

# TennCare

High quality, cost effective care

TennCare is Tennessee's managed care Medicaid program which provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities.

## TennCare History

### Then



Volatile, inexperienced, non-accredited health plans\* operating in some or all regions of the state



Fragmented health care system; some members interacted with up to 5 different entities to access care



Rapidly escalating costs with medical trend at more than 13.5%

### Now



Stable, experienced, quality-accredited health plans\* operating statewide



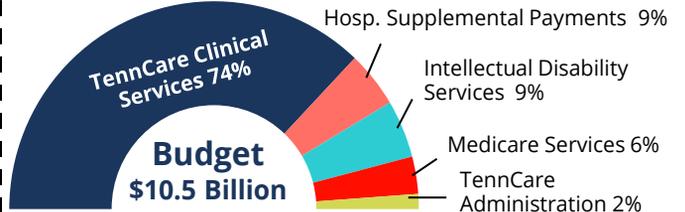
Integrated health care delivery system; single entity responsible for coordinating care



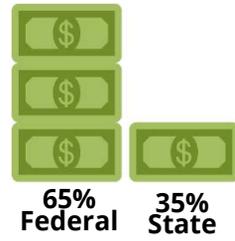
Significantly reduced cost trends; medical trend below 4.5% for the past 5 years

\* TennCare uses Managed Care Organizations (MCOs or health plans) to manage and coordinate care for members.

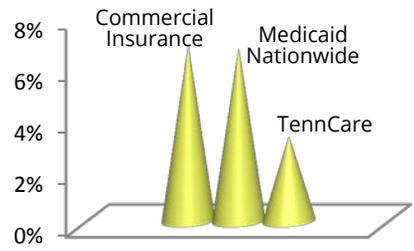
## TennCare Finances



### Funding



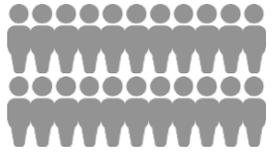
### Medical Trend



## Program Snapshot

**53%**

TennCare pays for more than 50 percent of births in the state



**1,499,800**

Nearly 1.5 million Tennesseans are enrolled in the TennCare program

That's more than **20%** of the state's population

**2,347,500** Outpatient visits



**544,900** Children dental check-ups



**310,200** Receive Medicare assistance



**2,250** Prosthetics



**2,534,700**

Mental health & substance abuse counseling visits



**762,900** Inpatient days



**455,000** Well-child visits



**41,400** Treated for cancer



**78** Transplants



## TennCare Health Plans

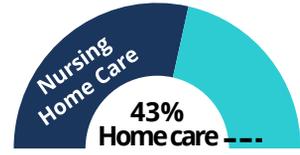
- BlueCare and TennCare Select
- United Community HealthCare
- AmeriGroup

## Rebalancing Services for Older Adults and Adults with Physical Disabilities

2010



2016



More individuals needing long-term services and supports (LTSS) are choosing to be served in the home and community rather than in a nursing home.

**95%** Satisfaction Rate



**90%**

More than 90% of surveyed TennCare members say they initially received care from a doctor's office or clinic.

## Improved Quality

- Out of 47 HEDIS quality measures tracked since 2007, 81% have shown improvement over time.
- TennCare's rate of childhood vaccinations -71% Medicaid national avg. - 61%
- All TennCare health plans are accredited by the National Committee for Quality Assurance.
- TN ranks in the top five states for increasing rebalancing for LTSS towards in-home care.

## TennCare – Tennessee’s Managed Care Medicaid Program

TennCare is Tennessee’s Medicaid program which provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of dependent children and older adults and adults with physical disabilities. It is part of the state agency called Health Care Finance and Administration and operates with an annual budget of approximately \$10.5 billion. TennCare provides health coverage to approximately 20 percent of the state’s residents and 50 percent of the state’s children. Current enrollment is approximately 1.5 million Tennesseans.

TennCare provides health insurance coverage through the use of managed care. While many states use managed care, TennCare is currently the only state that enrolls its entire Medicaid population into managed care. Our experience has shown that managed care allows for better coordinated, more efficient, and higher quality care. It also reduces avoidable emergency room visits and hospital stays.

TennCare contracts with three health plans – also called Managed Care Organizations (MCOs) – to manage and coordinate care and maintain a network of health care providers for TennCare members. TennCare’s health plans are AmeriGroup (part of Anthem), BlueCare and TennCare Select (part of BlueCross and BlueShield of Tennessee), and United Community Healthcare (part of UnitedHealthcare). Pharmacy services are provided by Magellan Health, and dental services for TennCare’s more than 850,000 children (under age 21) are provided by DentaQuest.

TennCare was the first state in the country to require its health plans to be NCQA accredited. NCQA or the National Committee for Quality Assurance is an independent, nonprofit organization that assesses and scores health plan performance in the areas of quality improvement, utilization management, provider credentialing and member rights and responsibilities.

TennCare also contracts with an independent third party to track the satisfaction of TennCare members. Satisfaction ratings have been above 90% since 2009.

In 2010, the TennCare CHOICES in Long-Term Services and Supports (LTSS) program was implemented. This fundamentally changed the way LTSS were delivered to older adults and adults with physical disabilities by allowing more members to receive services in the home and bringing LTSS into the managed care model. This program has been recognized nationwide as an example of how giving those in need of LTSS more choice can lead to better quality of life for members while at the same time reducing the per person cost of care. This allows more people to be served.

TennCare is constantly working on ways to improve services and reduce costs. One project that is currently getting a lot of attention is payment reform. TennCare has obtained a federal grant to develop models that promote quality of care delivered rather than number of procedures billed.

Individuals can apply for TennCare online at [www.healthcare.gov](http://www.healthcare.gov), or by calling 1-800-318-2596. Individuals applying for long-term services and supports (LTSS) can find out how to apply at <http://www.tn.gov/tenncare/topic/how-to-apply-ltss>. Eligibility information can be found at <http://www.tn.gov/tenncare/article/categories>.

