

Accessing Health Services Out of State

Navigating the process for accessing certain health services for youth placed out of state can sometimes be confusing and difficult. We would like to be a resource for you in that process!

Did you know that Dentaquest can help you find a provider for any dental needs when a youth is placed out of state and still has active TennCare?

If you need assistance locating an available dental provider that will accept TennCare, you can make a referral directly to Dentaquest by sending an email to:

diana.smith@dentaquest.com or
memberplacementspecialist@greatdentalplans.com

Ensure to include the following information when making a request:

- Youth's full name
- Youth's DOB
- Youth's Social or TennCare ID#
- Youth's out of state placement address

Did you know that Optum can provide an override in order to get medications filled out of state when a youth has a current prescription and still has active TennCare?

For youth who are to be placed out of state, workers are to ensure they are sent with a 30-60 day supply of medication and/or a current prescription. As long as the youth still has active TennCare coverage, their medications can be provided at any of the major pharmacy chains (such as Walgreens, CVS, Wal-Mart, Rite Aid, etc.) and can be filled with an override provided by Optum.

In order for Optum to provide an override, the pharmacy must first bill TennCare and obtain a denial. Once the denial is received, the pharmacy can contact Optum's call center and request an override.

Optum Call Center: 866-434-5520

If you experience any issues or have any questions regarding this process, feel free to reach out to me at Shannon.M.Patterson@tn.gov.