



From Policy to Patient: State Programs that Matter in Practice

Introductions

- Crissy Hartsfield
 - Tennessee Department of Health, Deputy Director, Maternal and Infant Health
 - Crissy.Hartsfield@tn.gov
- Jona Bandyopadhyay, MD, MPH
 - TennCare, Deputy CMO
 - Jona.Bandyopadhyay@tn.gov

Objectives

- Understand the structure of Tennessee Department of Health and TennCare as it relates to supporting TN families.
- Describe the resources available to support TN families in pregnancy and postpartum that are available through the Tennessee Department of Health.
- Understand how patients access support services through their local health department.
- Describe the services available through TennCare to support patients during pregnancy and postpartum.
- Utilize information learned about TennCare and TDH to improve patient awareness and utilization of supportive services.
- Formulate a plan to integrate supportive services into patient interactions to facilitate patients have the supports they need for optimal pregnancy and postpartum outcomes.



**Tennessee Department of
Health**

When you think of the Department of Health...

First topic or service that comes to mind?

Name a service the Department provides through the local Health Departments?

Connect with Your Local Health Department!

Services:

?

TN Department of Health

What we do...

Chronic Disease
Management

WIC

Naloxone distribution

Safe Sleep

Vaccines

Disaster response

Volunteer Coordination

STIs

Men's Health

HIV/STI/Viral Hepatitis

Family Planning

Lactation consulting

Dental

Adolescent Care

Women's Health

Nutrition counseling

Tuberculosis

QuitLine

Contraception

CHANT

Homeless outreach

Birth Certificates

Breastfeeding support

Pandemic response

Food Inspection

Primary Care

Cancer screening

Fentanyl test strips

Lead screening

Newborn screening

TennCare enrollment

County Health Councils

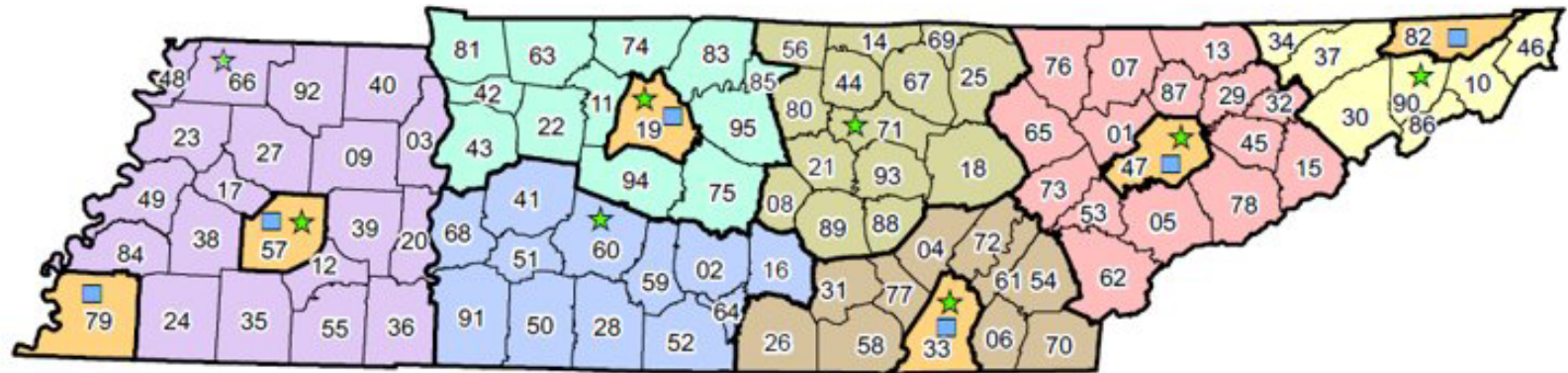
Pregnancy smoking

cessation

Health Promotion

And more...

Tennessee Counties, Regions, and Metros



Metros	West	Mid-Cumberland	South Central	Southeast	Upper Cumberland	East	Northeast
19 Davidson	03 Benton	11 Cheatham	02 Bedford	04 Bledsoe	08 Cannon	01 Anderson	10 Carter
33 Hamilton	09 Carroll	22 Dickson	16 Coffee	06 Bradley	14 Clay	05 Blount	30 Greene
47 Knox	12 Chester	42 Houston	28 Giles	26 Franklin	18 Cumberland	07 Campbell	34 Hancock
57 Madison	17 Crockett	43 Humphreys	41 Hickman	31 Grundy	21 DeKalb	13 Claiborne	37 Hawkins
79 Shelby	20 Decatur	63 Montgomery	50 Lawrence	54 McMinn	25 Fentress	15 Cocke	46 Johnson
82 Sullivan	23 Dyer	74 Robertson	51 Lewis	58 Marion	44 Jackson	29 Grainger	86 Unicoi
	24 Fayette	75 Rutherford	52 Lincoln	61 Meigs	56 Macon	32 Hamblen	90 Washington
	27 Gibson	81 Stewart	59 Marshall	70 Polk	67 Overton	45 Jefferson	
	35 Hardeman	83 Sumner	60 Maury	72 Rhea	69 Pickett	53 Loudon	
	36 Hardin	85 Trousdale	64 Moore	77 Sequatchie	71 Putnam	62 Monroe	
	38 Haywood	94 Williamson	68 Perry		80 Smith	65 Morgan	
	39 Henderson	95 Wilson	91 Wayne		88 Van Buren	73 Roane	
	40 Henry				89 Warren	76 Scott	
	48 Lake				93 White	78 Sevier	
	49 Lauderdale					87 Union	
	55 McNairy						
	66 Obion						
	84 Tipton						
	92 Weakley						

★ Regional Offices ■ Metro Offices

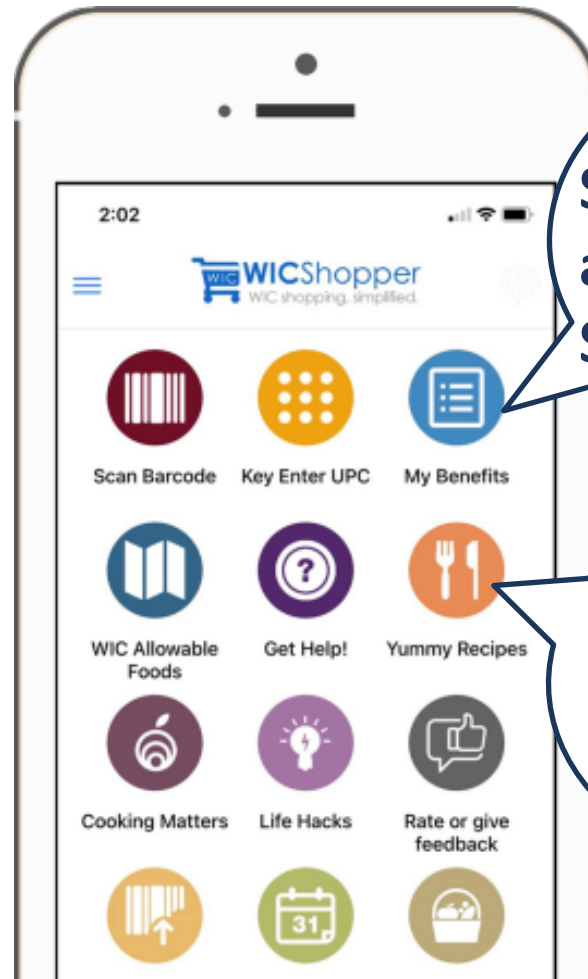
Source: Tennessee Department of Health; Division of Policy, Planning and Assessment

WIC – Women Infants and Children

- **It's not just for formula!**
- Not just postpartum!
- Food security
- Nutrition and lactation counseling
- Food recalls and emergency preparedness

WIC

- ✓ Earlier utilization of prenatal care
- ✓ Increased utilization of prenatal care
- ✓ Improved dietary intake and quality
- ✓ Reduced risk preterm birth and low birth weight babies
- ✓ Decreased infant mortality
- ✓ Improved immunization rates



Syncs with EBT account
Scan and Go

WIC food list
Recipes
WIC locator

Lactation Support

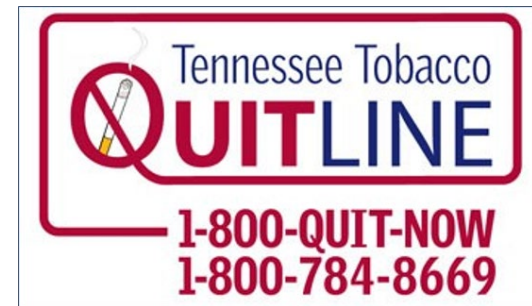
- Breastfeeding hotline (IBCLCs) [Link](#)
- WIC supports breastfeeding
 - Counseling and breastfeeding education
 - Breastfeeding mothers are eligible to participate in WIC longer than non-breastfeeding mothers
 - Mothers who exclusively breastfeed their infants receive an enhanced food package
 - Breastfeeding mothers can receive breast pumps
- Breastfeeding support in health departments
 - Designated Breastfeeding Expert
 - WIC Breastfeeding Peer Counselor



Smoking Cessation and Prevention

- TN Quitline
 - 1-800-QUIT-NOW
- GIFTS
 - Pregnancy smoking cessation education and support
 - Incentivized with \$25 diaper/wipe gift certificates
 - Available to a second smoker in the household (with additional vouchers if they quit)

[Tobacco Free Program Locations Link](#)



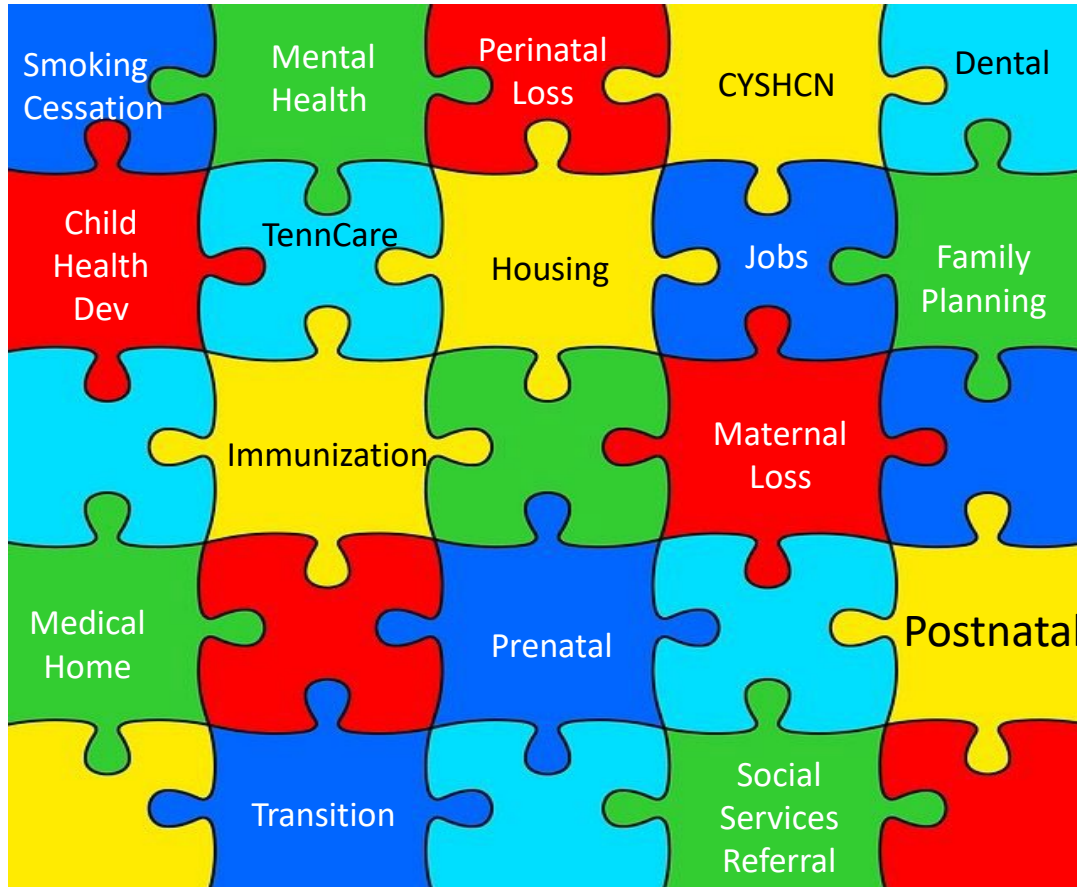
TBCSP

- Breast and Cervical
- Screening for low-income women across the state
- 16,000 unique patients/yr
- Focus on addressing areas with disproportionately high morbidity/mortality
- Available in every county health department and many clinics contracting with TBCSP

[Find A Clinic Link](#)



CHANT Care Navigation



CHANT

Community Health Access and Navigation in TN

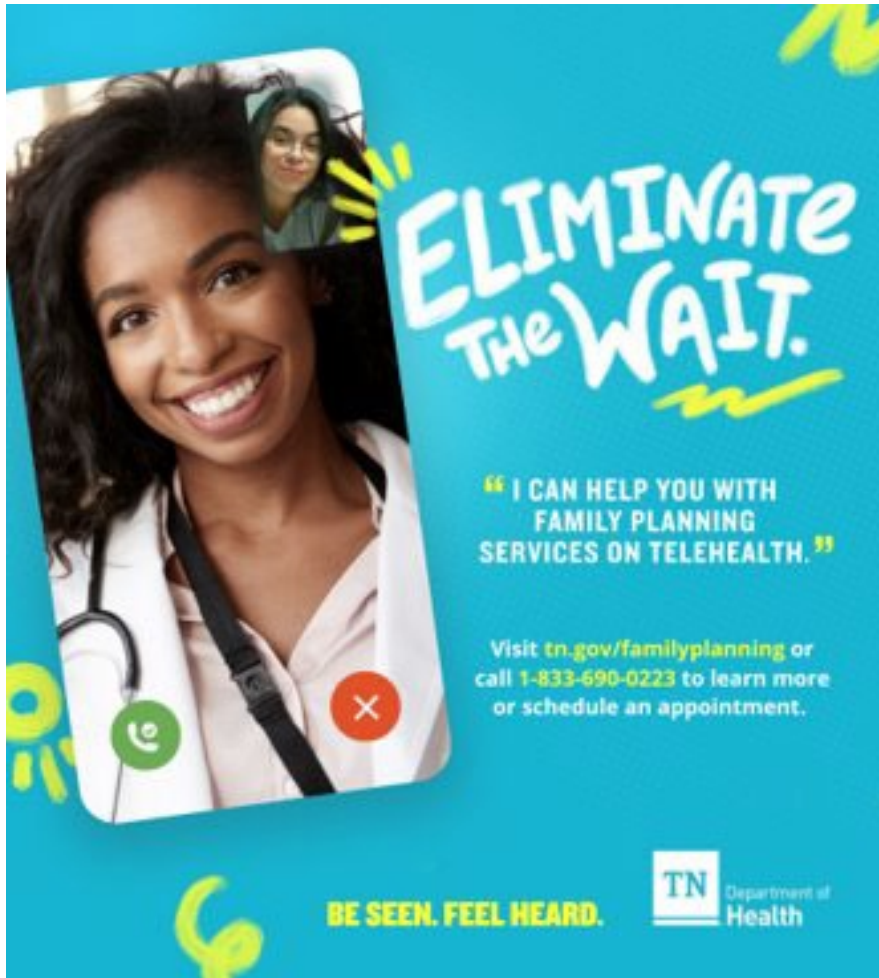
- Comprehensive screening and assessment for each member of the family unit
- Refers to other support services
- 17 different pathways
- [CHANT referral link](#)

EBHV

- **Evidence-Based Home Visiting: EBHV**
 - Healthy Families America
 - Nurse Family Partnership
 - Parents as Teachers
- Improve parenting skills and family functioning
- Link with social services
- Promote early learning
- Establish safe, nurturing homes
- Refer to CHANT to facilitate entry to EBHV programs



Family Planning



- Local Health Departments and Telehealth
- Women's Health Screenings
- Routine contraception services
- Emergency contraception
- Sterilization
- STI testing
- Pregnancy tests
- Basic Infertility Care

.....
FAMILY PLANNING TELEHEALTH

Visit your provider virtually!



1-833-690-0223
.....

STI

- Free and confidential testing
- Treatment for STIs
- State of TN HIV/STD Hotline
1-800-525-2437
- Reportable diseases [Link](#)
- Perinatal syphilis screening
- Access to patient treatment history
[TN Syphilis History Request Link](#)
- Required Syphilis screening in pregnancy (updated legislation 7/2025)
 - First prenatal care visit
 - 28-32 weeks (to allow sufficient time for treatment prior to delivery)
 - Delivery

RESOURCES

STI EDUCATION & DIAGNOSIS



CDC STI GUIDANCE

The complete 2021 CDC STI Treatment guidelines can be found on the CDC website.



CDC STI APP

In addition to the current 2021 STI Treatment Guidelines, the CDC has developed a STI Treatment Guide Mobile App to offer quick and easy access to streamlined STI prevention, diagnostic, and treatment recommendations.



CLINICAL CONSULTATION

Expert consultation via email! The STD Clinical Consultation Network is dedicated to providing direct physician guidance and advice as part of a strategy to counter the spread of sexually transmitted diseases.



STI PODCAST

A podcast dedicated to health care professionals wanting to stay abreast on the diagnosis, management, and prevention of STD's. Episodes include interviews with experts in the field and literature reviews. Most episodes are less than 15 minutes.



TDH EPI PROFILE

STI's are on the rise in Tennessee and the Tennessee Department of Health STI Epidemiological Profile provides an in-depth look at the burden it is taking in our community.



TN REDCAP SURVEY

Licensed health care providers can access current and historical syphilis test results and treatment information for patients who are Tennessee residents to inform the diagnosis and management of syphilis in their patients.



CONTINUING EDUCATION

The National STD Curriculum is a free educational website from the University of Washington STD Prevention Training Center. This project is funded by the Centers for Disease Control and Prevention (CDC) and provides FREE CME and CNE/CE contract hours.



HEALTH DEPARTMENT

Local health departments can provide support to many of your patients. Locate the closest health department and learn more about the services provided.



Disease Intervention and Partner Services

- **Disease Intervention Specialist (DIS)**

- Investigate STIs
- Elicit Partners
- Ensure adequate testing and treatment
- Counsel and refer

- **Partner Services**

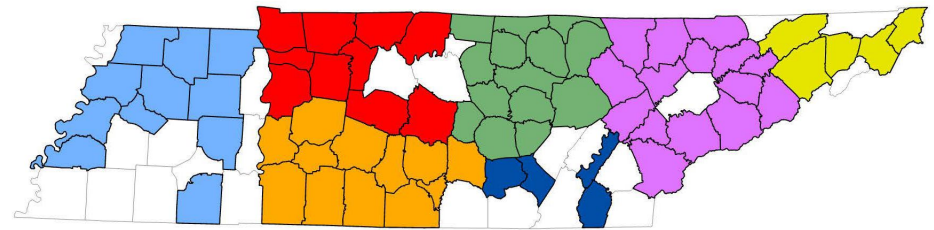
- Key role in disease intervention
- Health department program
- Free and confidential
- Improve health and reduce risk to others
- Linkage to care
- Patient education/counseling



Viral Hepatitis

- [Viral Hepatitis website](#) with patient and provider resources
 - Testing
 - Reporting Requirements
 - Treatment
 - Education
 - Surveillance Reports
- Treatment of hepatitis C is available in local health departments [Link](#) with contact information for each county
- Hep C Project ECHO [Link](#)
- Viral Hepatitis Case Navigators

Tennessee Department of Health Hepatitis C Treatment Sites (74)



Mental Health Teleconsultation Lines

- TN Child and Adolescent Psychiatry Education and Support
- TCAPES current partnerships:
 - TNAAP
 - LeBonheur (West)
 - Allied Behavioral Health (Middle)
- **Free, statewide same-day phone consultation with a psychiatrist**
- Psychiatry consultation line:
901-395-2124
- Behavioral health training for primary care providers
- Assistance with finding community behavioral resources



ATTENTION TN Pediatric Primary Care Providers

TCAPES PROVIDER CONSULT LINE

📞 901-395-2124
Monday-Friday
8:30 a.m. - 5 p.m. CT

Confidential advice for case-specific questions

[ENROLL NOW](#)

TN Department of Health

The advertisement features a circular inset image of a smiling female healthcare professional wearing a headset, set against a dark blue background with white and red text.

Maternal Mental Health Resources

- Maternal Mental Health and Substance Use Disorder Grant
 - Developing a perinatal psychiatry access program - to include maternal mental health teleconsultation line
 - Training via Postpartum Support International
- National Maternal Mental Health Hotline ***1-833-TLC-MAMA***
- 988



Free Therapy Services

You are not alone.

Free therapy services for pregnant moms in Tennessee.



While pregnancy can be an exciting and beautiful experience, it also may bring a mix of stress, anxiety, and challenges. You might be struggling with:

- Anxiety or worries about your health, your baby's health, or what the future will hold
- Mood swings and feeling emotionally drained or down due to pregnancy hormones
- Stress about birth or parenting and how you'll manage once the baby arrives
- Sleepless nights caused by discomfort or anxiety, affecting your mood, energy, and more

TN Voices provides **free** therapy services for pregnant moms in all 95 counties across Tennessee, with virtual options available. Our team is here to offer a safe, confidential space to talk through your feelings and provide support for the emotional challenges of pregnancy and beyond.

***If you're ready to start feeling better, reach out today.
Let's talk about how we can support you during this time!***



For questions or to make a referral, please call (615) 269-7751, extension 0.

www.tnvoices.org

This project is funded under an agreement with the State of Tennessee.

Not a Tennessee Department of Health program

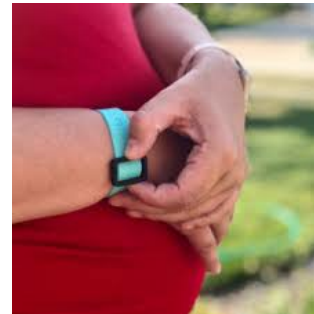
Opioid Harm Reduction

- Opioid epidemic is a public health emergency in TN
- Available free in most local health departments:
 - Naloxone
 - Fentanyl test strips
 - Syringe Service Programs (SSP) SSP locations
- Universal Postpartum Naloxone distribution through birthing hospitals



Count the Kicks

- Fetal movement awareness in the third trimester – stillbirth prevention initiative
- **Target audience**
 - Expectant Mothers
 - Healthcare Providers
 - Community Partners
 - Family and Support Networks
- **Available resources**
 - Free co-branded promotional material (English, Spanish, Arabic)
 - Free app
 - Free wristband counters



Safe Sleep

- Community education on safe sleep practices
- Safe sleep materials
 - Door hangers
 - Bag tags
 - Posters
 - Onesies, burp cloths, etc.
- Pack and plays
- Car seats



Firearms Safe Storage

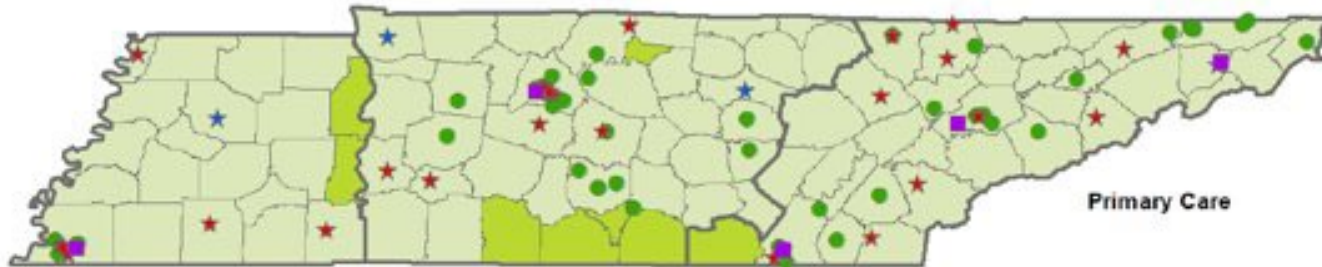
- Working with our Evidence-Based Home Visitor Program and BeSMART
- Nonpartisan safe storage of firearms curriculum that mirrors the safe storage curriculum from other organizations
- Education on how to about secure gun storage
- Smart Conversations



Vaccines

- Vaccines in Health Departments (VFC, uninsured, under insured, and private insured)
- **Vaccines for Children program** – federally purchased vaccines for pediatric and adolescent patients who might not otherwise be vaccinated due to an inability to pay
 - Routine and permissively recommended vaccines per ACIP
 - Children under 19 years of age who are
 - Medicaid-eligible
 - Uninsured
 - American Indian or Alaskan Native
 - Underinsured
- Expanding birth facilities as VCF providers

A Stronger Safety Net



Facility Types

★ FQHC -- Local Health Department ★ FQHC -- Other ● Community/Faith-Based Clinic ■ Project Access

Service Coverage

■ Has Safety Net or Local Health Department Service Coverage (including Safety Net satellite sites)
■ No Safety Net or Local Health Department Service Coverage



TennCare

How familiar are you with TennCare?

5 - Very Familiar

4 - Moderately Familiar

3 - Familiar

2 - A Little Familiar

1 - What is TennCare?





Background

What is TennCare?

Who We Serve

TennCare members are primarily low-income children, pregnant women, parents, and individuals who are elderly or have a disability.



TennCare enrollment 1,410,973*



TennCare covers approximately 50% of births in Tennessee.



TennCare covers approximately 20% of the state's population



~40,000+ individuals enrolled in LTSS programs

* Enrollment as of September 2025
+ LTSS Enrollment as of December 2024

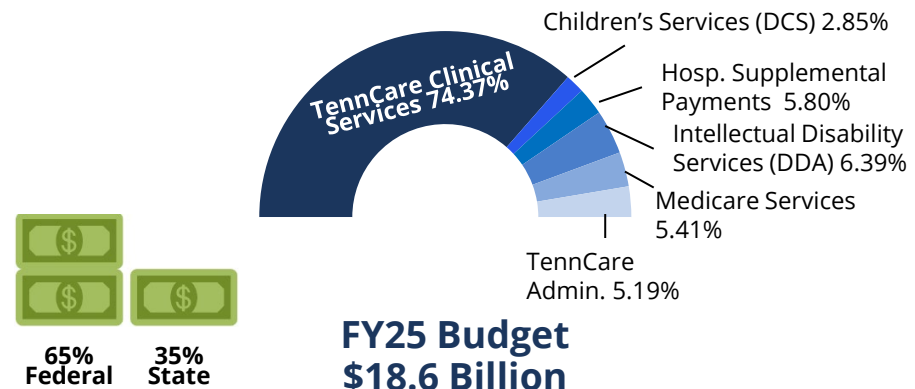
How We Serve

TennCare's managed care health plans coordinate care for TennCare members and maintain a network of providers.

Tennessee is a managed care state.

Integrated physical, behavioral, and LTSS with dental and pharmacy services managed by separate entities

TennCare Finances



TennCare Evolution

Tennessee's Medicaid program has transformed from a limited service, unpredictable, and unsustainable plan to one that is comprehensive, sustainable, and highly valued.



Then

Rapidly Escalating Costs with Few Controls

Volatile and Fragmented Health Plans

Few Quality Measures

Limited Long-Term Care Options

Volume-Based Payments



Now

Sustainable Cost Trends with Effective Utilization Management

Stable, Experienced Health Plans with Statewide Operations

NCQA Accreditation & Full Set of HEDIS Measures & CAHPS

More Home and Community-Based Options for More People

Delivery System Transformation with Focus on Value

TennCare is 100% Managed Care

Managed care is a type of health care delivery system designed to manage cost, utilization, and quality. It aims to provide members with access to necessary health services while controlling spending.

TennCare's Approach to Covered Services

How does a state manage cost and utilization of covered services?

Restrictive Benefits:

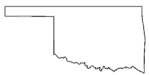
No coverage of benefit classes or hard limits on specific benefits



12 states do not cover any residential substance use disorder (SUD) treatment



Missouri does not cover physical therapy



Oklahoma limits inpatient hospital services to 24 days per year



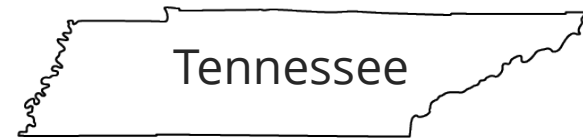
Alabama limits physician services to 14 visits per year



Mississippi does not cover prosthetic devices

Ensuring Medical Appropriateness:

Applying clinical protocols and medical reviews to support evidence-based care



Initial TN Medicaid Model:

- Restrictive benefits
- Medical trend of 12%

Today

- Mature processes in place to appropriately manage services
- Comprehensive benefit package that is fiscally sustainable
- Medical trend below 4%

Medical Necessity

Tennessee's medical necessity statute was adopted on May 6, 2004 by the Tennessee General Assembly and is a fundamental principle of TennCare.

TennCare Medical Necessity Definition

- a) It must be recommended by a licensed physician who is treating the enrollee,
- b) It must be required in order to diagnose or treat an enrollee's medical condition,
- c) It must be safe and effective,
- d) It must not be experimental or investigational, and
- e) It must be the least costly alternative course of diagnosis or treatment that is adequate for the enrollee's medical condition.

The convenience of an enrollee, the enrollee's family, the enrollee's caregiver, or a provider, shall not be a factor or justification in determining that a medical item or service is medically necessary.

How does someone apply for TennCare in Pregnancy?

Option 1	Option 2	Option 3
<p>Completing a TennCare Connect Application</p>	<p>Completing a Paper Application</p>	<p>In-Person or by Phone with the Health Department</p>
<p>Patients may complete a TennCare Connect Application online or over the phone.</p> <p>Completing an online application:</p> <ul style="list-style-type: none"> • TennCareConnect.TN.gov • For further information about TennCare Connect, patients can view TennCare Connect Instructional Videos. <p>Completing an application over the phone: 855-259-0701</p> <p><i>If a patient has a hearing or speech problem and has questions or needs help, they can call the Tennessee Relay Service (TNRS) at 800-848-0298.</i></p>	<p>Patients may apply for TennCare by mailing or faxing a paper application in English or Spanish.</p> <p>There are two ways to send in a paper application. A patient only needs to choose one:</p> <ol style="list-style-type: none"> 1. Mail it to: TennCare Connect, P.O. Box 305240, Nashville, TN 37230-5240 2. Fax it to: 1-855-315-0669. <p><i>Patients should be sure to keep the page that says their fax went through.</i></p>	<p>In each of Tennessee's 95 counties, a trained staff person can help an individual apply for TennCare in person or by phone (through the Pregnancy Presumptive Eligibility Program)</p> <p>Patients can locate their nearest Health Department by using the Locate Health Department website</p>



TennCare Resources

What services are available to TennCare patients?

Care Management

Transportation

Blood Pressure Cuffs

Lactation Consultation

Diaper Benefit

Dental Care

Care Management

What is care management?

- Developing a care plan that includes transitioning care following pregnancy
- Identifying care gaps for patients
- Identifying available providers for referrals and scheduling/follow-up for appointments
- Assessment of SDOH needs and identifying/navigating available community resources
- Education related to pregnancy/postpartum, general health, and newborn/infant care

How to refer a patient to care management

BlueCare Tennessee	Contact MaternityReferralRequest@bcbst.com
United Healthcare	Contact hfs_maternity@uhc.com
Wellpoint	Contact hcmref@wellpoint.com or call 833-731-2154

How can you help?

Refer, Refer, Refer

- Include in the referral as much detail as possible including urgency of need, new phone numbers, and details related to the request for referral.
- Promote the benefits to the individual—case management is a two-way street.
- Inform the patient that they should expect contact from MCO (such as a phone call).

Transportation

- Non-Emergency Medical Transportation is a TennCare covered service for all eligible members going to a **TennCare approved/covered non-emergency service**.
- Transportation is available **24 hours a day, 7 days a week, 365 days a year, including weekends and holidays**.
- Transportation includes **multiple modes**, depending on the patient's needs, including **shared vehicles, bus passes, and mileage reimbursement**.
- To receive transportation services, patients must have **TennCare Medicaid** coverage.



Transportation

Scheduling Transportation

Transportation must be **scheduled at least 2 business days in advance of a medical appointment**, unless it is considered an urgent trip.

Urgent Transportation

The 2-day scheduling rule does not apply for the following conditions:

- **Behavioral/Mental Health**
- Chemo/Radiation
- Crisis Stabilization
- Dialysis Clinics
- Facility to Facility Transportation
- Heart/Cardiac Related
- Hospital Discharge
- **Prenatal Care**
- Surgery
- Surgery Follow-up
- Wound Care

Transportation: BlueCare

Scheduling Appointments

To schedule Non-Emergency Medical Transportation, contact Verida:

- Phone number for BlueCare members: **1-855-735-4660**
- Phone number for TennCareSelect members: **1-866-473-7565**

For trips to an out-of-state doctor, minor without an escort (in- or out-of-state), contact BlueCare:

- Phone number for BlueCare members: **1-800-468-9698**
- Phone number for TennCareSelect members: **1-800-263-5479**

Bus Program

- Bus pass provided for transportation to an appointment.
- Program available for patients living in:
 - Bristol
 - Chattanooga
 - Clarksville
 - Franklin
 - Jackson
 - Johnson City
 - Knoxville
 - Memphis
 - Murfreesboro
 - Nashville

Vehicle Program

- Provides a shared ride to patients. There may be other individuals in the vehicle.
- Travel options are based on member need, including:
 - Lyft
 - Verida
 - a vehicle
 - a multi-person van
 - a wheelchair van

Invalid Vehicle

- Patient cannot sit up while being transported and must lay down
- The patient does not require medical treatment during transport

Non-Emergency Ambulance

- Requires Letter of Medical Necessity (LMN) from physician
- LMN allows Verida to know what medical treatment member needs during transport
- LMN can be faxed to Verida at **423-370-1422**

Mileage Reimbursement

For trips to an in-state doctor, contact Verida:

- Phone number for BlueCare members: **1-855-735-4660**
- Phone number for TennCareSelect members: **1-866-473-7565**

For trips to an out-of-state doctor, minor without an escort (in- or out-of-state), contact BlueCare:

- Phone number for BlueCare members: **1-800-468-9698**
- Phone number for TennCareSelect members: **1-800-263-5479**



Transportation: United Healthcare

Scheduling Appointments

Call TN Carriers: **1-866-405-0238**

Schedule through the [online portal](#).

Bus Program

- Bus pass provided for transportation to an appointment.
- Program available for patients living in:
 - Davidson County
 - Knox County
 - Shelby County
 - Chattanooga
- To use a bus pass, call TN Carriers at **1-866-405-0238**.

Mileage Reimbursement

Pays eligible members up to \$.70 per mile for trips to and from medical appointments.

- Call TN Carriers at **866-405-0238** to schedule transportation.
 - The trip must be prior authorized through TN Carriers.
- Download the [Mileage Reimbursement Instructions and Trip Log/Claim Form](#).
- The patient and driver must sign the form.
- Driver must provide license and insurance card.
- The medical provider must print and sign the form at the visit.
- The form can be submitted via mail or website upload
 - Mail: **ATTN: Mileage Reimbursement, PO Box 771380, Memphis, TN 38177**
 - Website Upload: [Mileage Reimbursement](#)



Transportation: Wellpoint

Scheduling Appointments

Call TN Carriers: **1-866-680-0633**

Schedule through the [online portal](#).

Bus Program

- Bus pass provided for transportation to an appointment.
- Program available for patients living in:
 - Shelby County
 - Davidson County
 - Knox County
 - Chattanooga
- To use a bus pass, call TN Carriers at **1-866-680-0633**.



Mileage Reimbursement

Pays eligible members up to \$.70 per mile for trips to and from medical appointments.

- Call TN Carriers at **866-680-0633** to schedule transportation.
 - The trip must be prior authorized through TN Carriers.
- Download the [Mileage Reimbursement Instructions and Trip Log/Claim Form](#).
- The patient and driver must sign the form.
- Driver must provide license and insurance card.
- The medical provider must print and sign the form at the visit.
- The form can be submitted via mail or website upload
 - Mail: **ATTN: Mileage Reimbursement, PO Box 771380, Memphis, TN 38177**
 - Website Upload: [Mileage Reimbursement](#)

Transportation Challenges or Feedback

- **TennCare Transportation Contacts**
 - Tammy Mihm, Tammy.Mihm@tn.gov
 - Michele Napier, Michele.Napier@tn.gov
 - Emmaliz Aguilar, Emmaliz.Aguilar@tn.gov

- **Health Plan Transportation Contacts**
 - **BlueCare/TennCare Select:**
 - Angela Fleming
 - Angela_Fleming@BCBST.com
 - **UnitedHealthcare:**
 - Hays Flippin
 - Frances_H_Flippin@uhc.com
 - **Wellpoint:**
 - Jawuan Jenkins
 - Jawuan.Jenkins@wellpoint.com

Blood Pressure Cuffs

Any in-network medical provider can order a blood pressure cuff for a pregnant or postpartum TennCare or CoverKids patient, it does not need to be the patient's obstetrician.

****It is critical to include a maternity-related diagnosis when submitting an order.****

How to Order a Blood Pressure Cuff

Contact one of the durable medical equipment vendors for the patient's MCO.

BlueCare Tennessee	United Healthcare	Wellpoint
<p>Home Care Delivered (HCD)</p> <ul style="list-style-type: none"> • www.hcd.com/refer-a-patient • Fax: 888-565-4411 <p>Byram Healthcare</p> <ul style="list-style-type: none"> • www.byramhealthcare.com/referral-form • Fax: 888-233-1799 <p>Aeroflow</p> <ul style="list-style-type: none"> • www.aeroflowbreastpumps.com/media/Aeroflow/resource/Order_Form.pdf • Fax: 800-806-2799 	<p>AdaptHealth</p> <ul style="list-style-type: none"> • Fax: 800-749-0711 <p>Byram HealthCare</p> <ul style="list-style-type: none"> • Fax: 866-992-6631 <p>Edgepark Medical Supply</p> <ul style="list-style-type: none"> • Fax: 330-963-6172 	<p>Pomelo</p> <ul style="list-style-type: none"> • www.pemelocare.com/cuffs

Managed Care Contacts for Blood Pressure Cuff Questions

BlueCare Tennessee	Kelly Allison Kelly_Allison@BCBST.com	
United Healthcare	Tammy Thompson tammythompson@uhc.com	Nicki York nicki_d_york@uhc.com
Wellpoint	Sara Wilson Sara.Wilson@wellpoint.com	

Lactation Consultation

Patients with TennCare Medicaid (including *TennCareSelect*) and CoverKids coverage may receive lactation consultation services from in-network providers as a separate, reimbursable benefit.

Providers

The following types of in-network providers can provide lactation services to TennCare members if it's within their scope of practice:

- MD
- DO
- Nurse Practitioner
- Physician Assistant
- Certified Nurse Midwife

International Board-Certified Lactation Consultants (IBCLCs)

IBCLCs with medical licensure can contract with a TennCare Managed Care Organization (MCO) as independent TennCare providers. To register as a TennCare provider, please contact TennCare Provider Registration.

- Phone: **1-800-852-2683**
- Email: **Provider.Registration@tn.gov**

Included Services

- Medically appropriate, outpatient services during pregnancy and through postpartum period
- Patients can receive services:
 - In a 1-on-1 or small group setting
 - In-person or through telehealth
- There is no limit on the number of visits allowed

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

Diaper Benefit

TennCare Diaper Benefit

TennCare or CoverKids patients under the age 2 can receive 100 diapers per month from the list of approved brands, types of diapers.

Diapers are obtained from the pharmacy counter at participating pharmacies.

- A prescription is not required.
- There is no co-pay on the diapers.
- Diaper package sizes vary based on brand and size. The count of diapers will be treated like a prescription.
 - Example: if a patient obtains a pack of 72 diapers, that package will be for 21 days and the patient can return after that time to receive their next allotment of diapers.
- Weekly updates will be made to the participating pharmacies as the program continues to grow.
 - To find a participating pharmacy near you, visit www.TN.gov/TennCare/Diapers
- Members can use TennCare-provided transportation to obtain a ride to the pharmacy to pick up diapers.

To learn more, visit www.TN.gov/TennCare/Diapers

Dental Care

All adult TennCare patients have dental benefits, including the ability to see a dentist at no cost for all medically necessary, covered dental services.

Starting November 1st, Renaissance is the dental plan for all TennCare members.

What does this mean?

- The dental care available to TennCare patients is **not** changing.
- The dental plan serving TennCare patients **is** changing – dental benefits are **not** ending.
- A TennCare patient's dentist **may** change.

Finding a Dentist:

- Call Renaissance at **866-864-2526**
- Visit the Renaissance website (www.tenncare.renaissancebenefits.com) and use the "Find a Dentist" tool

Covered Benefits

- Oral Health Screenings
- Examinations of the Teeth & Oral Cavity
- X-rays & Other Diagnostic Services
- Dental Cleanings
- Topical Fluoride
- Application of Dental Sealants
- Fillings & Crowns
- Root Canals & Extractions
- Gum Health Services
- Oral Cancer Screenings

More details and updates about the TennCare dental benefit can be found at <http://www.tn.gov/tenncare/members-applicants/dental-services.html>

Tennessee Community Compass



A **social care platform** that supports **connecting people to community organizations to meet their health-related social needs** such as food insecurity, financial hardship, and unstable housing.

Visit: <https://communitycompass.tn.gov>

Anyone can use Tennessee Community Compass to search for programs.

Search for Programs

- Visit the website and enter your ZIP code or the ZIP code of the person you are helping.
- Search for programs by typing words in the search box or browse the available domains and subdomains.

Connect with Programs

- Click the “Contact Here” button in the corner of a listed program to get connected.
- Choose “For myself or my family” or “I’m referring someone else” depending on if you need help connecting to community resources or you’re assisting someone else get connected.

Create a Free Account

Creating an account is not required—the benefit of an account is that you will can build a personal resource guide by saving programs to favorites folders with notes, sharing your favorite programs, tracking referrals, and more.

Share Programs

Share helpful programs with your community through email, text message, or Facebook.

Suggest Programs

If you don’t see a program that you are looking for, verify it doesn’t already exist, click the “Suggest Program” button and add the program’s information.

Tennessee Community Compass



Visit: <https://communitycompass.tn.gov>

Search for programs...

Connect and refer to programs...

Search for free or reduced cost services like medical care, food, job training, and more.

ZIP



Neighbor Care Pantry (NCP)
by Second Harvest Food Bank of Middle Tennessee

Reviewed on: 04/08/2025

For neighbors who need food urgently, neighbor care pantries are available at 6 sites around Davidson County, where you can receive 2-3 days of staple food items based on the number of people in...

Main Services: emergency food, food pantry

Serving: anyone in need, all ages, individuals, families, emergency

Next Steps:

Go to the program's website.

3.04 miles (serves your local area)

1401 9th Avenue North, Nashville, TN 37208

Open Now : 8:30 AM - 12:30 PM CDT

MORE INFO



SAVE



SHARE



NOTES



SUGGEST

CONTACT HERE

Putting resources into practice

- Educate patients on how to get TennCare and increase utilization of presumptive eligibility in pregnancy.
- Refer patients to CHANT.
- Ensure that patients are provided with information about support services at multiple points during pregnancy.
- Encourage patients to utilize their postpartum benefits for health optimization.
- Dental health impacts physical health.
- Don't forget about health departments safety nets.

Integrate our services into your workflows.

Crissy Hartsfield, MBA, MPH
Crissy.Hartsfield@tn.gov

Hannah Dudley, MD
Hannah.Dudley@tn.gov

Jona Bandyopadhyay, MD, MPH
Jona.Bandyopadhyay@tn.gov



Contact Us



Appendix

Important Information for the TennCare Application

The patient will need to share with TennCare about the following items:

- Current address, phone number, and email address if they have one
- Social Security number and dates of birth for everyone applying
- Money from jobs and other sources
- Citizenship and immigration status
- Value of cars and other property
- Other health insurance information

It takes most people 30 to 60 minutes to fill out the application.