



**STATE OF TENNESSEE
BUREAU OF TENNCARE
DEPARTMENT OF FINANCE AND ADMINISTRATION
729 CHURCH STREET
NASHVILLE, TENNESSEE**

This notice is to advise you of important changes to the Point-of-Sale (POS) system used for processing pharmacy claims for the *TennCare Program*. On March 8, 2005, **First Health Services Corporation** began the first phase of a number of edits to be put in place by the end of 2005. Information describing new edits and Grier Override Code changes was sent to you over the last 4 weeks with your remittance advice.

Provider Education Conference Call

A provider Conference Call has been scheduled for March 24, 2005 to address any questions regarding the pharmacy edits. The format of this session will be Question and Answer. Please note the following Conference Call date and time:

- **Thursday, March 24:**
11:00 a.m. to 1:00 p.m. CST (12:00 p.m. to 2:00 p.m. EST)

Dial-in information for the conference call:

1. Conference Call toll-free access number: 800-824-7254
2. Guest Room number: 146208. You will be prompted to enter the guest room number.

An important update regarding the changes to the Grier Override Codes:

1. Grier Override code "7": The Grier Override code "7" will only be accepted for two situations: (1) claims in which a C-II medication is dispensed; (2) **refills of non-PDL medications for recipients coded as long term care by TennCare**. This override code will no longer be allowed for "medically necessary" claims where the prescriber does not wish to use a PDL medication. This code will still be submitted in the SUBMISSION CLARIFICATION CODE field (NCPDP #420-DK). Long term care providers are reminded to contact prescribers to switch to preferred products when appropriate, or have the prescribing physician apply for a medically justified Prior Authorization. **The use of the Grier Override code '7' will be closely monitored.**

If you have any questions, please contact the First Health Services Corporation Provider Relations Department at (804) 965-7619. For recent notifications, updated payer specifications, or additional information, please visit our website at: www.firsthealth.com.