



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

This notice is to advise you of information regarding the Point-of-Sale (POS) system used for processing pharmacy claims for the *TennCare Program*.

Provider Education Conference Call

A provider Conference Call has been scheduled for May 26, 2005 to address processing questions resulting from the newly implemented pharmacy edits. The format of this session will be Question and Answer. Due to the one hour time limit, please fax your questions to 615-532-7681 by Monday, May 23. Please note the following Conference Call date and time:

- **Thursday, May 26:**
10:00 a.m. to 11:00 a.m. CDST (11:00 a.m. to 12:00 p.m. EDST)

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.

General Information:

- **Grier Consent Decree:** The Grier consent decree is still active for TennCare recipients. Please follow the guidelines for processing prescriptions with Grier when the appropriate criteria are met. A copy of the criteria and uses of the Grier override codes can be found at the First Health/TennCare website, www.firsthealth.com. Appeal forms for Grier will be sent to pharmacy providers in the upcoming weeks. Should you need an interim supply of these forms, please call 888-816-1680. You may also request additional copies of this form via fax request at 888-298-4130. **Reminder**, the pharmacy is required to keep a copy of the signed appeal form on file. An original to use as a template for copies can be downloaded at www.tn.gov/tenncare/.
- **Long-acting/short-acting Narcotics:** Responding to the pharmacy providers' suggestions, the Therapeutic Duplication edit for LA/SA narcotics has changed. The adjusted edit, modified on April 21, 2005, allows a patient to have a long-acting narcotic for continual pain coverage and a short-acting narcotic for breakthrough pain. If you have questions regarding this edit, please call the First Health Clinical Call Center at 866-434-5520.
- **Therapeutic Tolerance for Medications with Quantity Limits:** On May 17, the tolerance for refills of medications with quantity limits will be changed to 85%, allowing for refills of these medications to adjudicate after 85% of the original prescription has been consumed.

If you have general processing questions, please contact the First Health Services Corporation Technical Call Center at 866-434-5520. If you have questions regarding the new clinical edits or prior authorization, please contact the First Health Services Corporation Clinical Call Center at 866-434-5524. For recent notifications, updated payer specifications, or additional information, please visit the First Health/TennCare website at: www.firsthealth.com.