



Date: December 20, 2019

Re: **TennCare and CoverRx PBM Administrator Change**

Dear Prescriber,

Effective January 1, 2020, OptumRx will assume responsibility for administering Pharmacy Services for the TennCare and CoverRx Covered Outpatient Pharmacy Programs. Existing members receiving benefits will receive a new Identification (ID) card from OptumRx prior to that date, and **all existing TennCare Prior Authorizations will transfer to OptumRx.** TennCare and CoverRx phone and fax numbers will remain unchanged, and be directed to the new PBM, OptumRx, starting January 1st.

Outlined below is a high-level overview of the strategy and transition plan developed to facilitate the transfer of pharmacy service administration.

PREPARING FOR SMOOTH TRANSITION

TennCare, OptumRx and Magellan Health Services have prepared for a smooth and successful transition. Teams have gathered and developed resources to be fully functional prior to the effective date. All TennCare members have been fully migrated to the new OptumRx platform, and multiple phases of testing have occurred-including an independent third-party to validate readiness.

ESSENTIAL PHARMACY BENEFIT ELEMENTS

We do not anticipate changes to the Covered or Prescription Drug Lists, benefit plan designs, specialty and clinical programs as a result of the transition from Magellan to OptumRx. Still, changes may occur as part of the normal course of business. No action is required on the part of prescribers regarding these pharmacy benefit elements. Additionally, previously established network pharmacies will be carried forward in the transition plan, unless a pharmacy chooses not to participate.

COMMUNICATION PLAN

Members, prescribing and dispensing providers will be informed about the transition and what they can expect through the following communication plan:

- Letters have been mailed to all TennCare and CoverRx members informing them of the transition, directing them to look for their new pharmacy plan ID card.
- Members will receive a new pharmacy plan ID card with the OptumRx logo. It contains new pharmacy billing information and member help desk contact information.
- Network pharmacy providers have been contacted and informed of new billing information-including the use of member SSN as a default member ID and pharmacy help desk contact information.

Thank you for your valued participation in the TennCare and CoverRx programs. We look forward to a continued relationship with your organization.

Sincerely,

Division of TennCare Pharmacy Unit