



The quarterly newsletter for Tennessee health care professionals



Summary of 2022 early and periodic screening, diagnostic and treatment (EPSDT) medical record review:

In 2022, we conducted an EPSDT medical record review on Tennessee's east, middle and west regions. We included 30 health care professionals and reviewed 84 individual charts. The topic most frequently missed in the charts was TB testing and/or screening. The [American Academy of Pediatrics](#) recommends a TB risk assessment be performed by ages 1 month, 6 months, 12 months, 24 months and then yearly from age 3 through age 20. Positive TB test results require appropriate follow-up. For more information, see the [AAP and Bright Futures recommendations](#).

What you need to know about EPSDT screenings

The UnitedHealthcare Community Plan of Tennessee EPSDT screening benefit provides comprehensive and preventive health care services for children from birth through age 20. These services include:

- Comprehensive health history
- Physical exam, immunizations
- Laboratory tests
- Health education
- Vision
- Dental
- Hearing services

We cover these services for acute, episodic and chronic illnesses and conditions.

**United
Healthcare**

Additional visits

If an EPSDT exam requires additional visits, please schedule appointments as soon as possible. Document the date(s) and reason(s) for additional visits.

Prior authorization

No prior authorization is required for TennCare Kids. However, specialist referrals require documentation. Submit referrals on the UnitedHealthcare Provider Portal at UHCprovider.com. Sign in using your One Healthcare ID, then click on Referrals or call Provider Services at **800-690-1606**.

Dental screening

Based on the [American Academy of Pediatric Dentistry](#) guidelines, you should refer children to dentists for periodic dental screenings as early as 6 to 12 months and no later than age 3. The medical record should contain complete documentation of all care delivered by all health care professionals.



Questions?

Call Provider Services at **800-690-1606**.



Follow-up after emergency department visit for mental illness

What can you do to help?

Emergency departments (ED) can help our members by:

- Asking members whom they are currently receiving outpatient services from
- Assisting members with scheduling an in-person or telehealth visit within 7 days of ED discharge
- Educating members about the importance of following up with outpatient treatment
- Sending discharge paperwork to the appropriate outpatient health care professional within 24 hours of discharge

Outpatient health care professionals can help our members by:

- Encouraging our members to bring their discharge paperwork to their first appointment
- Educating members on the importance of post ED follow-up before an incident occurs
- Using the same diagnosis for mental illness at each follow-up appointment (do not use a non-mental illness diagnosis code)
- Coordinating care between behavioral health and primary care physicians
- Proactively contacting members, when possible, to remind them of their scheduled appointment
- Reaching out to members who cancel appointments and assisting them with rescheduling as soon as possible

Finding behavioral health services

UnitedHealthcare Community Plan of Tennessee covers behavioral health services and care management for mental, emotional and substance use disorders. Members may access behavioral health outpatient services (mental health and substance use) without a referral. You can help members locate our in-network behavioral health or substance use disorder health care professionals at werally.com.

More intensive services such as intensive outpatient programs, partial hospitalizations programs, residential or inpatient mental health may require prior authorization. For more information, call **800-690-1606** or review the [prior authorization requirements](#).



National Committee for Quality Assurance FUM HEDIS® measure

The Follow-Up After Emergency Department Visit for Mental Illness (**FUM**) **HEDIS measure** tracks follow-up visits for mental illness after an ED visit for members 6 years and older. The National Committee for Quality Assurance (NCQA) focuses on 2 performance rates: follow-up within 7 days (8 total days) and within 30 days (31 total days) of the ED visit. If the member has a follow-up visit within 7 days after discharge, you automatically meet the HEDIS measure. If the member does not have a follow-up visit within 7 days, then NCQA encourages you to complete the 30-day visit to meet the HEDIS measure.

For more information, go to our [PATH Reference Guide](#).

TennCare member renewals

This information is being published at the request of TennCare.

TennCare is asking all health care professionals to share the following information with patients:

“TennCare must see if you still qualify for coverage. You may receive a packet in the mail or electronic notification with instructions, along with the deadline for submitting your renewal. To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date.

You can do this online at [TennCareConnect.TN.gov](https://www.tennconnect.tn.gov) or by calling 855-259-0701. Go to [TennCare redetermination](#) for information on completing a renewal visit.”