

PURPOSE: The purpose of the "Training Today Newsletter" is to provide assistance and support for TPAES users submitting PAE applications. We also use this notification to communicate upcoming LTSS initiatives and to describe how those may affect your daily practices. Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains vital information for all TPAES users.

Who To Contact?

- If you have PAE (also known as Medical Eligibility) questions please call the LTSS Help Desk at 1-877-224-0219. LTSS handles questions regarding PAE/Medical eligibility, PAE Appeals, and TPAES help.
- If you have financial eligibility or Medicaid application questions please contact TNHC at 1-855-259-0701. You may also send questions to Eogs.tenncare@tn.gov. Be sure to include the Waiver Resolution Team "WRT" contact name and the nursing facility name (if any) in the subject line.

Support Tickets

The LTSS Help Desk has the ability to correct certain submitter errors on a PAE in addition to assisting with other requests. One way to request this assistance is through a TPAES Support Ticket. The following tasks can be performed through a Support Ticket request:

- Applicant and Designee demographic corrections
- Allowing a new facility access to view a PAE
- Allowing a member's MCO access to view the PAE
- Group transition date corrections by an MCO
- MOPD corrections by an MCO

To view a cheat sheet on support tickets click here: <https://tn.gov/assets/entities/tenncare/attachments/SupportTickets.pdf>

Training Resources

Here at TennCare, we've created an abundance of great training resources to assist you on the PAE submission process. To view them go to the LTSS Homepage, <https://tn.gov/tenncare/section/long-term-services-supports>, then click on the Partners-Program Updates drop down arrow, then click on LTSS Training.



Training Resources

All Inclusive Online Training:

<http://stateofennessee.adobeconnect.com/choicesallonlinetraining/>

PAE Manual: <https://tn.gov/assets/entities/tenncare/attachments/PAEManual.pdf>

Safety Determination Form

The Safety Determination Request Form has recently been updated. Remember, the Safety Determination Request Form should be submitted with every safety determination request. The updated form can be found on the LTSS website here: <https://tn.gov/assets/entities/tenncare/attachments/SafetyDeterminationRequestForm.pdf>

Updated Discharge Forms

The Nursing Facility Discharge Transfer Notice has recently been updated. In addition, the Nursing Facility Voluntary Discharge Form has been updated. These templates were developed to assist NFs with complying with federal discharge requirements and can be found on the LTSS website here: <https://tn.gov/tenncare/article/ltss-forms>

PASRR Tips

Please be aware that a negative PASRR should not have an exemption attached. An exemption/categorical determination can only be requested on a PASRR that is marked positive. The types of exemptions and categorical determinations that can be chosen are:

- Hospital Exemption
- Dementia Exemption
- Short Term Convalescence
- Severity of Illness
- Terminal Illness