



Bureau of TennCare

Policy Manual

Policy No. ORG 09-001	
Subject: Operational Protocol	
Approval: <i>D. J. Cook</i>	Date: 7/22/2009

PURPOSE:

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

BACKGROUND:

The first Operational Protocol was done 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 three times since then – in 2005, in 2007, and in 2008.

When CMS approved the extension of TennCare II in October 2007, they removed the requirement that the Bureau maintain an Operational Protocol. 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 decision was made to continue the Operational Protocol and update it as necessary.

The Operational Protocol (OP) is divided into six 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

The OP also contains sections on abbreviations used, "user friendly" definitions, and TennCare terms. Additionally, there are seven attachments to assist the reader in learning more about TennCare.

The OP 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 OP can be found on the Bureau's website: <http://www.tn.gov/tenncare>.

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.

PROCEDURES:

The Policy Office has the overall responsibility of maintaining and updating the OP as necessary. Each TennCare program manager has the responsibility to review his or her respective section of the OP on a regular basis and to notify the Policy Office when changes to the OP are needed.

DAS