



STATE OF TENNESSEE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
**BUREAU OF TENNCARE**  
310 Great Circle Road  
NASHVILLE, TENNESSEE 37243

**IMPORTANT MEMORANDUM**

TO: Nursing Facilities, AAADs, PACE and DIDD Regional Offices

FROM: Tracy Purcell  
Director of Member Services

DATE: December 20, 2013

RE: NEW Medicaid Application Process for January 1, 2014

Beginning January 1, 2014, as a result of changes required by the Affordable Care Act, the State is changing the Medicaid application process for TennCare and CoverKids. Applications will no longer be sent to the local Department of Human Services.

Beginning January 1, *most* applications for TennCare and CoverKids must be sent to the Health Insurance Marketplace. Individuals not in need of Long-Term Services and Supports (LTSS) can apply through the Health Insurance Marketplace at [www.healthcare.gov](http://www.healthcare.gov) or by calling 1-800-318-2596.

Applications for individuals in need of LTSS (including CHOICES, PACE, ICF/IID and DIDD waiver programs) will not be sent to the Health Insurance Marketplace. However, we are also modifying the application process for individuals applying for TennCare in need of LTSS. We have developed a special application and application process for these individuals and are requesting your assistance with the implementation of the new process.

Starting January 1, 2014, all new Medicaid applications for individuals applying for LTSS should be sent to Tennessee Health Connection (TNHC) by fax at 1-855-315-0669 or by mail at P.O. Box 305240, Nashville, TN 37230-5240. TNHC is the new service center for TennCare and CoverKids. You can also reach TNHC by phone at 1-855-259-0701.

Eligibility Specialists at TennCare will process these applications and the applicant will be notified by mail of the outcome. It is our hope that the new application process will be more streamlined and provide a more efficient eligibility determination process for everyone involved.

Attached is the new application for you to use starting January 1, 2014.

The PAE process is not changing.