

## TennCare Case Management

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TennCare provides case management for medical and mental health conditions. It is a free, voluntary program for members who would like to have assistance for ongoing health or behavioral issues or during an acute medical or behavioral episode. Members can call the customer service number on the back of their TennCare card and ask for these services. **Both custodial and non-custodial DCS programs can benefit from recommending this service for families-adults or children.**

### What does TennCare case management provide?

- Assistance understanding the individual's health plan
- In certain situations, a home visit may be made by the TennCare case manager
- Unique assistance regarding specific medical conditions
- Health coaching to aid compliance with a treatment plan
- Assistance with learning more about a health problem
- Counseling regarding healthy lifestyle choices
- Coaching to cope with behavioral or mental health conditions
- Coordinating and supporting providers to work together
- Education regarding appropriate use of medication and services
- Help to avoid hospital stays
- Improved compliance by assisting with identification and resolution of gaps in care

### Examples of TennCare case management for DCS children:

- Children with significant behavioral issues and their families can also call and request assistance from a **behavioral** TennCare case manager who assists with locating services.
- Children with significant medical needs and their families can call and request assistance from a nurse in the medical case management department. For example, children with significant medical needs may have durable medical equipment in the home, such as hoist lift, wheelchair, feeding equipment. They may require special transport to transport safely, or they could be children with chronic health diagnosis such as Cerebral Palsy, Diabetes, or Failure to Thrive.
- If you have a child with private duty nursing in the home, typically the child will have a TennCare case manager, so ask the family and include the medical case manager in CFTMs.

### Customer Service phone numbers for TennCare:

- TennCare Health Plans Customer Service
  - AMERIGROUP 1-800-600-4441
  - BlueCare 1-800-468-9698
  - UnitedHealthcare Community Plan 1-800-690-1606
  - TennCare Select 1-800-263-5479