



Frequently Asked Questions



for TennCare and CoverKids members under age two

Updated August 26, 2024

Question	Answer
1. How do I know if my child is eligible for the benefit?	The TennCare diaper benefit is available to all children under age 2 covered by TennCare and CoverKids. Participating pharmacies can help you check if your child is eligible. Make sure to have your child's OptumRx card or Social Security Number. Children age 2 and older are <u>not</u> eligible for the benefit.
2. How many diapers can I receive?	Each eligible child can receive a supply of up to 100 diapers every 30 days. Please see the list of Tennessee Diaper Banks at www.tn.gov/tenncare/diapers if your family needs additional help.
3. How do I get diapers for my child?	You can visit a participating pharmacy. You can find a list of participating pharmacies at www.tn.gov/tenncare/diapers . The list will be updated regularly as more pharmacies participate. You must pick up diapers at the pharmacy counter, just like you would get a prescription medicine for your child. But you do <u>not</u> need a prescription to get diapers
4. What brands are included?	For the initial launch of the diaper benefit, TennCare will cover three major brands – Huggies, Cuties, and Pampers. Not all sizes and product lines will be covered. Please talk to your pharmacists about the brands and sizes they

	<p>have available. For a list of diapers available through this program visit www.tn.gov/tenncare/diapers.</p>
5. How much will I have to pay for the diapers?	There is no cost for the diapers.
6. Is a prescription required?	No. You do not need a prescription to get diapers from the pharmacy. You will need to show the pharmacist your child's OptumRx pharmacy card. For newborns, who have not received their OptumRx card, you can show the pharmacist the parent's OptumRx card or Social Security Number.
7. Can I get reimbursed if I purchase diapers elsewhere?	No, reimbursement will not be allowed. You must pick up diapers from a participating pharmacy.
8. Can I return diapers if they don't fit/work?	No, diapers cannot be returned or exchanged. You may want to try a smaller package size if you are unsure how your baby will react or fit in the diapers until you find the right diaper for your child.
9. What if the pharmacy doesn't have the brand/size in stock?	Pharmacies may not carry all brands, sizes or types of diapers. Call a participating pharmacy to determine what brands are available. Talk with your pharmacists about the brands they plan to carry and what may work best for your child.
10. Who can I call if I have questions?	For questions about the diaper benefit, members can call OptumRx at 888-816-1680.
11. What if I don't have a Medicaid ID or pharmacy benefit card for my infant?	<p>For newborns, we understand that they may not have received their OptumRx card. In this situation, the parent's OptumRx card or Social Security Number can be used.</p> <p>If a member needs to request a new OptumRX card, please call: For CoverKids: 1-844-568-2179 For TennCare: 1-888-816-1680</p>
12. Are cloth diapers covered?	No, only disposable diapers, including some training pants will be covered at this time. For a list of diapers available through this program visit www.tn.gov/tenncare/diapers .
13. What pharmacies are in the network?	Visit www.tn.gov/tenncare/diapers for a list of participating pharmacies. We will update our

	<p>webpage as our list of participating pharmacies grows.</p>
<p>14. Who do I call if my child needs a new pharmacy card?</p>	<p>If a member needs to request a new OptumRX card, please call: For CoverKids: 1-844-568-2179 For TennCare: 1-888-816-1680</p>
<p>15. What if my child is over 2 years old and has a medical condition that requires diapers or incontinence products?</p>	<p>TennCare covers diapers and incontinence products for members over age 3 with medical conditions that prohibit someone from controlling their bowels or bladder. Please contact your TennCare or CoverKids Health Plan for more information or assistance.</p> <p>Wellpoint 833-731-2153 BlueCare 800-468-9698 UnitedHealthcare 800-690-1606 TennCare Select 800-263-5479</p>
<p>16. What if I need transportation to get to the pharmacy?</p>	<p>Transportation services are available to all TennCare members who do not have access to transportation. Rides can be scheduled for any TennCare covered service, which includes the diaper benefit, and must be scheduled at least 72 hours in advance of the appointment time. For more information about scheduling your ride, please visit https://www.tn.gov/tenncare/members-applicants/non-emergency-medical-transportation-benefit.html.</p> <p>Important Note: Using transportation services to pick-up diapers from the pharmacy will not be considered "urgent" and therefore cannot be scheduled sooner than the 72 hour timeframe.</p>