

# Provider Update

## Tennessee Health Link program

**Summary of change:** Effective October 1, 2016, Amerigroup Community Care will roll out a new program called Tennessee Health Link to address the diverse needs of members with behavioral health (BH) needs. Through better coordinated BH and physical health services, the program intends to produce enhanced patient outcomes, increase provider accountability and allow flexibility in delivering appropriate care. Thus, improving cost control for the state.

✦ **What this means to you:** Effective September 30, 2016, providers will no longer be able to bill level two case management (CM) services. Members receiving level two CM services will be automatically enrolled in the new program. They will be assigned and attributed to an approved Health Link provider. In addition, some members who are not currently receiving level two CM services will be eligible for Tennessee Health Link based on their BH diagnoses and hospitalizations. Payment for level two CM services, as well as the new services being introduced as part of Health Link, will be included as part of the Health Link “new activities” payment. If you are contracted for other services, excluding level two CM services, then you can continue to provide those services and receive your contracted rate.

### **About Tennessee Health Link:**

Tennessee Health Link is a team of professionals associated with a mental health clinic or other BH provider who provides whole-person, patient-centered, coordinated care for an assigned panel of members with BH conditions. Health Link includes many of the activities associated with level two CM, including patient check-ins and the provision of high-touch supports to enable treatment adherence. Health Link providers will have greater flexibility to support their members in the most effective ways, including through collateral contacts with family and health care providers. Health Link also rewards providers for focusing on patient recovery, including independent living skills development.

We encourage all providers who are interested in being a part of Tennessee Health Link to visit [tn.gov/hcfa/article/tennessee-health-link](http://tn.gov/hcfa/article/tennessee-health-link). This site contains the Health Link Application and a full program description. Only providers who have been designated as a Tennessee Health Link can contract with Amerigroup for Health Link services. Providers may apply to become a Tennessee Health Link and choose not to contract.

### **What if I need assistance?**

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.