



STATE OF TENNESSEE
BUREAU OF TENNCARE
DEPARTMENT OF FINANCE AND ADMINISTRATION
310 GREAT CIRCLE ROAD
NASHVILLE, TENNESSEE

This notice is to advise you of information regarding the *TennCare Pharmacy Program*.

Please forward or copy the information in this notice to all providers who may be affected by these processing changes.

This notice is to inform you that additional agents have been added to the Dose Titration Override table. TennCare recognizes that prescribers must frequently titrate the dosage of a medication to achieve therapeutic goals. This often requires more than one prescription for the same drug in a single month. However, multiple prescriptions used in dose titrations may accumulate against prescription limits. The TennCare Pharmacy Program established a Dose Titration Override process to avoid unnecessary increments to prescription limits for select drugs and/or drug classes. Pharmacy providers are allowed to process a second claim for the same medication within 21 days of the initial claim by placing a “2” in the submission clarification code field (NCPDP #420-DK). Claims submitted in this manner for the same drug within 21 days of each other will not count toward the prescription limit. Claims for the following drugs and classes can be submitted with a Titration Override Code:

Anticoagulants: warfarin, Jantoven®, Coumadin®

Low Molecular Weight Heparins: Arixtra®, Fragmin®, Lovenox® and Innohep®

Anticonvulsants: phenytoin, Dilantin Infatab®, Dilantin Kapseal® 30mg, Phenytek®, Dilantin-125®, and Dilantin Kapseal®

Xanthines: theophylline

Selective Serotonin Reuptake Inhibitors (SSRIs): citalopram, fluoxetine, fluvoxamine, paroxetine, sertraline, Celexa®, Lexapro®, Luvox®, Paxil®, Paxil CR®, Pexeva®, Prozac®, Prozac Weekly®, Sarafem®, and Zoloft®

Selective Norepinephrine Reuptake Inhibitors (SNRIs): venlafaxine, Effexor XR®, Cymbalta®, and Effexor®

Atypical Antipsychotics: clozapine, FazaClo ODT®, Geodon®, Risperdal®, Seroquel®, Seroquel® XR, Abilify®, Abilify Disemelt®, Clozaril®, Invega®, Risperdal M-Tab®, Risperdal Consta®, Zyprexa®, and Zyprexa Zydis®

We hope this process enhancement will allow you to better serve your patients. If you require further assistance with processing a claim of any type, please feel free to contact the First Health Services Technical Call Center at 866-434-5520. Thank you for your participation in the TennCare Pharmacy Program.

GUIDE FOR TENNCARE PHARMACIES: OVERRIDE CODES

OVERRIDE TYPE	OVERRIDE NCPDP FIELD	CODE
Emergency 3-Day Supply of Non-PDL Product	Prior Authorization Type Code (461-EU)	8
Emergency supply (Rx CHANGED to PDL or PA received after 3-day supply already dispensed) to prevent from counting twice toward script limit	Submission Clarification Code (42Ø-DK)	5
Hospice Patient (Exempt from Co-pay)	Patient Location Field (NCPDP field 307-C7)	11
Pregnant Patient (Exempt from Co-pay)	Pregnancy Indicator Field (NCPDP field 335-2C)	2
Titration Dose Override for the following select drugs/drug classes: clozapine/Cozaril®, Effexor® 225mg (Effexor® XR 75 mg and Effexor® XR 150mg), Cymbalta® 90mg (Cymbalta® 30 mg and Cymbalta® 60 mg) warfarin, low molecular weight heparins, phenytoin, theophylline, Selective Serotonin Reuptake Inhibitors (SSRIs), Selective Norepinephrine Reuptake Inhibitors (SNRIs) and atypical antipsychotics-process second rx for the same drug within 21 days of initial rx with an override code to avoid the second rx counting as another prescription against the limit. Two co-pays will apply	Submission clarification Code (42Ø-DK)	2

Important Phone Numbers:

TennCare Family Assistance Service Center	866-311-4287
Express Scripts Health Options Hotline (RxOutreach PAP)	888-486-9355
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program (providers only)	888-816-1680
TennCare Pharmacy Program Fax	888-298-4130
First Health Services Technical Call Center	866-434-5520
First Health Services Clinical Call Center	866-434-5524
First Health Services Call Center Fax	866-434-5523

Helpful TennCare Internet Links:

First Health Services: www.firsthealth.com

TennCare website: www.tn.gov/tenncare/

Please visit the First Health / TennCare website regularly to stay up-to-date on changes to the pharmacy program. For additional information or updated payer specifications, please visit the First Health Services website at: www.firsthealth.com under “Providers,” then “Documents.” Please forward or copy the information in this notice to all providers who may be affected by these processing changes...

Thank you for your valued participation in the TennCare program.
