

Please visit the TennCare Diaper webpage for more program information and tools:
www.tn.gov/tenncare/diapers

Item	Question	Answer
1.	When will the program begin?	The diaper benefit is expected to begin August 1, 2024.
2.	Who is eligible for the benefit?	TennCare and CoverKids members under age 2 are eligible for the benefit. Optum Rx member ID cards will indicate: RxBIN: 001553 and PCN: TNM (TennCare) or CKDS (CoverKids).
3.	What is covered?	Disposable diapers, including pull-ups or trainers, will be included. 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 webpage. Only ONE 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.
4.	Is a prescription required?	No, a prescription will NOT be required. The pharmacy will bill the claim using any valid NPI number in the prescriber field, which could belong to the pharmacy or pharmacist. Optum Rx/TennCare have created an optional Diaper Request Form that when completed may be used as the proof of request. The diaper request/order form will be available on the TennCare diaper website. Signature at point of sale will be required for proof of delivery/receipt. <u>Proof of receipt of products will be required.</u> Diaper claims will be subject to audit.
5.	Who can I call if I have questions?	Please reach out to Optum Rx/TennCare Customer Service at 866-434-5520.
6.	How do we process the claim for newborns without a TennCare/CoverKids Optum Rx ID/card?	If a newborn does not have their 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 normal procedure outlined in the Provider Manual (found at: https://welcome.optumrx.com/tenncare/landing) for newborns without Optum Rx IDs/Social Security Numbers. Diapers <u>will not count</u> towards the mother's monthly prescription limit. Pharmacies can enter a newborn override without having to call Optum Rx Customer Service by entering: <ul style="list-style-type: none"> • 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.
7.	Where can a pharmacy purchase diapers?	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.
8.	How will the benefit be operationalized with various package sizes of diapers?	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. Pharmacies should submit diaper claims in <u>full package quantities</u> up to the limits above, calculating days' supply using 3.3333 diapers per day.
9.	What does the overall process include for a member obtaining diapers from a pharmacy?	Pharmacies are essential in distributing diapers through the TennCare/CoverKids Diaper Benefit program. Participating pharmacies are responsible for purchasing and stocking diapers that are covered under the program. When a member visits the pharmacy, pharmacy staff shall verify the member's TennCare or CoverKids information to confirm eligibility for the program. Once eligibility is established, the member can receive their diapers (subject to plan limits and the store's inventory of covered diapers.) See Question #6 above for newborns without an Optum Rx ID number. Diaper claims will be processed through the pharmacy's software similar to all other pharmacy claims.
10.	How do I get my pharmacy system ready to process diapers?	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 listed above. Pharmacies will need to work with their software vendor to determine how to submit claims with these fields populated: <ul style="list-style-type: none"> • Percentage Sales Tax Amount Submitted (NCPDP field 482-GE) • Percentage Sales Tax Rate Submitted (NCPDP field 483-HE)
11.	What actions should a pharmacy take to prevent fraud or resale?	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.
12.	Can a member return diapers for a refund?	<u>No refunds</u> 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.
13.	What do pharmacies need to know about sales tax on diaper claims?	Sales tax will be paid on diaper claims filled at Tennessee pharmacies because diapers are taxable. Pharmacies should submit claims with these fields populated: <ul style="list-style-type: none"> • Percentage Sales Tax Amount Submitted (NCPDP field 482-GE) • Percentage Sales Tax Rate Submitted (NCPDP field 483-HE) Due to the varying sales tax rates across the state, <u>ALL pharmacies located in Tennessee should submit the Sales Tax Rate = 10 %</u> , and the claim will adjudicate with the appropriate local amount. Pharmacies shall then follow their normal procedure for submission of sales tax collected.