



TO: TennCare Managed Care Organizations

FROM: Stephen Smith, Director

DATE: September 3, 2021

SUBJECT: COVID-19 Flexibilities – Reinstatement of Suspension of PCP Assignment

In response to increased COVID-19 infections, the Division of TennCare has agreed to reinstate the suspension of PCP assignment. This short-term administrative accommodation is effective immediately and will remain in place until further notice. TennCare MCOs, please prepare and send all TennCare providers in your network a provider notification letter indicating this change. In addition, please post this change as an update on your provider website.

Suspension of PCP Assignment

The MCOs will continue the suspension of the practice of denying PCP service claims submitted by providers who are not the assigned PCP of the members they are serving until further notice. Any claims that were denied since July 31, 2021 as a result of the PCP assignment requirements, should be reprocessed and retroactively approved back to July 31, 2021. As has been the practice throughout this year, members will continue to be assigned PCPs according to the normal process.