

## CoverKids transition FAQ (Effective January 1, 2021)

CoverKids topic	Program details
<b>Benefit determinations</b>	<ul style="list-style-type: none"> <li>Benefits remain the same for 2021 as they were in 2020.</li> <li>Benefits will be the same across MCOs.</li> <li>Benefits will be outlined in the provider manual.</li> </ul>
<b>Pharmacy Benefit Manager (PBM)</b>	<ul style="list-style-type: none"> <li>OptumRx®* is the PBM for the program.</li> <li>Consult PBM for formulary specifics.</li> </ul>
<b>Identifying CHIP members via Availity* and member ID cards</b>	<ul style="list-style-type: none"> <li>The member ID card will indicate CoverKids for program participants.</li> <li>Member ID cards will be mailed to all Wellpoint members who are enrolled in CoverKids on November 20, 2020.</li> <li>Providers can verify eligibility benefits in Availity by selecting <b>Patient Registration</b> and then selecting <b>Eligibility and Benefits Inquiry</b>.</li> <li>Availity will display under <i>Plan Name</i> if the member is on CoverKids. This functionality will be available on December 1, 2020.</li> <li>Availity will list the MCO name under <i>Payer Details</i>.</li> </ul>
<b>Fee schedules and vaccines</b>	<ul style="list-style-type: none"> <li>Fee schedules are based on a provider's contract with Wellpoint. The provider should consult their contract for reimbursement rates.</li> <li>Vaccine reimbursement is based on a provider's contracted rate with Wellpoint.</li> </ul>

\* Availity, LLC is an independent company providing administrative support services on behalf of the health plan. OptumRx® is an independent company providing pharmacy benefit management services on behalf of the health plan.

### [provider.wellpoint.com/tn/](https://provider.wellpoint.com/tn/)

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Information about the civil rights laws can be found at [tn.gov/tennicare/members-applicants/civil-rights-compliance.html](https://tn.gov/tennicare/members-applicants/civil-rights-compliance.html).

	<ul style="list-style-type: none"> <li>To request a copy of the contracted fee schedule, providers should call their local Provider Relationship Management representative or call <b>833-731-2154</b>. <b>Note:</b> CoverKids members are not eligible for Vaccine for Children’s program (VFC).</li> </ul>
<p><b>MCO assignments and how to switch</b></p>	<ul style="list-style-type: none"> <li>Members will be assigned to an MCO by TennCare and provided instructions in their assignment letter on how to change MCOs if they do not want to remain with the one they were assigned.</li> <li>The state will determine enrollment periods.</li> </ul>
<p><b>PCP lock-in</b></p>	<ul style="list-style-type: none"> <li>Members will be subject to the PCP lock-in.</li> <li>To change a PCP:             <ul style="list-style-type: none"> <li>A member can call the Customer Service number (<b>833-731-2153 [TTY 711]</b>) Monday through Friday, 8 a.m. to 5:30 p.m. CT) and request the change or</li> <li>A member can sign the <i>Primary Care Provider Change Request Form</i> in office and the PCP can fax it in.</li> </ul> </li> <li>The <i>Primary Care Provider Change Request Form</i> currently used for Medicaid members will be used for CoverKids members.</li> <li>The PCP lock-in will be waived for the first 90 days of program implementation (until April 1, 2021). <b>Note:</b> The family cannot be billed if the practice sees a member that is not on their panel.</li> </ul>