

MEMO

To: TennCare Behavioral Health Providers

From: TennCare Appeals Staff & Managed Care Organizations

Subject: **Changes affecting Provider Initiated Notification for Adult members**

Effective 10/20/2025, TennCare changed the notification process **for adults (aged 21 and older)** related to Inpatient, Subacute and RTC discharges. This process change was designed to foster real-time discharges, when medically appropriate, and to ease the administrative burden for the providers. You are receiving this memo because you submitted a PIN form to the MCO for an adult member.

This updated process requires the provider to issue a **Same Day Notification (SDN)** to the member in real-time, as part of the discharge process, that will include their appeal rights. This updated process removes administrative burden by removing the two-business day notification previously required.

The SDN letter is a standard notice for all 3 MCOs that includes appeal rights and requires a signature from the member certifying receipt. The signed SDN letter will be returned to the MCO with the discharge summary within one business day of discharge. The discharge summary must indicate the MD who made the recommendation to stop care. The signed SDN letter and discharge summary should be sent to the designated discharge fax number for each individual MCO. The SDN letter should not be sent to the designated PIN fax number.

A copy of the SDN notice is attached for you. If you have any questions related to the updated process, please reach out to the following:

- **BlueCare/TennCare Select:**
Eron Key, Behavioral Health Clinical Operations Manager - Utilization Management
Eron_key@bcbst.com | 901-356-9220
- **Wellpoint:**
Dana Casey, Manager II – Behavioral Health Services, Utilization Management
DanaF.Casey@wellpoint.com | 615-232-2170
- **UHC:**
Sarah Fyhr, Manager of Utilization, Behavioral Health
sarah.fyhr@uhc.com | 615-493-9528