



Tennessee UnitedHealthcare Insights: Your quarterly update

Notify us of adverse events in HCBS settings

We require participating CHOICES and ECF CHOICES care providers to report all adverse events that occur in a home- and community-based (HCBS) long-term services and supports (LTSS) delivery setting. These settings include assisted-living facilities, community-based residential alternatives, adult day care centers, other HCBS care provider sites and a person's home. You can email reportable event-related communications to our Reportable Event Management team at uhctnrem@uhc.com.

See which pharmacies participate in TennCare Diaper Benefit

TennCare and CoverKids members, under age 2, are eligible to take part in the TennCare Diaper Benefit, which provides up to 100 diapers per month. You can find a list of participating pharmacies and covered diaper brands on our [Diaper Benefit page](#).

Learn more about prior authorizations

Please visit the UnitedHealthcare Community Plan of Tennessee [Prior Authorization and Notification page](#) to view the current prior authorization requirements. Additionally, you can submit and manage your prior authorizations by signing in to the UnitedHealthcare Provider Portal. Want to learn more? Visit UHCprovider.com/priorauth.

Keep your Medicaid ID information up to date

You can find specific information on how to keep your Medicaid ID information current and valid on our [TennCare Provider Resources page](#). You can access a variety of other valuable resources there as well.



Questions?

Please contact Provider Services at **800-690-1606**, 8 a.m.–6 p.m. ET, Monday-Friday.