakeholders.
- Depending upon the nature of the policy, the final version will either be signed by the Division Director within the Bureau having responsibility for implementing the policy or by the Bureau Director.
- Once the policy is final, it will be placed on the Bureau website.
- On an least an annual basis, and more frequently if appropriate, the Policy Office will review each policy with stakeholders and update as necessary.

#### **OFFICE OF PRIMARY RESPONSIBILITY:**

- TennCare Policy Office

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Original: May 10, 2006; SB  
Reviewed: March 2008; SB  
Reviewed: March, 2009: SB  
Revised: May, 2010; SB  
Revised: May 2011, SB