



TennCare *Diaper* Benefit

Webinar for Pharmacies: Part I

July 9, 2024

Governor Lee's Strong Families Initiative

TennCare *Diaper* Benefit

- TennCare currently covers diapers and other incontinence products for individuals with illnesses or conditions that impact their ability to control their bladder or bowels, TennCare has not historically covered these products for children younger than age 2.
- As part of Governor Bill Lee's Tennessee Strong Families initiative, TennCare has been and remains committed to supporting our children and families to achieve the best health outcomes possible.



Strong Families Initiative

- The investments for the Strong Families Initiative TennCare has made are directly resulting from our TennCare III Medicaid 1115 waiver.
- TennCare's efficient fiscal management allows the state to be rewarded through "shared savings" as our state manages high-quality, cost-effective care.
- In the first two years of our TennCare III waiver, Tennessee received over \$600 million in shared savings which we have invested back into the TennCare program. We are using a part of these "shared savings" to fund the new diaper initiative.



TennCare Diaper Benefit



TN

Why Diapers?

- ◆ Up to 50% of families report diaper needs.
- ◆ A lack of an adequate supply of diapers is linked to multiple adverse infant and caregiver outcomes.
- ◆ A study of one diaper assistance program found that among children receiving diaper assistance, the incidence of diaper rash decreased by one-third, and utilization of related medical services decreased by more than three-quarters.
- ◆ Not having an adequate supply of diapers can impact a child's ability to participate in Early Childhood Education programs and can disrupt parents' attendance at work and school.
- ◆ 25% of parents and caregivers with diaper needs reported having to miss work or school because they did not have enough diapers to drop their child off at childcare.

TennCare *Diaper* Benefit

Who Any TennCare or CoverKids member under age 2 is eligible for the benefit

What Up to 100 diapers per month from the list of approved brands/types of diapers

When Members will be able to access the diapers beginning August 7, 2024, at participating pharmacies across TN

Where Members will obtain the diapers from the pharmacy counter at participating pharmacy locations. A list of participating pharmacies will be available



Resources & Communications Toolkit

- TennCare has created materials to assist our partners in sharing information about the diaper benefit with eligible TennCare and CoverKids families
 - Flyer for Members
 - Social Media Messages
 - Content for Newsletters and Emails
 - Videos



SMS Template

TennCare and CoverKids members under age two can get up to 100 diapers a month at participating pharmacies with their pharmacy ID. Learn more, [TennCare Diapers](https://www.tn.gov/tenncare/diapers).

Website Banner

Find out more about TennCare's new diaper benefit. Go to [TennCare Diapers](https://www.tn.gov/tenncare/diapers).

Link to a Downloadable Flyer

- [A general diaper benefit flyer](#)

Social media

Post 1

TennCare has added a new benefit! Children under two who are covered by TennCare or CoverKids can now receive up to 100 diapers per month at no cost! Here's how to use the benefit:

1. Visit a participating pharmacy.
2. Show your child's pharmacy card at the pharmacy counter. For newborns, your pharmacy can use your pharmacy card or Social Security Number until the newborn receives their own ID.

TennCare will cover a variety of popular diaper brands to meet your family's needs. You can find more information and a list of participating pharmacies at [TN.gov/TennCare/diapers](https://www.tn.gov/tenncare/diapers).

Post 2

NEW TennCare Benefit! Children under 2 with TennCare or CoverKids can receive up to 100 diapers per month at participating pharmacies. Just show your child's pharmacy card to the pharmacist. For newborns, you can use the mother's pharmacy card or Social Security number. For more information, visit [TN.gov/TennCare/diapers](https://www.tn.gov/tenncare/diapers).

Post 3

Introducing TennCare's Diaper Benefit! TennCare now provides up to 100 diapers per month for TennCare and CoverKids children under age two. Simply visit a participating pharmacy and present your child's pharmacy card. If your newborn doesn't have a card yet, you can use the mother's pharmacy card or Social Security number.

TennCare will cover a variety of popular diaper brands. For more details and a list of participating pharmacies, please visit [TN.gov/TennCare/diapers](https://www.tn.gov/tenncare/diapers).

TennCare Diaper Benefit

for TennCare and CoverKids members under age two



www.tn.gov/tenncare/diapers



Information for Pharmacies



Optum Rx[®]

Benefit Details

- Disposable diapers and training pants will be included.
- The benefit will cover up to **100 diapers per month (30 days) and allow up to 200 diapers for 60 days to account for package sizes larger than 100 diapers.**
- TennCare expects to include major brands and will provide a final list of UPCs that are covered by the benefit in July.
 - The **covered UPC list will be posted on the TennCare diaper website:** www.tn.gov/tenncare/diapers
 - The UPC list will be evaluated on a quarterly basis for updates and changes.
- Only **ONE (1) UPC** of diapers will be covered at a time for members, but they are welcome to choose a different product/size for the next fill.
- Diapers will have **\$0 copay** and will not count against monthly prescription limits.

Benefit Details Continued

- A prescription will NOT be required.
 - Optum Rx/TennCare have created a Diaper Request Form that when completed may be used as the proof of request (available on the TennCare diaper website).
 - Pharmacies should submit diaper claims in full package quantities up to the limits above, calculating days' supply using 3.3333 diapers per day.
 - Claims can be submitted using the pharmacy or pharmacist's NPI number in the Prescriber field.
- No refunds will be issued for diapers obtained with the diaper benefit. Diapers should be treated like a prescription drug and deemed ineligible for return to the pharmacy or any other retailer.



How do pharmacies participate in the TennCare Diaper Benefit?

- Pharmacies will need to be enrolled in the OptumRx TennCare network.
- Pharmacies should work with their software vendor to ensure they can submit sales tax on prescription claims.
- Pharmacies should purchase diapers/training pants that are on the Covered Product List that will be posted to the TennCare diaper website.
- Pharmacies may complete the Diaper Benefit Participation Survey to highlight your pharmacy's participation in the Diaper Benefit program. Once completed, your pharmacy's information will appear in the Participating Pharmacy list for members to search.
 - The survey link will be posted on the [OptumRx site](#) and will be linked on the [TennCare](#) site.

How will a pharmacy be paid for the diaper benefit?

- Pharmacies will be paid an Admin Fee and a per diaper brand specific MAC for dispensing the diapers.
- Both the Admin Fee and MAC will be paid per diaper unit.
- TennCare is working on the final details of the pricing but expects the following:
 - The MAC for the brands expected to be included in the initial launch will be up to \$0.34 per diaper
 - The MAC will be finalized over the coming weeks and will be shared with pharmacies
 - The Admin Fee will be set to \$3 (per 100 diapers)
- Reminder, the cost per unit (diaper) decreases as package size increases.

Preparing for Go-live of the Benefit

1. Pharmacies are responsible for purchasing and stocking diapers that are covered under the program.

- Most pharmaceutical wholesalers will have various options available for pharmacies to purchase diapers. Pharmacies are allowed to purchase diapers from any supplier but should keep records of their purchase (i.e., receipts or invoices) on file for audit purposes.

2. Preparing the Pharmacy System

- Covered diaper UPCs will be available in Medi-Span to sync or add to the pharmacy's system. The list of covered diaper UPCs will be posted to the [TennCare diaper website](#).
- Pharmacies will need to work with their software vendor to determine how to submit claims with these fields populated:
 - Percentage Sales Tax Amount Submitted (NCPDP field 482-GE)
 - Percentage Sales Tax Rate Submitted (NCPDP field 483-HE)
 - Percentage Sales Tax Basis Submitted (NCPDP field 484-JE)



Processing Claims for Diapers

Pharmacies can utilize the optional Diaper Request Form to gather information from the member's parent or guardian for billing claims. The form will be posted on the [TennCare diaper website](#).

- 1. Verify eligibility:** TennCare and CoverKids members under age 2 are eligible for the benefit. Optum Rx member ID cards will indicate:
 - RxBIN: 001553
 - PCN: TNM (TennCare) or CKDS (CoverKids)

Processing Claims for Diapers Continued

- 2. For newborns without an Optum Rx ID or Social Security Number, the claim can be processed using the mother's Optum Rx ID or Social Security Number until the newborn receives their own ID.**
- Please follow the procedure outlined in the Provider Manual for newborns without Optum Rx IDs/Social Security Numbers.
 - Diapers will not count towards the mother's monthly prescription limit.
 - Pharmacies can enter a newborn override without having to call Optum Rx Customer Service by entering:
 - PA Type Code = 8 and
 - PA Number = 5555555555 (eleven fives)
 - The override can be used twice. If it is needed again, pharmacies should call Optum Rx Customer Service at 866-434-5520 .



Processing Claims for Diapers Continued

- 3. The pharmacy will bill the claim using any valid NPI number in the prescriber field, which could belong to the pharmacy or pharmacist.**
 - Pharmacies should submit Submission Clarification Code (SCC) = 42 when pharmacy or pharmacist's NPI is used for diaper claims.

Processing Claims for Diapers Continued

4. Sales tax will be paid on diaper claims filled at Tennessee pharmacies because diapers are taxable. Pharmacies should submit claims with these fields populated:

- Percentage Sales Tax Amount Submitted (NCPDP field 482-GE)
- Percentage Sales Tax Rate Submitted (NCPDP field 483-HE)
- Percentage Sales Tax Basis Submitted (NCPDP field 484-JE)
- Due to the varying sales tax rates across the state, ALL pharmacies located in Tennessee should submit the Sales Tax Rate = 10 %, and the claim will adjudicate with the appropriate local amount.
- Pharmacies shall then follow their normal procedure for submission of sales tax collected.



Processing Claims for Diapers Continued

- 5. Proof of Receipt:** Signature at point of sale will be required for proof of receipt. Proof of receipt of products will be required, as diaper claims will be subject to audit.

Preventing Fraud and Resale: Diaper Request Form

The image shows a screenshot of a 'Diaper Request Form' from TennCare and Optum Rx. The form is titled 'Diaper Request Form' and includes the logos for 'TN Division of TennCare' and 'Optum Rx'. Below the title, it states: 'TennCare and CoverKids allows up to 100 diapers per 30 days (or 200 diapers per 60 days) under the pharmacy benefit for members UNDER 2 years of age. Please complete ONE form per member.' The form is divided into sections, with 'Section A: Patient's Information' being the first. It contains fields for 'Member Name', 'Date of Birth', 'Optum Rx ID #', 'Street Address', 'City', 'State', 'Zip', and 'Phone'. There is also a section for 'Diaper Request' with a table for 'Diaper Brand', 'Diaper Size', 'Diaper Count', and 'Diaper Type'.

- Pharmacies can utilize the Diaper Request Form to collect requests from parents/caregivers for diapers.
- This form requires an attestation from the parents/caregivers not to sell or exchange diapers.
- Upon dispensing, pharmacies should adhere the Rx label directly to the product and consider marking through the barcode/UPC with a permanent marker.
- These actions will help prevent returning or exchanging the product for cash or store credit and help deter potential fraud or resale.

Contact Information for Pharmacies

- Please reach out to Optum Rx/TennCare Customer Service at 866-434-5520.
- OptumRx TennCare Provider Liaisons can be reached at tnrxeducation@optum.com

Resources for Pharmacies

- The TennCare website will include various tools and resources for pharmacists:
 - Flyer to post in stores
 - Communications Toolkit
 - Flyers for members
 - Billing Guide
 - Webinar Recordings
 - FAQs
 - Diaper Request Form

TennCare Diaper Benefit
for TennCare and CoverKids members under age two

TennCare and CoverKids members under the age of two qualify for up to 100 diapers a month at no cost.

Key information about the benefit:

- ◆ Diapers are available at participating pharmacies across the state. You can find a participating pharmacy at TN.gov/TennCare/diapers.
- ◆ You don't need a prescription; simply present your child's pharmacy ID card at the counter. If your child is a newborn without a card, the pharmacy can use the mother's pharmacy ID card or Social Security number.
- ◆ TennCare will cover popular diaper brands and offer a variety of diaper types to meet your family's needs. For more information on diaper brands and types, visit TN.gov/TennCare/diapers.
- ◆ Your pharmacy may not stock all the brands covered or have a stocked supply of your preferred brand. You may want to call your pharmacy ahead of time.
- ◆ There is no cost or copay.

Learn more about the benefit: TN.gov/TennCare/diapers

Have you scheduled your child's well-child visit? Well-child visits are free for TennCare and CoverKids members. These checkups help find and prevent health issues, provide developmental and behavioral screenings, and offer parenting support. Learn more at TN.gov/TennCare/tenncare-kids.

TennCare Diaper Benefit
for TennCare and CoverKids members under age two

**Pick up diapers here!
¡Recoge pañales aquí!**

TennCare provides up to 100 diapers per month for TennCare and CoverKids members under the age of two.
TennCare proporciona hasta 100 pañales por mes para los miembros de TennCare y CoverKids menores de dos años.

Use your TennCare pharmacy ID card at any participating pharmacy to receive diapers. If your child is a newborn without a pharmacy ID card, you can use the mother's pharmacy ID card or Social Security number.

Utilice su tarjeta de identificación de farmacia de TennCare en cualquier farmacia participante para recibir pañales. Si su hijo es un recién nacido y no tiene una tarjeta de identificación de farmacia, puede usar la tarjeta de identificación de farmacia o el número de Seguro Social de la madre.

Learn more about the benefit:
Obtenga más información sobre el beneficio:
TN.gov/TennCare/diapers

TN Division of **TennCare** **Diaper Request Form** **Optum Rx**

TennCare and CoverKids allows up to 100 diapers per 30 days (or 200 diapers per 60 days) under the pharmacy benefit for members UNDER 2 years of age. Please complete ONE form per member.

Section A: Patient's Information
Complete the entire section. For newborns who have not received their Optum Rx ID, please complete Section B as well.

Member Name: _____ Date of Birth: _____

Optum Rx ID #: _____

Street Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

TennCare

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Diapers

TennCare will soon cover up to 100 diapers per month for TennCare and CoverKids members under age two! We are quickly working to launch this new benefit for families.

More information will be on our website when this new benefit is available.

Communications Toolkit for Stakeholders (Coming Soon)

[CMS Approves TennCare III Amendment](#)

Diaper Benefit Information For Pharmacists

www.tn.gov/tenncare/diapers



Webinars for Pharmacies

- | | |
|---------|----------------------------|
| July 9 | Pharmacists - Part I |
| July 24 | Pharmacists - Part 2 |
| July 26 | Other/General Stakeholders |

Open Office Hours

TennCare and Optum will host daily open office hours for pharmacies to join for questions about the Diaper Benefit.

**11:30am – 12:30pm CT (each weekday)
Monday, July 29 - Friday, August 16.**

Microsoft Teams

[Join the meeting now](#)

Meeting ID: 227 843 312 517

Passcode: cZYF4q

Dial in by phone

+1 629-209-4396,,549832164#

Phone conference ID: 549 832 164#

Questions

- Please submit questions using the Chat.