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Amerigroup Community Care complies with all applicable federal and state civil rights laws, rules and regulations and does not discriminate against members/participants in the provision of services on the basis of race, color, national origin, religion, sex, age or disability. To report a discrimination complaint or to request language, communication or disability assistance for a member/participant, call 1-800-600-4441. Information about civil rights laws can be found on our [website](#) and is available from the [U.S. Department of Health and Human Services](#).

## Medicaid:

### *CARE Survey materials*

C = Community resources  
A = Acting for better health  
R = Reducing stigma  
E = Empowerment

Improving health in Tennessee is a team effort, and we want to help.

Starting September 21, we invite you to take the Providers *CARE Survey*. This questionnaire is designed to help us get to know your patients and their needs. It also lets you share feedback about learning opportunities that may be useful for your practice team.

To fill out the survey, please visit <https://www.tn.gov/tenncare/providers/literacy-communication-cultural-competency-and-disparities-in-health-care.html>. Your answers will not have your name on them and will be combined with information from other providers.

It matters where your patients **live, work and play**. Good health outcomes start in the communities where your patients live. By taking the survey, you'll give us information about challenges your patients are facing in their communities. Our goal is to help you improve your patients' health by:

- C** = Connecting them with community resources (like food pantries and housing help).
- A** = Acting for better health by teaching them about their care needs.
- R** = Reducing stigma by showing compassion to others and taking time to think about your actions and thoughts about yourself and others.
- E** = Empowering yourself and others. Take the time to listen to your patients. Treating them with kindness and support can help them take the steps they need for better health and supporting them on their journeys to better health.

Improving health in Tennessee is a team effort. Take the Providers *CARE Survey*, and help us learn more about the needs of your patients and learning opportunities that can assist your practice.

Your answers will not have your name on them and will be combined with information from other providers.

Thank you for caring about the health of your community.

TN-NB-0058-18

## Member Rights and Responsibilities

Members have rights and responsibilities when participating with a managed care organization (MCO). Our Member Services representatives are advocates for our members. The following lists the rights and responsibilities of members:

### Members have the right to:

- Be treated with respect with due consideration for dignity and privacy.
- Participate in Amerigroup Community Care without being discriminated against on the basis of handicap and/or disability, age, race, color, religion, sex, national origin or any other classification protected under applicable federal and state laws.
- Privacy during a visit with their doctor.
- Talk about their medical record with their PCP and ask for a summary of that record and request to amend or correct the record as appropriate.
- Be properly educated about and helped to understand their illnesses and the available health care options.
- Have a candid discussion with their provider of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Participate in decision-making about the health care services they receive.
- Refuse health care (to the extent of the law) and understand the consequences of their refusal.
- Be free from any form of restraint or seclusion as a means of coercion, discipline, inconvenience or retaliation as specified in other federal regulations on the use of restraints and seclusion.
- Decide ahead of time the kinds of care they want if they become sick, injured or seriously ill by executing an advance directive.
- Expect that their records (including medical and personal information) and communications will be treated confidentially.
- If under age 18 and married, pregnant or have a child, be able to make decisions about themselves and/or their child's health care.
- Choose their PCP from our network of providers.
- Have information about Amerigroup as well as our services, providers and member rights and responsibilities.
- Receive information on the *Notice of Privacy Practices* as required by HIPAA.
- Get a current member handbook and a provider referral directory.
- Choose any Amerigroup network specialist after getting a referral from their PCPs; some services do not require a referral, such as family planning.
- Be referred to health care providers for ongoing treatment of chronic disabilities.
- Have access to their PCPs or backups 24 hours a day, 365 days a year for urgent or emergency care.
- Get care right away from any hospital when their symptoms meet the definition of an emergency medical condition.
- In certain circumstances, get post-stabilization services following an emergency medical condition.
- Call the 24-hour Nurse Helpline toll free 24 hours a day, 7 days a week at 1-866-864-2544.

- Call the Amerigroup Member Services staff toll free from 7 a.m.-7 p.m. CT Monday-Friday at 1-800-600-4441.
- Know what payment methodology Amerigroup uses with health care providers.
- File a medical appeal with TennCare.
- Freely exercise the right to file a complaint or an appeal without adversely affecting the way members are treated.
- Receive notification to present supporting documentation for their complaints.
- Continue to receive benefits pending the outcome of appeal or fair hearing under certain circumstances.
- Only be responsible for cost-sharing as defined in the cost-sharing section of the manual.
- Make recommendations regarding the organization's member rights and responsibilities policies.

**Members have the responsibility to:**

- Treat their doctors, their doctors' staff and Amerigroup employees with respect and dignity.
- Not be disruptive in their doctor's offices.
- Respect the rights and property of all providers.
- Cooperate with people providing health care.
- Tell their PCP and/or their treating physician about their symptoms and problems and ask questions.
- Get information and understand their health problems and consider treatments to participate in developing mutually agreed upon treatment goals before services are performed.
- Discuss anticipated problems with following their doctor's directions.
- Consider the outcome of refusing treatment recommended by a doctor.
- Help their doctor obtain medical records from their previous doctors and help their doctor complete new medical records as necessary.
- Respect the privacy of other people waiting in doctors' offices.
- Secure referrals from their PCPs, when specifically required, before going to another health care provider unless they have a medical emergency.
- Call Amerigroup to change their PCPs before seeing any new PCPs.
- Make and keep appointments and be on time; members should always call if they need to cancel appointments, change appointment times or if they will be late.
- Discuss complaints, concerns and opinions in an appropriate and courteous way.
- Tell their doctor who they want to receive their health information.
- Obtain medical services from their PCPs.
- Learn and follow the Amerigroup policies outlined in the member handbook.
- Read the member handbook to understand how Amerigroup works.
- Notify TennCare if a family member who is enrolled in Amerigroup has died.
- Notify TennCare if addresses and/or status change.
- Give TennCare proper identification when they enroll.
- Become involved in their health care and cooperate with their doctor about recommended treatment and care that they have agreed on with their doctor.
- Know the correct way to take their medications.

- Carry their Amerigroup ID card at all times and report any lost or stolen cards to Amerigroup quickly; members should contact TennCare of the Tennessee Department of Human Services if there are changes to their name, address or marital status.
- Show their ID cards to each provider.
- Tell Amerigroup about any doctors they are currently seeing.
- Notify their PCPs as soon as possible after they receive emergency services.
- Go to the emergency room when they have an emergency.
- Report suspected fraud and abuse.

TN-PM-0029-17

## ***A message from the Tennessee Department of Health***

To: Vaccine for Children Program Providers  
 From: Howard C. Young, III, VFC Quality Assurance Administrator  
 Date: July 27, 2018

### **Subject: 2018 VFC Annual Immunization Review Registration**

The Tennessee (TN) Immunization Program (TIP) is pleased to offer the 2018 Vaccines for Children (VFC) Program Annual Immunization Review. This 1-day training program will be offered in four cities September 20th, 21st, 25th and 26th. There is **no registration fee**.

To register online, click *the unique link specific to the training location* you will attend. These links will also be posted on the Home screen of the Tennessee Immunization Information System (TennIIS) at [www.tennesseeiis.gov/tnsiis](http://www.tennesseeiis.gov/tnsiis).

**Who should attend?** The primary and backup VFC coordinators, physicians, nurse practitioners, physician assistants and any other clinical or office staff who play significant roles in the immunization activities of your practice are highly encouraged and welcomed to attend.

**Contact Hours:** Attendees will receive “Certificates of Attendance” for contact hours, which can be applied toward renewal of a TN nursing or medical assistant license. Physicians, advanced practice nurses and physician’s assistants may submit the certificate to the American Academy of Family Physicians to receive Continuing Medical Education (CME) credits (4.75).

**Program Content:** The program will feature a CDC subject matter expert presenting important vaccine updates and immunization best practices. Other topics include important VFC program highlights, updates and requirements,, vaccine inventory best practices, storage and handling best practices, immunization coverage assessments, VFC Report Card, TennIIS updates and enhancements, and immunization coverage awards.

**Special Note:** Annual Immunization Review will provide important program information and updates needed to be a successful VFC partner. We are pleased to announce that attending this event will count as your annual Education requirement for the VFC program. But, you must attend from the beginning to the ending. If you are late or leave early, the Primary and Backup VFC Coordinators must complete the You Call The Shots (Modules 10 & 16) **or** participate in a full VFC Compliance Site Visit within 12-months of re-enrollment.

**Logistics:** Free parking is available in all locations. On-site registration opens at **8 a.m.** Speakers begin promptly at 9 a.m. and conclude by 4 p.m. There will be morning snacks, coffee and water. You are responsible for your own lunch. Locations are within convenient access to restaurants.

**Important registration notes:**

- Space is limited: register to attend your preferred session as soon as possible.
- Each attendee must register individually for only one location.
- You must attend the training from the beginning to the end to receive a certificate.

**2018 Annual Immunization Review Locations:**

- **Thursday, September 20, 2018 – KNOXVILLE AREA**  
<https://vfc2018airknoxville.eventbrite.com>  
Hilton Knoxville Airport  
2001 Alcoa Highway, Alcoa, TN 37701
- **Friday, September 21, 2018 – CHATTANOOGA AREA**  
<https://vfc2018airchattanooga.eventbrite.com>  
DoubleTree by Hilton Hotel Chattanooga Downtown  
407 Chestnut Street, Chattanooga, TN 37402
- **Tuesday, September 25, 2018 – MEMPHIS AREA**  
<https://vfc2018airmemphis.eventbrite.com>  
Memphis Marriott - East  
5795 Poplar Avenue, Memphis, TN 38119
- **Wednesday, September 26, 2018 – NASHVILLE AREA**  
<https://vfc2018airnashville.eventbrite.com>  
Nissan Stadium – Downtown Nashville  
1 Titans Way, Nashville, TN 37213

**If you have any questions concerning Annual Immunization Review and Registration, please feel free to contact Howard C. Young, III at [howard.young@tn.gov](mailto:howard.young@tn.gov).**

TNPEC-2421-18

## Reimbursement Policy:

### Correction to Reimbursement Policy for Preventive Medicine and Sick Visits on the Same Day

The *Preventive Medicine and Sick Visits on the Same Day* newsletter article was published incorrectly in the [February 2018](#) newsletter and will be updated below. The original article noted that reimbursement will be based on 50 percent (**rather than the correct amount of 100 percent**) of the fee schedule or contracted/negotiated rate for the allowed sick visit. The article below has been updated to reflect the correct amount of 100 percent:

#### Policy Update

### Preventive Medicine and Sick Visits on the Same Day

*(Policy 05-016)*

Amerigroup Community Care allows reimbursement for preventive medicine (i.e., well-child visits) and sick visits on the same day under the following conditions:

- Modifier 25 must be billed with the applicable evaluation and management code for the allowed sick visit — If Modifier 25 is not billed appropriately, the sick visit will be denied.
- Appropriate diagnosis codes must be billed for respective visits.

Reimbursement is based on the 100 percent of the fee schedule or contracted/negotiated rate for the preventive medicine and the allowed sick visit.

The Preventive Medicine and Sick Visits on the Same Day reimbursement policy can be located at <https://providers.amerigroup.com/TN>.

TN-NB-0065-18-A



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Support Services (LTSS)**

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### **Registering and updating Medicaid number**

TennCare is now using web-based technology to simplify and improve the provider registration and reverification processes. A valid Medicaid ID number is required for participation in TennCare, Tennessee’s Medicaid program. To register and/or update your Medicaid ID number, go to: <https://www.tn.gov/tenncare/providers/provider-registration.html>.

Once the provider registration is approved, the provider will receive a Medicaid ID number. A valid TennCare/Medicaid ID number is required to:

- Contract with any TennCare-participating managed care organization (MCO) to provide medically necessary services to TennCare members.
- Submit Medicare/Medicaid crossover claims to TennCare for consideration of Medicare copays and deductibles for our members with Medicare as a primary carrier.

Each MCO receives a weekly file that contains a list of providers that have completed the required registration. If a provider does not appear in the file, the provider is not eligible for payment and will be terminated from the network.

- It takes approximately 7-10 days for a provider to appear on the weekly MCO list once registration is complete.



- The TIN/NPI provided to Amerigroup Community Care must be registered with TennCare to remain participating and allow claims payments.
- Claims payments cannot be completed until the provider appears on the weekly state file.

Should you require assistance or have questions regarding the provider registration process, please contact TennCare Provider Services at 1-800-852-2683 and choose option 5 or email [provider.registration@tn.gov](mailto:provider.registration@tn.gov).

TN-NB-0052-18

## Project SEARCH

Project SEARCH is a nine-month internship program for people with disabilities. Participants learn vocational, social and independent living skills as well as relevant, marketable skills in a real-life work setting. Participants are ready for employment at the end of the program.



For more information, contact Pam Hollingsworth at 615-477-9287 or [p.hollingsworth@progress-inc.org](mailto:p.hollingsworth@progress-inc.org).

TN-NB-0052-18

## World Café Event

Please note the World Cafe event that East Tennessee Policy and Planning Office (EPPC) and Tennessee Community Organizations (TNCO) will be hosting on Friday, September 21, 2018 from 10:00AM – 12:30PM in Knoxville at the DHS location (2700 Middlebrook Pike, Suite 100, Knoxville, TN 37921). Representation is appreciated from all providers in the East Tennessee region. For more information, see <http://tndidd.tumblr.com/post/176344069930/eppc-world-cafe>.

## Employment and Community First CHOICES reportable events management update

Per *Amendment 8* in our contract with TennCare, managed care organizations (MCOs) are responsible for ensuring that all events occurring in a home- and community-based services setting in which the person supported is receiving any type of Employment and Community First CHOICES (ECF CHOICES) benefit are reportable **whether occurring during the provision of services or not**. Previously, providers were not expected to report events that occurred outside of service provision, but this changed July 1, 2018. Additionally, there was a change in the exploitation amount, which increased from \$500 to \$1000 in CRA *Amendment 8*.

To summarize, if a person receives any type of ECF CHOICES services; an event occurs within that setting (even if staff are not providing services at the time); and the provider personnel, support coordinator and/or fiscal employer agent are made aware of the event, the event should be reported following the ECF CHOICES Reportable Events Management reporting process.

We are aware that this means reportable events will increase along with the overall workload of your Reportable Events Management teams, and we appreciate your diligence with reporting, remediating, and providing quality supports to decrease the risk from recurring. We are available to assist as needed through in-person or WebEx trainings and technical assistance from our ECF CHOICES Reportable Events Management and Provider Relations representatives.

When in doubt, we encourage our providers to complete the *ECF CHOICES Reportable Events Form* and submit it to [ECF-REF@amerigroup.com](mailto:ECF-REF@amerigroup.com) along with questions regarding the event and/or process. Please reach out to your Provider Relations representatives if we can be of any assistance moving forward with this change.

TN-NB-0052-18

### **Employment and Community First CHOICES quality monitoring**

We want to thank all of our providers who have participated or are scheduled to participate in the consultative surveys. We appreciate the amount of time and preparation put into improving your agency and improving the quality of supports provided to Amerigroup Community Care members, and your efforts have not gone unnoticed.

TN-NB-0052-18