

A photograph showing a healthcare worker in a blue scrubs top smiling warmly at an elderly woman with grey hair wearing a striped shirt. The worker has her hand on the woman's shoulder.

Tennessee UnitedHealthcare Insights: Your quarterly update

Important EVV update for personal care service providers

Starting **Aug. 1, 2025**, TennCare will move from a closed to an open Electronic Visit Verification (EVV) model for personal care services.

This change means:

- You can choose your own EVV vendor or continue using our EVV vendor
- We'll transition our EVV platform from HealthStar to CareBridge on the same date

Because of this change, all personal care providers must update their EVV processes.

To help you prepare, please attend the mandatory online training:

CareBridge Open EVV Interactive Provider Workshop

Available online until Aug. 6, 2025.

Update to referral process — Effective May 12, 2025

Thanks to your feedback, we've added a new step to improve our referral process:

- We'll continue sending referrals to you as usual
- Once you accept a referral, the member will contact you directly to discuss their needs and schedule the first appointment

This change helps reduce repeated outreach and makes it easier for members to get the care they need.



EPSDT screening guidance

Regular Early Periodic Screening, Diagnostic, and Treatment (EPSDT) checkups are essential for TennCare-enrolled children in Tennessee. These free screenings help detect and address health issues early. Adhering to the recommended periodicity schedule helps ensure children receive necessary services such as physical exams, immunizations, vision and hearing screenings, and developmental assessments.



EPSDT screening components

The following services may be provided for acute, episodic or chronic illnesses or conditions. In certain situations, an EPSDT exam may require multiple visits to complete all necessary components.

1. Health history
2. Complete physical examination
3. Age-appropriate laboratory tests including mandatory lead screening at 12 and 24 months, or as indicated by risk assessments
4. Immunizations according to the CDC's vaccine schedule
5. Vision and hearing screening
6. Developmental/behavioral screening (as needed)
7. Health education and anticipatory guidance on nutrition, safety, growth, development and preventive health practices

When additional appointments are needed, please:

- **Promptly schedule follow-up visits**
- **Arrange transportation assistance**
- **Document** all care delivered, dates of all appointments and clearly note the reasons for any additional visits

Prior authorization is not required for TennCare Kids screenings. However, if a referral to a specialist is necessary to complete the screening or address issues identified during the exam, **UnitedHealthcare must be notified** to facilitate the referral process.



2024 EPSDT MRR summary

For the 2024 EPSDT Medical Record Review (MRR) audit, 27 randomly selected providers and 81 member charts were assessed. All providers passed the audit. The findings resulted in a 95% compliance rate with medical record documentation requirements.

TennCare Office of Program Integrity

With over 1.4 million members depending on quality care, your role in protecting TennCare is more important than ever.

The Office of Program Integrity works to prevent fraud, waste and abuse that can delay or disrupt care. By reporting suspicious activity, you help protect patients and help ensure resources are used where they're needed most.

If you notice anything unusual, you can report concerns anonymously by:

- Calling **833-687-9611**
- Emailing ProgramIntegrity.TennCare@tn.gov
- Submitting a **TennCare Provider Fraud Report** online

Celebrating workforce development through national certification

In 2024, TennCare partnered with the National Alliance for Direct Support Professionals (NADSP) to launch the E-Badge Academy. This program helps strengthen the workforce and elevate the roles of direct support professionals (DSPs), paid caregivers and front-line supervisors (FLSs) through national certification.

The results speak for themselves:

- 96% of participants said they're better able to provide high-quality care
- 90% felt more recognized and valued
- 8% drop in turnover intentions after certification
- 13% increase in long-term career commitment

Thank you to the hundreds of DSPs, caregivers and supervisors who completed this certification and continue to make a difference every day.

NADSP E-Badge Academy continues with incentives

The 114th General Assembly has approved the continuation of the NADSP E-Badge Academy, including financial incentives for meeting quality goals.

- Certifications earned in Q1 and Q2 of 2025 will be paid after July 1, 2025, when the new state fiscal year begins
- Future incentive payments will be made quarterly



Questions?

If you have questions or are interested in participating in the E-Badge Academy, contact your UnitedHealthcare Community Plan LTSS Provider Advocate.