



# Lactation Consultation Benefit Update

July 11, 2023

# Objectives

- At the end of this presentation, attendees will be able to:
  - Understand the scope and eligible providers of lactation services available through TennCare Medicaid and CoverKids.
  - Utilize appropriate billing and coding methodology for claim submission.
  - Follow and apply the credentialing requirements to be an eligible provider of TennCare and Tennessee's Managed Care Organizations (MCO's).
  - Generate appropriate medical record documentation based on provided guidelines.
  - Identify additional supports and resources available through Managed Care Organizations and the Department of Health.

# Conflict of Interest

**GENERAL STATEMENT:** The presenter(s), planners, and TennCare, Amerigroup, BlueCare Tennessee, and UnitedHealthcare do not stand to gain in any tangible manner from any element of this presentation, and no conflicts of interest exist.

## **CONFLICT OF INTEREST DISCLAIMER:**

The services in this presentation are discussed for clinical application uses only and do not constitute any form of endorsement or recommendation. The presenter, planners, and TennCare, Amerigroup, BlueCare Tennessee, and UnitedHealthcare do not stand to gain in any tangible manner from such discussions.



# New Benefit Overview

# New TennCare Lactation Benefits

- Lactation consultation services are now covered through **TennCare Medicaid** and **CoverKids** benefits.
- Effective **June 1, 2023**, providers in a TennCare managed care organization's (MCO) network may bill for **outpatient lactation services**.

# What Services Are Included?

- Eligible patients\* may receive **medically appropriate outpatient services** during **pregnancy** and through the **extended postpartum period**.
- Patients can receive services:
  - In a **one-on-one** or **small group** setting.
  - **In-person** or through **telehealth** (using the appropriate Place of Service code)
- There's **no limit** on the number of visits allowed.

\*Eligible patients include birth parents or babies with TennCare Medicaid, CoverKids or TennCare*Select* coverage.

# Who Can Provide Services?

- **Physicians, nurse practitioners, physician assistants or certified nurse midwives** for whom lactation counseling, education or consultation is within their scope of practice
- **International Board-Certified Lactation Consultants/Registered Lactation Counselors (IBCLCs/RLCs)** with a Medicaid ID in network with a TennCare MCO
- **Certified Lactation Counselors (CLCs) and Certified Lactation Educators (CLEs)**
  - Services provided by a CLC and CLE must be supervised and billed by a contracted, in-network provider



**Deep Dive:**  
Understanding the Lactation  
Consultation Benefit



# Services and Coding



# Examples: Prenatal and Postpartum Lactation Consultation

## Prenatal Lactation Sessions

- One-on-one (during the one-hour gestational diabetes screening is a great opportunity) with a CLC or IBCLC located in the OB provider office
- As a part of a class in the OB provider office
- By referral to a freestanding lactation consultant office
- Telehealth appointments

## Birth/Delivery Lactation Sessions

Perinatal lactation education provided as part of inpatient care after birth is considered part of the global bill for delivery and **isn't** separately reimbursable.

## Postpartum Lactation Sessions

- Consultation during baby's three-to-five-day visit and subsequent well-visits
- Telehealth appointments
- Consultation during postpartum care visits
- Referral to a freestanding lactation consultant office or to an IBCLC located within a local provider office

**General counseling and education can be provided by a CLC/CLE, with referrals to an IBCLC or medical provider, as appropriate, for situations requiring a higher level of care.**

# Coding For Lactation Services

## Visit Type

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When billing for lactation services, use the appropriate codes below plus the modifier U8:

98960 U8

[single individual per 30 min.]

Includes lactating person & partner

98961 U8

[2-4 patients per 30 min.]

98962 U8

[5-8 patients per 30 min.]

## Length of Visit

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In addition, note the number of units to signify the length of the visit:

**1 Unit**

visit 16 – 45 min.

**2 Units**

visit 46 – 75 min.

**3 Units**

visit 76 – 105 min.

## Visit Setting

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Indicate the setting for the visit (office, telehealth, home visit, etc.) using the **Place of Service Code** on your claim.

There's no limit on the number of visits allowed, but additional information may be requested if a provider submits >15 units/patient.

# Lactation Visit Documentation Guidelines

**New or Established patient**

**Present problem/diagnosis**

**Time spent with mother/baby dyad**

**Type of visits: in-person v. telehealth / group (include group size) v. individual**

**Assessments of breastfeeding**

**Pertinent facts, findings, observations on mother/baby dyad health history**

**Care plan to include recommendations, interventions, resources, follow-up, referrals**

# Lactation Visit Assessment Examples

- **Breastfeeding assessments:** general assessment of mother's breasts/nipples, baby's mouth, and latch; pre- and post-lacteal weight checks, pain/soreness of breasts
- **Breastfeeding Assessment Tool** data
- **Lactation statistics:** time of first initiation of breastfeeding, immediate and continuous skin-to-skin after birth, if baby breastfed in the first hour, exclusive breastfeeding
- **Supplementation:** ordering provider, supplement type, reason for supplementation, delivery method of supplementation

# Provider Types and Billing



# Current TennCare Providers

- TennCare network providers may begin providing and billing lactation consultant services. **No additional steps are necessary.**
- Reimbursement codes became active for you automatically on **June 1.**
- If you're an in-network provider with CLC, CLE, or IBCLC certifications, you may add this taxonomy to your Medicaid ID through TennCare's Provider Registration Process.

The new taxonomy codes are:

**IBCLC**

163WL0100X (Lactation Consultant – IBCLC/RLC)

**CLC/CLE**

174N00000X (Lactation Counselor/Educator – Certified (CLC/CLE))

It is not a requirement that current TennCare providers with CLC, CLE, or IBCLC certifications add these taxonomies to their Medicaid ID.

# Certified Lactation Counselors (CLCs) and Certified Lactation Educators (CLEs)

- CLCs and CLEs can provide direct services under the supervision of:
  - Physicians (MDs/DOs)
  - Physician Assistants (PAs)
  - Nurse Practitioners (NPs)
  - Certified Nurse Midwives (CNMs)
  - International Board-Certified Lactation Consultants (IBCLCs)
- Billing for services occurs under the supervising provider

**General counseling and education can be provided by a CLC/CLE, with referrals to an IBCLC or medical provider, as appropriate, for situations requiring a higher level of care.**



# Billing Under a Supervising Provider

- If you are an IBCLC, CLC, or CLE that is employed by an in-network, contracted provider, you **must** bill under the supervising provider.

This applies to IBCLCs who are not independently contracted with an MCO.

# IBCLCs New to TennCare: Credentialing Requirements

- To contract and credential with a TennCare MCO as an independent provider, IBCLCs must carry liability as an individual or through their practice group.
- They must also have one of the following licenses/credentials:
  - Dentist
  - Dietitian
  - Midwife
  - Nurse/RN
  - Occupational Therapist
  - Pharmacist
  - Physical Therapist or Physiotherapist
  - Physician or Medical Doctor
  - Speech Pathologist or Therapist

# IBCLCs New to TennCare: Steps for Joining an MCO Network



# How to Register as a TennCare Provider

Register through TennCare's Provider Registration process.

The Provider Registration page can be found at:  
<https://pdms.tennCare.tn.gov/ProviderPersonRegistration/Process/Register.aspx>

The screenshot displays the 'TennCare Provider Registration Portal' with a 'Registration' form. The form is divided into three main sections: Personal Information, Professional Identification, and Credentialing Contact Information. Each section contains various input fields for text, dates, and dropdown menus. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer of the page includes the TennCare logo, address (310 Great Circle Rd., Nashville, TN 37243), phone number (1-800-342-3145), and a 'Production' status indicator.

**TennCare Provider Registration Portal**

**Registration**

Provider information entered here will be submitted to CAQH to collect the information needed by TennCare for assigning a Medicaid ID. Make sure to click SUBMIT once all information has been entered. CAQH Provider: <https://www.cqh.org/Level2>

**PROVIDERS:** Please review the [Electronic Registration](#)

**Personal Information**

\* First Name  Middle Name  \* Last Name   
\* Suffix  \* Birth Date  \* SSN

**Professional Identification**

\* Provider Type  \* Primary Practice State   
\* Provider NPI  \* License Number  \* License State   
DEA  UPI#

**Credentialing Contact Information**

\* Address  Address 2  \* City   
\* State  \* Zip (First 5)  Ext Zip (Last 4)   
\* Phone No  Phone Extension   
\* E-mail  \* Confirm E-mail

TennCare | 310 Great Circle Rd. | Nashville, TN 37243 | 1-800-342-3145 | [TennCare@tn.gov](#) | Production

Please call the TennCare Provider Operations Center toll-free: **800-852-2683**  
Monday to Friday 8 a.m. - 4:30 p.m. CST.

Or email us at [Provider.registration@tn.gov](mailto:Provider.registration@tn.gov)



# Credentialing and Contracting with the TennCare Health Plans

- TennCare is a Medicaid provider that offers insurance benefits through MCOs, also known as TennCare Health Plans.
- After you receive your **Welcome ID**, which contains your Medicaid ID and effective date, contact the MCO(s) you'd like to contract with for specific enrollment information.

<b>Amerigroup</b>	<b>Visit:</b> <a href="http://provider.amerigroup.com/Tennessee-provider/join-our-network">provider.amerigroup.com/Tennessee-provider/join-our-network</a> <b>Call:</b> (615) 232-2160
<b>BlueCare Tennessee</b>	<b>Visit:</b> <a href="http://provider.bcbst.com/working-with-us/">provider.bcbst.com/working-with-us/</a> <b>Call:</b> 1-800-924-7141
<b>UnitedHealthcare</b>	<b>Visit:</b> <a href="http://uhcprovider.com">uhcprovider.com</a> <b>Call:</b> 1-800-690-1606

# Submitting a Claim: Independent IBCLC or MD/DO, NP, PA or CNM

SIGNED _____				DATE _____				SIGNED _____					
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL. _____				15. OTHER DATE QUAL. _____ MM DD YY				16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY					
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE 17a. _____ 17b. NPI _____				18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY				20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input type="checkbox"/> NO					
19. ADDITIONAL _____				21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate to service line below (24E) A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____				22. RESUBMISSION CODE ORIGINAL REF. NO. 23. PRIOR AUTHORIZATION NUMBER					
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY		B. PLACE OF SERVICE EMG _____	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS _____ MODIFIER _____			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EPSON (For #)	I. ID. QUAL.	J. RENDERING PROVIDER ID. #		
1		Place of Service code goes in 24B							NPI	NPI for Contracted IBCLC or MD/DO, NP, PA, or CNM			
2									NPI				
3									NPI				
4									NPI				
5									NPI				
6									NPI				
25. FEDERAL TAX ID. NUMBER SSN EIN				26. PATIENT'S ACCOUNT NO.				27. ACCEPT ASSIGNMENT? (For gov. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO		28. TOTAL CHARGE \$		29. AMOUNT PAID \$	30. Rsvd for NUCC Use
Provider in 24j and Group in 33a must be tied by TIN listed in 25				32. SERVICE FACILITY LOCATION INFORMATION				33. BILLING PROVIDER INFO & PH # ( ) Group NPI goes in 33a					
SIGNED _____				DATE _____				a. NPI _____		a. NPI _____			

# Submitting a Claim: IBCLC, CLC, CLE under a supervising provider

SIGNED _____ DATE _____										SIGNED _____ DATE _____																													
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY QUAL.										15. OTHER DATE QUAL. MM DD YY										16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY																			
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE										17a. _____ 17b. NPI										18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY																			
19. ADDITIONAL INFORMATION										20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input type="checkbox"/> NO										22. RESUBMISSION CODE ORIGINAL REF. NO.																			
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate to service line below (24E) A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____										23. PRIOR AUTHORIZATION NUMBER										24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY B. PLACE OF SERVICE EMG C. D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. EPSON (Perk) I. ID. QUAL. J. RENDERING PROVIDER ID. #																			
1										2										3																			
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25. FEDERAL TAX ID. NUMBER SSN EIN										26. PATIENT'S ACCOUNT NO.										27. ACCEPT ASSIGNMENT? (For gov. claims, see back) <input type="checkbox"/> YES <input type="checkbox"/> NO										28. TOTAL CHARGE \$ 29. AMOUNT PAID \$ 30. Rsvd for NUCC Use									
32. SERVICE FACILITY LOCATION INFORMATION										33. BILLING PROVIDER INFO & PH # ( )										33a. NPI 33b. NPI																			
SIGNED _____ DATE _____										SIGNED _____ DATE _____										SIGNED _____ DATE _____																			

Nothing in line 17

Place of Service code goes in 24B

NPI for in-Network Supervising Provider of IBCLC/CLC/CLE goes in 24J

Provider in 24J and Group in 33a must be tied by TIN listed in 25

Group NPI goes in 33a





**Additional Information on  
TennCare Benefits and Other  
Lactation Supports**



# Durable Medical Equipment and Other Resources

- TennCare's MCOs provide resources to support your patients in breastfeeding, including:
  - Electric breast pumps and related supplies (e.g., bottles, tubing)
  - Hospital-grade breast pumps (when medically necessary)
  - Digital education tools and online communities
  - Care management
  - Referrals to the Tennessee Breastfeeding Hotline, WIC, La Leche League and designated breastfeeding experts at local health departments

# What is Care Management?

- TennCare health plans offer care management to support the services you provide.
- Examples of care management may include:
  - Care coordination
  - Psychosocial support
  - Identification of clinical risk factors
  - Assessment and evaluation
  - Services targeting social determinants of health
  - Education and support for chronic conditions
  - Referrals to community resources
  - Behavioral health support
  - Assistance with scheduling and transportation

# What are the Transportation Options?

## Transportation to lactation consultant visits may be a covered benefit.

- Eligible patients\* can get transportation to TennCare approved/covered services.
  - \*Transportation is a covered service for Medicaid enrollees only. It does not apply to CoverKids members.
- Transportation is available 24/7, 365 days a year, including weekends and holidays.
- Your patients must schedule transportation for non-urgent medical care three days in advance of the appointment.
- Depending on the members' location, types of transportation may include a shared ride service, bus pass or mileage reimbursement.

# What Supports are Available Through the Department of Health?

- **The Tennessee Breastfeeding Hotline is staffed by IBCLCs and operates 24/7.**
  - Anyone can call to get help with common breastfeeding questions and needed support.
  - Interpreters are available.
  - Members can call 1-855-423-6667 to reach the Hotline.
- **Every Health Department and WIC clinic in Tennessee has a Designated Breastfeeding Expert (DBE).**
  - The DBE has advanced lactation training and can help with common breastfeeding issues.
  - To look up a DBE in your county visit the link below:

<https://www.tn.gov/content/tn/health/health-program-areas/fhw/bf/tennessee-designated-breastfeeding-experts.html>



**Question and Answer**

# Answering Your Questions

## **1. Are only IBCLCs, CLEs, and CLCs included in this benefit?**

Any provider with lactation in their scope of practice may bill for this service. With regards to lactation consultants, only IBCLCs, CLEs, and CLC are included in this benefit.

## **2. Does this new benefit apply to any consults IBCLCs do as an individual in an outpatient setting, including outside of the hospital and in-home?**

Yes. Lactation consultation visits can occur in the outpatient office setting, at the patient's home, or through telehealth. The setting of the visit should be indicated in the documentation of the visit and on the claim using the place of service code.

## **3. Can I provide services to my patient who is inpatient for delivery and have them be included in this benefit?**

This benefit only applies to the outpatient setting. Lactation services provided inpatient are considered part of the global billing.

# Answering Your Questions

## **4. If I am an IBCLC, can the hospital charge for outpatient visits if I see the patient and I am a TennCare provider?**

The lactation provider or supervising provider must be contracted with the MCO as an outpatient provider.

## **5. Can the hospital I work for apply as a group since they are already TennCare providers?**

The hospital may contract separately with the MCOs for an outpatient lactation clinic.

## **6. If the hospital applies as a group, can I apply as an individual?**

An IBCLC who meets the credentialing and contracting standards for the MCOs may contract as an individual to provide outpatient lactation services.

# Answering Your Questions

## **7. Do I have to have a tax ID number and malpractice insurance to be a TennCare provider?**

Yes. All TennCare providers must have a tax ID number and malpractice insurance if you want to practice independently.

## **8. What is the reimbursement amount for lactation services?**

Each MCO maintains their own fee schedules. Please reach out to the individual MCOs for reimbursement rates.

## **9. Is there an age limit for the child related to this benefit?**

There is no age limit for the child for this benefit. Lactation consultation services may be offered as long as medically appropriate.



# Answering Your Questions

## **10. What if my patient needs a different flange size for their breast pump?**

The Durable Medical Equipment (DME) provider may order a replacement flange for the breast pump.

Please note: The DME provider fulfilling the order shouldn't bill the replacement codes with the initial order for the breast pump. Instead, the replacement codes should be billed as a separate order. Please see the appendix for more details about which codes to use.

## **11. What if I am treating a lactating woman who had twins or who is currently tandem breastfeeding?**

In this situation you have two options:

- 1) bill for extended time spent with the mother; or
- 2) bill separately for time spent with each child.

In both cases, your documentation should appropriately support the time billed. It is recommended to submit a claim for each child because there is a limit of 3 units that can be submitted for lactation for one patient within a 24-hour period. In this situation, both children must be eligible TennCare members at the time the service is provided.



# Appendix

# Appendix

**Eligibility and Benefit Information**

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**Breastfeeding Education for Members**

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**Considerations for Coordinating Lactation Support**

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**Culturally Competent Care**

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**Additional Patient Resources**

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**Steps for Registering as a TennCare Provider**

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**Commonly Reported Diagnosis Codes**

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**Place of Service Codes**

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**Medical Record Documentation Resources**

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**Breast Pump Replacement**

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**Scopes of Practice**

# Eligibility and Benefit Information

## Eligibility Reference Guide

<https://www.tn.gov/content/dam/tn/tenncare/documents/eligibilityrefguide.pdf>

## TennCare Medicaid

<https://www.tn.gov/tenncare.html>

## CoverKids

<https://www.tn.gov/content/dam/tn/tenncare/documents/CoverKids.pdf>

<https://www.tn.gov/coverkids/coverkids.html>

# Breastfeeding Education for Members

Most patients decide if they'll breastfeed during pregnancy. Consider these talking points when discussing breastfeeding:

- Breastfeeding offers benefits for babies and parents.
- The American Academy of Pediatrics recommends exclusive breastfeeding for the first six months of a baby's life and supports continued breastfeeding for up to two years after birth or as long as families choose.
- Children who are breastfed are sick less often, and parents typically miss less work.
- Breastfeeding doesn't require the use of energy for manufacturing or create waste.
- Breast milk is always available, even in emergency situations like natural disasters.
- Breastfeeding supports children's dental health and neurodevelopment.
- Benefits for the lactating person can include a decreased risk of breast and ovarian cancers, hypertension and Type 2 diabetes.

Source: <https://www.aap.org/en/patient-care/breastfeeding/breastfeeding-overview/>

# Considerations for Coordinating Lactation Support

- Create a care plan that can be given to the patient, including issues addressed, advice given and next steps. This can be shared with other lactation consultants, if the patient desires.
- Help your patient make the next lactation consultant appointment during their visit to ensure care is continued.
- Establish working relationships with other lactation consultants in your area. Keep communication open to refer and consult on more complex situations.
- Host monthly or quarterly huddles for local lactation consultants to discuss common trends, answer questions and develop working relationships. Invite pediatricians, OB providers and other providers to be part of the conversation. Keep the dialogue about how to improve care coordination for breastfeeding parents in your community open.

Source: <https://www.breastfeedingcontinuityofcare.org/blueprint>

# Culturally Competent Care

Providing culturally competent care is key to reducing disparities in breastfeeding while providing evidence-based education and best practices for families.

## Consider these statistics:

- Black families are two times more likely to have their baby die in the first year of life compared to white families.
- Hispanic families are more likely to use formula during the first two days of life.
- Black families have the lowest rates of breastfeeding initiation and continuation.

Understanding and learning cultural beliefs helps lactation consultants reduce gaps in care related to racial disparity.

# Culturally Competent Care Resources

## **The American College of Obstetricians and Gynecologists (ACOG)**

[Importance of Social Determinants of Health and Cultural Awareness in the Delivery of Reproductive Health Care | ACOG](#)

## **Health Leads**

[Health Leads — Health, well-being and dignity — for every person, in every community. \(healthleadsusa.org\)](#)

## **Substance Abuse and Mental Health Service Administration (SAMHSA)**

[CCBHCs and Cultural Competence | SAMHSA](#)

## **U.S. Department of Health & Human Services (HHS)**

[Maternal Health Care - Think Cultural Health \(hhs.gov\)](#)

## **Centers for Disease Control (CDC)**

- [Practical Strategies for Culturally Competent Evaluation \(cdc.gov\)](#)
- [Healthcare Professionals | CDC](#)
- [Racial and Ethnic Disparities in Breastfeeding Initiation — United States, 2019 | MMWR \(cdc.gov\)](#)

## **National Institutes of Health (NIH)**

[Cultural Respect | National Institutes of Health \(NIH\)](#)

## **La Leche League International**

[Webinar Library - La Leche League International \(lilli.org\)](#)

## **EthnoMed**

[Home - EthnoMed](#)



# Additional Patient Resources

## Available Hotlines

- Tennessee Breastfeeding Hotline: 1-855-423-6667
  - <https://www.tn.gov/health/health-program-areas/fhw/bf/breastfeeding-hotline.html>
- National Maternal Mental Health Hotline: 1-833-9-HELP4MOMS (943-5746)
  - <https://mchb.hrsa.gov/national-maternal-mental-health-hotline>

## Patient Lactation Resources

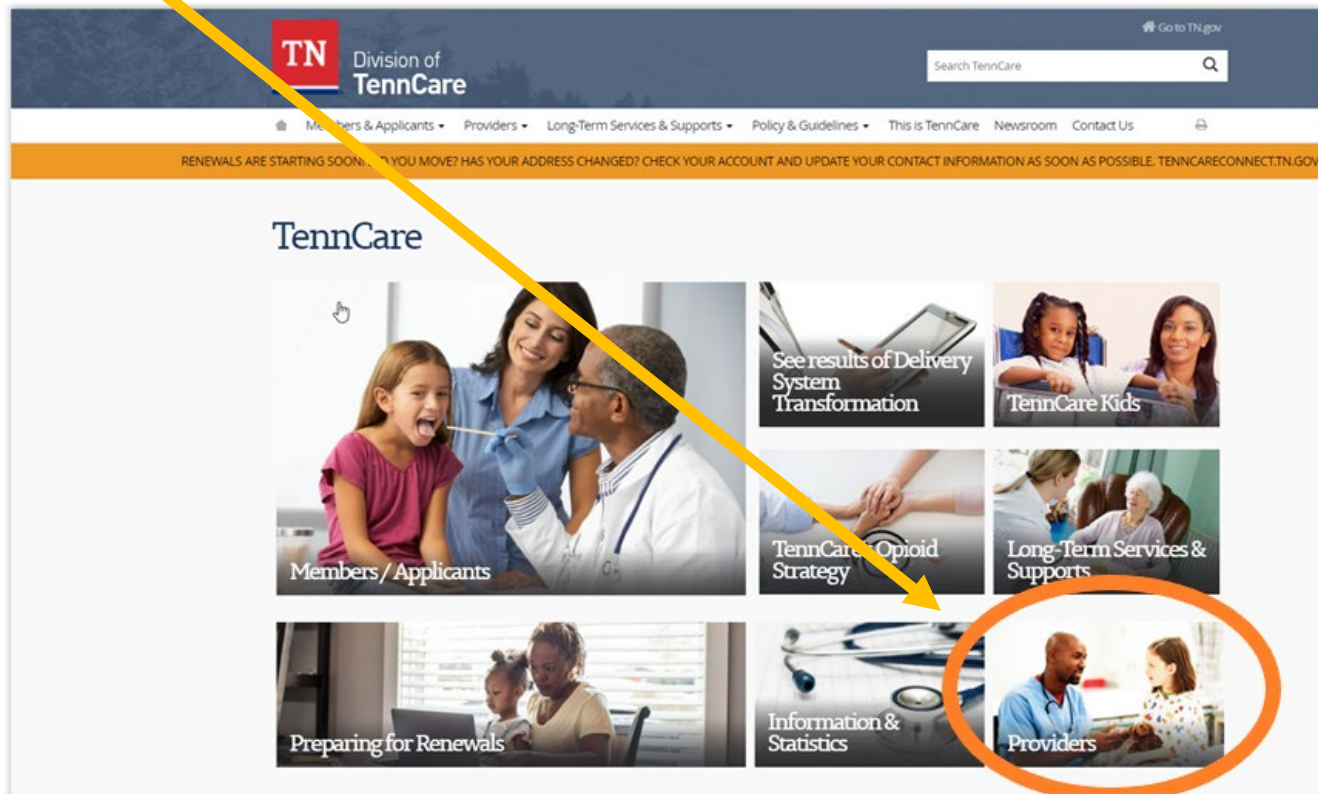
- CDC Breastfeeding Guide: <https://www.cdc.gov/breastfeeding/index.htm>
- American Academy of Pediatrics Breastfeeding Overview: <https://www.aap.org/en/patient-care/breastfeeding/breastfeeding-overview/>
- Healthy Children.org Breastfeeding Articles: <https://www.healthychildren.org/English/ages-stages/baby/breastfeeding/Pages/default.aspx>
- La Leche League Breastfeeding Information A to Z: <https://www.llli.org/breastfeeding-info/>

## Medications and Pregnancy

- [MommyMeds for Moms](#) app
- [Common Medications During Breastfeeding](#) flyer

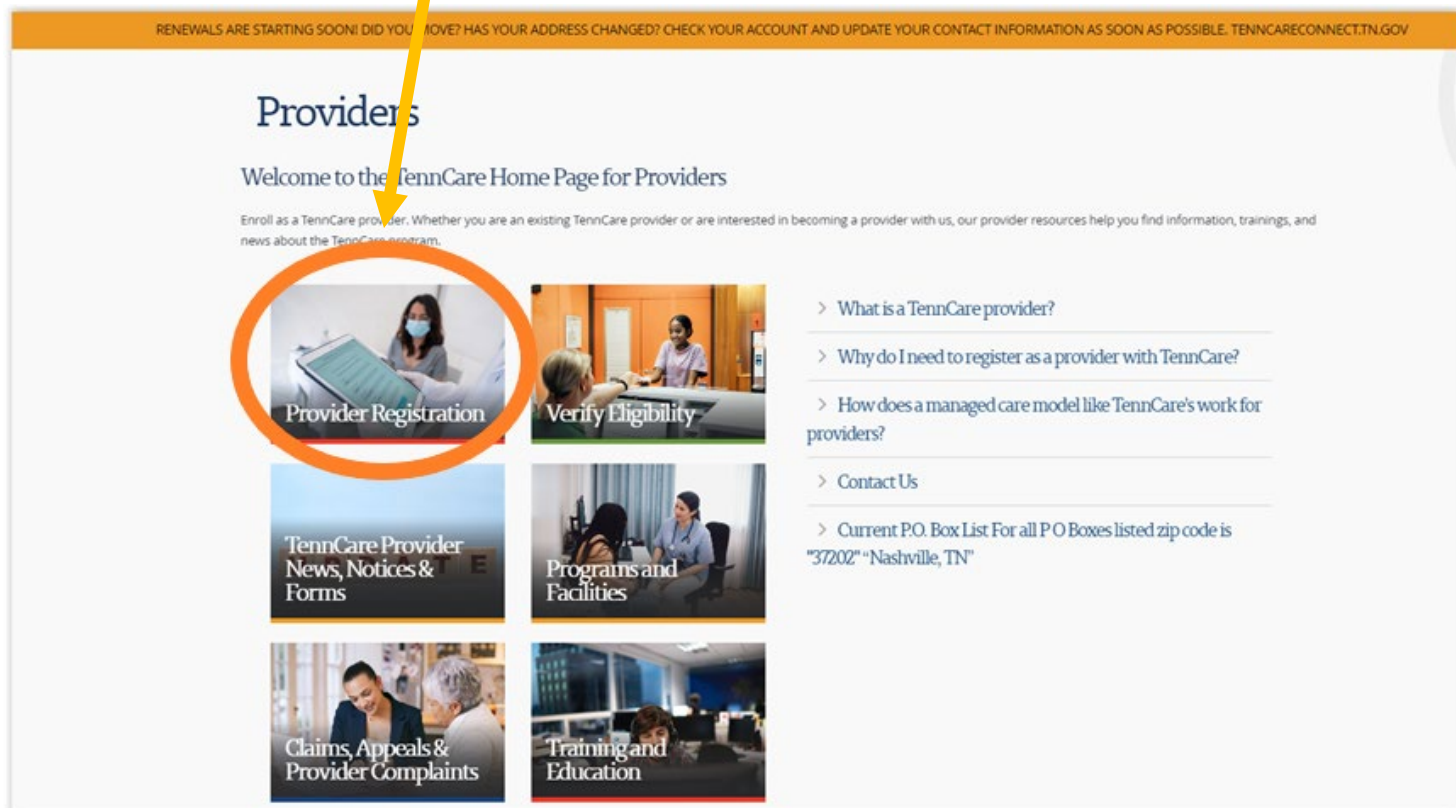
# Steps for Registering as a TennCare Provider

**Step 1:** Access the TennCare Home Page (<https://www.tn.gov/tenncare>) and click on the **Providers** page.



# Steps for Registering as a TennCare Provider

**Step 2:** Click on **Provider Registration**.



RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. TENNCARECONNECT.TN.GOV

## Providers

Welcome to the TennCare Home Page for Providers

Enroll as a TennCare provider. Whether you are an existing TennCare provider or are interested in becoming a provider with us, our provider resources help you find information, trainings, and news about the TennCare program.

- [Provider Registration](#)
- [Verify Eligibility](#)
- [TennCare Provider News, Notices & Forms](#)
- [Programs and Facilities](#)
- [Claims, Appeals & Provider Complaints](#)
- [Training and Education](#)

- > What is a TennCare provider?
- > Why do I need to register as a provider with TennCare?
- > How does a managed care model like TennCare's work for providers?
- > Contact Us
- > Current P.O. Box List For all PO Boxes listed zip code is "37202" "Nashville, TN"

# Steps for Registering as a TennCare Provider

**Step 3:** Click on **How to apply**.

RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. TENNCARECONNECT.TN.GOV

## Provider Registration

Welcome to the TennCare Registration Home page for new and existing providers.

TennCare is now using web-based technology to simplify and improve the provider registration process. If you are a new provider to TennCare/Medicaid or an existing TennCare/Medicaid provider, you will need to register your information here.

[How to apply](#)

[Current Providers](#)

[Resources](#)

[FAQs](#)

[Contact Us](#)

[TennCare/Medicaid ID Information](#)

# Steps for Registering as a TennCare Provider

**Step 4:** Click on **Individuals**.

RENEWALS ARE STARTING SOON! DID YOU MOVE? HAS YOUR ADDRESS CHANGED? CHECK YOUR ACCOUNT AND UPDATE YOUR CONTACT INFORMATION AS SOON AS POSSIBLE. [TENNCARECONNECT.TN.GOV](https://tenncareconnect.tn.gov)

**Provider Registration**

- How to apply**
- Current Providers
- Resources
- FAQs
- Contact Us

## How to apply

Thank you for your interest in partnering with TennCare. We welcome the opportunity to work with you to provide medically necessary healthcare services to eligible TennCare members.

Begin the [Provider Enrollment Registration](#).

[Step-by-Step Process](#)

## Groups, Organizations and Entities

Upon receipt of your submitted Provider Enrollment Application including the required documentation your enrollment application will be processed. You may check the status of your enrollment application once submitted by using the login information that will be supplied to you during the initial enrollment process.

[Provider Enrollment Registration](#).

**Individuals**

Enrollment is a 2-step process.

1. Complete the basic information on the TennCare provider registration portal.

\* Begin the [INDIVIDUAL TennCare provider registration](#).

# Steps for Registering as a TennCare Provider

**Step 5:** Complete the fields below to be added to the TennCare CAQH Proview Roster. This will generate the request for the Proview Application from CAQH. Once Registration is complete, click **continue** and **submit**.

TN

### TennCare Provider Registration Portal

[Home](#)  
[CAQH ProView](#)  
[EFT Enrollment Instructions](#)  
[Contact Us](#)

Click [Adobe Reader](#) to download the latest version for free.

#### Registration

Provider information entered here will be submitted to CAQH to collect the information needed by TennCare for assigning a Medicaid ID. Make sure to click SUBMIT once all information has been entered. CAQH ProView: <https://aproview.caqh.org/Login>

**PROVIDERS:** Please review the [Electronic Registration](#)

**Personal Information**

* First Name	Middle Name	* Last Name
Suffix	* Birth Date	* SSN

**Professional Identification**

* Provider Type	* License Number	* Primary Practice State
DEA	UPIN	* License State

**Credentialing Contact Information**

* Address	Address 2	* City
* State	* Zip (First 5)	Ext Zip (Last 4)
* Phone No	Phone Extension	
* E-mail	* Confirm E-mail	

Continue
Cancel

TennCare | 310 Great Circle Rd. | Nashville, TN 37243
1-800-342-3145 | [Tenn\\_Care@tn.gov](mailto:Tenn_Care@tn.gov) | Production

# Steps for Registering as a TennCare Provider

**Step 6:** Within CAQH, set AUTHORIZATION to allow sharing with TennCare.

**First complete your Profile Data, then Review and Attest** **REVIEW & ATTEST**

**AUTHORIZATION SETTING**

ORGANIZATIONS

**AUTHORIZATION SETTING**

Healthcare organizations using CAQH ProView require your authorization to access your self-reported and attested information to conduct processes, such as, credentialing, provider directory updates and claims processing. By selecting one of the authorization options below, you are granting these organizations access to your self-reported and attested information.

When a healthcare organization subscribes to your data, should CAQH automatically authorize access?

**Yes. Release my data to any organization that requests access.** RECOMMENDED

**No. Ask me to review each organization's request.**

\* I hereby authorize the release of my full set of CAQH ProView self-reported information as indicated above.

**SAVE**

# Steps for Registering as a TennCare Provider

## Step 7: Choose Provider Type.

* Provider Type	
* Provider NPI	
DEA	
Billing Contact	
* Address	
* State	
* Phone No	
* E-mail	
	Acupuncturist
	Advance Practice Nurse
	Alcohol/Drug Counselor
	Anesthesia Assistant
	Applied Behavioral Analyst
	Athletic Trainers
	Audiologist
	Certified Registered Nurse Anesthetist
	Clinical Nurse Specialist
	Clinical Psychologist
	Dietitian
	Doctor of Chiropractic (DC)
	Doctor of Dental Medicine (DMD)
	Doctor of Dental Surgery (DDS)
	Doctor of Podiatric Medicine (DPM)
	Genetic Counselor
	Hospitalist
	Lactation Consultant – IBCLC/RLC
	Lactation Counselor/Educator – Certified (CLC/CLE)

For Registered Lactation Consultants - Those who have their certification and have completed Clinical Hours / testing will choose **Lactation Consultant - IBCLC / RLC** from the "Provider Type" dropdown.

Lactation Consultant/Educators/Counselors – Those who have not completed all required clinical hours or testing should choose **Lactation Counselor/Educator – Certified (CLC/CLE)** from the dropdown.

Once all information has been entered both on the TennCare Website and in the Proview application, the process will continue and once a Medicaid ID is assigned, the provider will receive a "Welcome Letter" which will provide the Medicaid ID and effective date.



# Commonly Reported Diagnosis Codes: Neonate/Infant (ICD-10-CM)

## Feeding problems

P92.01	Bilious vomiting of newborn
P92.09	Other vomiting of newborn
P92.1	Regurgitation and rumination of newborn
P92.2	Slow feeding of newborn
P92.3	Underfeeding of newborn
P92.5	Neonatal difficulty in feeding at breast
P92.6	Failure to thrive in newborn
P92.8	Other feeding problems of newborn
P92.9	Feeding problem of newborn, unspecified
R11.10	Vomiting, unspecified (>28 days old)
R11.12	Projectile vomiting (>28 days old)
R11.14	Bilious vomiting (>28 days old)

## Jaundice

P59.0	Neonatal jaundice associated with preterm delivery
P59.3	Neonatal jaundice from breast milk inhibitor
P59.8	Neonatal jaundice from other specified causes
P59.9	Neonatal jaundice, unspecified

## Weight and hydration

P74.1	Dehydration of newborn
P74.21	Hypernatremia of newborn
P74.22	Hyponatremia of newborn
P74.31	Hyperkalemia of newborn
P74.32	Hypokalemia of newborn
P92.6	Failure to thrive in newborn
R62.61	Failure to thrive in child over 28 days old
R63.4	Abnormal weight loss
R63.5	Abnormal weight gain
R63.6	Underweight

## Infant distress

R68.11	Excessive crying of infant (baby)
R68.12	Fussy infant (baby)
R10.83	Colic

## GI Issues

R19.4	Change in bowel habit
R19.5	Other fecal abnormalities
R19.7	Diarrhea, unspecified
R19.8	Other specified symptoms and signs involving the digestive system and abdomen

## Mouth

Q38.1	Ankyloglossia
Q38.5	Congenital malformations of palate (high arched palate)

## Other

Z09	Encounter for follow-up examination after completed treatment
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Source: [American Academy of Pediatrics Breastfeeding Coding Pamphlet](#)

# Commonly Reported Diagnosis Codes: Mother (ICD-10-CM)

## Breast & Nipple issues

B37.89	Candidiasis, breast or nipple
L01.00	Impetigo, unspecified
O91.02	Infection of nipple associated with the puerperium
O91.03	Infection of nipple associated with lactation
O91.13	Abscess of breast associated with lactation/Mastitis purulent
O91.23	Nonpurulent mastitis associated with lactation
O92.03	Retracted nipple associated with lactation
O92.13	Cracked nipple associated with lactation
Q83.8	Other congenital malformations of breast (ectopic or axillary breast tissue)
R20.3	Hyperesthesia (burning)

## Constitutional

G47.23	Circadian rhythm sleep disorder, irregular sleep wake type
G47.9	Sleep disorder, unspecified
R53.83	Fatigue

## Lactation

O92.3	Agalactia
O92.4	Hypogalactia
O92.5	Suppressed lactation
O92.6	Galactorrhea
O92.70	Unspecified disorders of lactation
O92.79	Galactocele (Other disorders of lactation)
Z39.1	Encounter for care and examination of lactating mother (Excludes encounter for conditions related to O92.-)

## Other

Z09	Encounter for follow-up examination after completed treatment (When the original reason for visit has resolved)
-----	--

Do not use any codes listed  
under the mother for the  
infant's medical record

Source: [American Academy of Pediatrics Breastfeeding Coding Pamphlet](#)

# Place of Service Codes

01	pharmacy	34	hospice
02	telehealth	35-40	unassigned
03	school	41	ambulance, land
04	homeless shelter	42	ambulance, air or water
05	Indian Health Service; free-standing facility	43-48	unassigned
06	Indian Health Service; provider-based facility	49	independent clinic
07	tribal 638; free-standing facility	50	federally qualified health center
08	tribal 638; provider-based facility	51	inpatient, psychiatric facility
09	prison/correctional facility	52	psychiatric facility, partial hospitalization
10	unassigned	53	community mental health center
11	office	54	intermediate care facility, individuals with intellectual disabilities
12	home	55	residential substance abuse facility
13	assisted living facility	56	psychiatric residential treatment center
14	group home	57	non-residential substance abuse treatment facility
15	mobile unit	58	non-residential opioid treatment facility
16	temporary lodging	59	unassigned
17	walk-in retail health clinic	60	mass immunization center
18	place of employment/worksites	61	comprehensive inpatient rehabilitation facility
19	off-campus outpatient hospital	62	comprehensive outpatient rehabilitation facility
20	urgent care facility (distinct from hospital ER/office/clinic)	63-64	unassigned
21	inpatient hospital (non-psychiatric)	65	end stage renal disease treatment facility
22	on-campus outpatient hospital	66-70	unassigned
23	emergency room, hospital	71	state or local public health clinic
24	ambulatory surgical center	72	rural health clinic
25	birthing center	73-80	unassigned
26	military treatment facility	81	independent laboratory
27-30	unassigned	82-98	unassigned
31	skilled nursing facility		
32	nursing facility		
33	custodial care facility		

# Medical Record Documentation Resources

## **Standards of Practice for International Board-Certified Lactation Consultants**

International Lactation Consultant Association

## **Documentation Guidelines for Certified Lactation Counselors**

Academy of Lactation Policy and Practice

## **Certified Lactation Educator Scope of Practice**

CAPPA

## **Medicaid Documentation for Medical Professionals**

Centers for Medicare and Medicaid Services (CMS)

## **Breastfeeding Assessment Tools**

Journal of Clinical and Diagnostic Research

# Breast Pump Replacement: When to Replace Breast Pump Parts

**Resource:** [When to Replace Breast Pump Parts – Exclusive Pumping](#)

## Examples:

- **Duckbills:**
  - Pumping more than 3 times per day – every 2 months
  - Pumping 1-3 times per day – every 3 months
- **Backflow protectors:**
  - Pumping more than 3 times per day – every 3 months
  - Pumping 1-3 times per day – every 6 months
- **Tubing:**
  - Replace as needed
- **Breast shields:**
  - Pumping more than 3 times per day – every 6 months
  - Pumping 1-3 times per day – as needed

# Breast Pump Replacement: Ordering a Replacement Flange for the Breast Pump

There are five main flange sizes ranging from 21 mm to 36 mm. The flange must be compatible with the breast pump, so it's important to reach out to the distributor for additional flanges. These supplies shouldn't be billed with the initial order for the breast pump because the reimbursement for the breast pump includes these supplies.

*The following codes are for replacement only and shouldn't be billed when the breast pump is issued:*

- **A4281** - Tubing for breast pump, replacement
- **A4282** - Adapter for breast pump, replacement
- **A4283** - Cap for breast pump, replacement
- **A4284** - Breast shield and splash protector for use with breast pump, replacement
- **A4285** - Polycarbonate bottle for use with breast pump, replacement
- **A4286** - Locking ring for breast pump, replacement

# Scope of Practice: International Board-Certified Lactation Consultant

- Integrating cultural, psychosocial and nutritional aspects of breastfeeding and human lactation.
- Providing support and encouragement to successfully meet breastfeeding goals.
- Using effective counselling skills when interacting with clients and health care team members.
- Using the principles of family-centered care while maintaining a collaborative, supportive relationship with clients.
- Using principles of adult education when teaching clients, health care providers and others in the community.
- Acknowledging parental and child health and mental status in the context of breastfeeding.
- Performing comprehensive maternal, child and feeding assessments related to breastfeeding and human lactation.
- Developing and implementing an individualized feeding plan in consultation with the client.
- Providing evidence-based information regarding use, during breastfeeding and human lactation, of medications (over-the-counter and prescription), alcohol, tobacco and addictive drugs, and herbs or supplements, and their potential impact on milk production and child safety.
- Providing evidence-based information regarding complementary and alternative therapies during lactation and their impact on milk production and the effect on the child.

# Scope of Practice: Certified Lactation Counselor

- Construct and maintain conditions that predispose mothers and babies to an uncomplicated breastfeeding experience through counseling, education, clinical management, and support.
- Monitor and evaluate behavioral, cultural, and social conditions predisposing mothers and babies to an uncomplicated breastfeeding experience.
- Assess for, monitor, and evaluate physical conditions that predispose mothers and babies to a complex breastfeeding experience.
- Monitor and evaluate behavioral, cultural, and social conditions that predispose mothers and babies to complex breastfeeding experiences.
- Provide needed evidence-based information regarding breastfeeding and medications, tobacco use, alcohol, and illicit drugs.
- Provide needed evidence-based information regarding complementary and alternative therapies.
- Identify and advocate for aspects of breastfeeding management programs that facilitate optimal health outcomes.
- Assess breastfeeding using a multi-faceted approach.
- Use counseling skills and techniques that are supportive to breastfeeding mothers and babies, practicing in a clinically competent manner.
- Facilitate the development of, and advocate for, public health strategies and/or policies that serve to protect, promote and support breastfeeding.
- Coordinate care consistent with standards of professional ethics and behavior.



# Scope of Practice: Certified Lactation Educator

- Offer non-biased focused information, support, encouragement, guidance, referrals, and education to families and professionals.
- Advise parents on how to maintain lactation when they are separated from their infant, which includes information on hand expression and the usage of breast pumps.
- Offer continuous support for families during the weaning process and beyond as it pertains to breastfeeding.
- CLEs are educators and counselors, **not clinicians**.
- CLEs offer **appropriate referrals** when their observance or counseling uncovers situations that require health care attention or support.

Certified Lactation Educators (CLE) **CANNOT**:

- Take a medical history or take medical notes on their clients
- Provide clinical written histories to healthcare workers (as they do not take clinical notes)
- Give clinical assessment of the mother's breasts, the baby's mouth, or the dyad's dysfunctional latch
- Use pre- and post-lacteal weight checks for assessment
- Prescribe the use of medical devices including but not limited to nipple shields, supplemental nursing systems, and topical ointments

**The supervising provider is responsible for documentation.**