

## TennCare Select Resources

Navigating the process for accessing medical and behavioral health services for the children and families we serve can sometimes be confusing and difficult. We would like to be a resource for you in that process!

Did you know that DCS can access extra support such as healthy living, help with short/long term illness or injury, more complex health needs or assistance locating available TennCare service providers? You may contact the SelectKids Line at **1-800-451-9147** or [SelectKids\\_GM@bcbst.com](mailto:SelectKids_GM@bcbst.com).

Additional TennCare resources you may find helpful:

- TennCare Select has a resource DCS workers or foster parents can use to help document a youth's health and wellness history that can also follow them wherever they go. It's called the **"Personal Health and Wellness History Notebook"** and can be located at this link: <https://www.tn.gov/content/dam/tn/dcs/documents/training/cwresources/mmhr/PersonalHealthWellnessNotebook.pdf>
- **SelectKids Foster Parent Line:** 1-888-422-2963
- If you have a complex ICPC case in which a youth has significant medical or behavioral health concerns, ensure to complete the [ICPC Behavioral/Medical Referral form](#) (CS-1234), located on our DCS forms page. Once completed, the referral should be sent to your [Regional ICPC Representative](#) and CC [Robyn.L.Witherspoon@tn.gov](mailto:Robyn.L.Witherspoon@tn.gov) and a SelectKids Specialist will be assigned to your youth to help access services and providers they need.

## BlueCare Key Contacts

Request	Contact
<b>Extra Support</b> such as Healthy Living, or Help with Short/Long Term Illness or Injury, or More Complex Health Needs	SelectKids Phone Line – 1-800-451-9147 SelectKids Email – <a href="mailto:SelectKids_GM@bcbst.com">SelectKids_GM@bcbst.com</a>
<b>ICPC Referral Requests</b>	SelectKids Phone Line – 1-800-451-9147 SelectKids Email – <a href="mailto:SelectKids_GM@bcbst.com">SelectKids_GM@bcbst.com</a>
<b>Safety Admissions</b>	During Business Hours, Contact SelectKids Phone Line – 1-800-451-9147, afterhours it routes to Nurseline
<b>Potential Discharge Delays due to Difficult Placements</b>	DCS and BlueCare Collaboration Bi-weekly Friday meeting
<b>Case Round Requests</b>	<a href="mailto:SelectKids_GM@bcbst.com">SelectKids_GM@bcbst.com</a>
<b>Specialized Behavioral Health Requests</b> such as Members Who Did Not Meet ECF Requirements, Supportive Housing and Project Transitions	<a href="mailto:BH_DCS@bcbst.com">BH_DCS@bcbst.com</a>
<b>Multiple Agency Collaboration Requests</b>	<a href="mailto:GM_DCSMACCommunications@bcbst.com">GM_DCSMACCommunications@bcbst.com</a>