



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243-5065
615-741-6007

August 24, 2021

To Whom It May Concern:

On July 1, 2021, Public Chapter 569 of the Acts of 2021 ("Pub. Ch. 569") became effective, requiring the reimbursement appeals processes of Covered Entities and Pharmacy Benefits Managers ("PBMs") be approved by the Commissioner of the Department Commerce and Insurance ("Department") and comply with the timing and notice requirements of Tenn. Code Ann. § 56-7-3108.

The Department expects reimbursement appeals processes to be submitted by September 29, 2021, for initial review and approval. Further, the Department expects Covered Entities and PBMs to submit reimbursement appeals process amendments and revisions within thirty (30) days of becoming effective. In order to obtain approval as required by Pub. Ch. 569, processes must comply with the timing and notice requirements of Tenn. Code Ann. § 56-7-3108 or they will be deemed insufficient and, therefore, not in compliance with the requirements of Pub. Ch. 569.

Reimbursement appeals processes should be submitted to PBM.Appeal@tn.gov. For additional guidance on the applicability of Pub. Ch. 569, please see the attached Bulletin 21-01 issued by the Department July 8, 2021.

Sincerely,

A handwritten signature in black ink, appearing to read "Wm D H".

[Bill Huddleston \(Aug 24, 2021 08:50 CDT\)](#)

Bill Huddleston
Assistant Commissioner of Insurance