



# Tennessee UnitedHealthcare Insights: Your quarterly update

## Policy update: Whole exome sequencing (WES)

In July 2024, UnitedHealthcare Community Plan updated member coverage to include whole exome sequencing (WES).

## Key coverage changes

These changes aim to help enhance a provider's ability to provide timely and accurate diagnoses for members with complex genetic conditions and help improve patient outcomes.

- **Coverage expansion:** UnitedHealthcare will now cover WES for non-oncology conditions. This decision is based on emerging clinical evidence supporting the use of WES in diagnosing complex genetic disorders where either:
  - Traditional testing methods have been inconclusive
  - The setting in which the member is being treated necessitates an expedited test
- **Eligibility criteria:** WES will be covered under the following conditions:
  - The WES results are expected to directly influence medical management and clinical outcomes
  - The patient presents with a clinical scenario that strongly suggests a genetic disorder, but the specific diagnosis remains unclear after standard genetic testing
  - The WES test is ordered by a board-certified medical geneticist, neonatologist, neurologist or developmental pediatrician
- **Exclusions:** WES will not be covered for outpatient settings or for conditions where there is insufficient evidence of its efficacy



### Questions?

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

Updated **WES policy** (non-oncology conditions (for Tennessee only)) details can be found on the **UnitedHealthcare provider portal**. Please update your protocols with the new coverage criteria.

## Provider manuals

Get helpful information for Medicaid and CHIP plans such as prior authorization, processing claims and protocol information, as well as UnitedHealthcare contact information and other resources in the **UnitedHealthcare Community Plan of Tennessee Care Provider Manual**.



## Reimbursement

Reimbursement policies are maintained and updated routinely. Please review current policies **online** regularly.

## Provider portal authentication update

On March 21, email was removed as an authentication option for the UnitedHealthcare Provider Portal as part of our security updates. Moving forward, there will be 3 sign-in, multifactor authentication and recovery options available.

**Review your options** and how to set them up today.

## TennCare State Corner

### Long-Term Services and Supports (LTSS) Training Today Newsletter update

Historically, LTSS shared provider updates within the monthly Training Today Newsletter. Moving forward, LTSS will no longer send out updates in a separate newsletter. Instead, updates will be shared in the MCO Provider Newsletters. Thank you for your collaboration and support throughout the years.

- For ongoing updates on LTSS programs and policies, please visit the **LTSS website**
- To access the latest LTSS documents, be sure to check out the **LTSS Documents page**

### LTSS Assistors' Guide and LTSS Financial Rules Guide

LTSS recently created 2 new guides that provide clear and helpful information on key aspects of LTSS, currently available on the **LTSS Documents page**:

- **Long-Term Services and Supports (LTSS) Assistors' Guide FINAL January 2025**
- **Long-Term Services and Supports (LTSS) Financial Rules Guide FINAL January 2025**

### Tennessee Alzheimer's Disease and Related Dementia (ADRD) Advisory Council

TennCare is a member of the Tennessee Alzheimer's Disease and Related Dementia (ADRD) Advisory Council, which is administratively attached to the Tennessee Department of Health (TDH). The Council is making a new information resource available to help caregivers, family members and patients determine and make decisions about next steps after receiving an Alzheimer's or related dementia diagnosis.

Visit the **Tennessee Department of Health's website** to explore **What To Do Next: Following an Alzheimer's or Dementia Diagnosis**.

## Tennessee Department of Health – Cancer Case Reporting Electronic Health Record (EHR) Incentive Programs

Please review the 2025 [Tennessee Cancer Registry Declaration of Readiness Revision](#), available [online](#). For questions, please contact [TNcancer.Registry@tn.gov](mailto:TNcancer.Registry@tn.gov). You can also review the [Tennessee Cancer Registry](#) program [online](#) for more information.

### Reminder: Vaccine operations enrollment

Providers in the following region(s) are scheduled to complete annual re-enrollment at this time:

#### East Tennessee region and Knock County metro: Provider Agreement expires April 7, 2025

01 - Anderson	13 - Claiborne	32 - Hamblen	53 - Loudon	73 - Roane	87 - Union
05 - Blount	15 - Cocke	45 - Jefferson	62 - Monroe	76 - Scott	
07 - Campbell	29 - Grainger	47 - Knox Metro	65 - Morgan	78 - Sevier	

#### Mid-Cumberland region: Provider Agreement expires May 5, 2025

11 - Cheatham	42 - Houston	63 - Montgomery	75 - Rutherford	83 - Sumner	94 - Williamson
22 - Dickson	43 - Humphreys	74 - Robertson	81 - Stewart	85 - Trousdale	95 - Wilson

## Important notes

- **Vaccines for Children (VFC) Enrollment Walk-Through Guide:** Step-by-step instructions and other guidance documents are available in the [TennIIS Document Center](#) to help with completing the re-enrollment process
- **Routine & Emergency Vaccine Management Plan (REVMP):** Providers must submit the entire document complete with signatures on pages 2, 15, 16 (if applicable) and 18. Those with a manual defrost freezer must disclose a comprehensive defrost plan on page 11. Please add the backup location's VFC PINs on page 15. If you have a generator, provide the date and signature of when they were checked quarterly on page 15 and annually on page 16. Also add the date of when the generator was serviced. The REVMP is available in the [TennIIS Document Center](#).
- **Annual training:** Both the primary and backup vaccine coordinators are required to complete annual training and submit certificates of completion. Four ways to meet the training requirement include:
  1. The 2 CDC "You Call the Shots" training modules: Vaccine Storage and Handling (module 10) and Vaccines for Children (module 16) for the current enrollment year
  2. Participation in an educational visit within the last 12 months
  3. Compliance site visit within the last 12 months
  4. VPDIP Immunization Provider Expo attendance

Documentation for VFC Re-Enrollment can be uploaded to the [REDCap Portal](#). After submission of the online Provider Agreement in TennIIS and all required documentation, please allow 7-10 business days for processing. To report facility and/or contact changes in the interim, providers are required to notify the VFC Enrollment in writing via email or scan to [VFC.Enrollment@tn.gov](mailto:VFC.Enrollment@tn.gov).

For additional assistance, please contact the VFC Enrollment Team at 800-342-1813.

