



TLC Family Care Healthplan
1407 Union Ave., Suite 200
Memphis, TN 38104

January 12, 2009

Dear Provider:

As you know, TLC Family Care Healthplan ("TLC") no longer provides managed care services in the West Tennessee Region on behalf of the Bureau of TennCare effective November 1, 2008.

TLC will continue to provide run-out claim services for dates of service on or before October 31, 2008 but submitted to TLC after October 31, 2008. Timely filing guidelines still apply. Providers must submit all claims for medical services within 120 days of the date of service or for inpatient services, within 120 days from the date of discharge.

TLC's ability to pay providers for covered services provided during the term of its contract with the Bureau of TennCare (**that is services provided before the close of business on October 31, 2008**) is not affected. TLC has been and continues to be an administrator for the TennCare program, meaning that all claims payments are funded directly by TennCare. Therefore, TLC will continue to process all **claims for services provided before the close of business on October 31, 2008** (accordingly, and the State will continue to provide funding for claims payments during the run-out period).

Please let us know if we can assist you with anything. Should you have any questions regarding the above, please do not hesitate to contact TLC's Customer Services Department at 1-800-473-6523.

Sincerely,

TLC Family Care Healthplan

Al King
President