

TennCare Redetermination: Frequently Asked Questions

Communications to and from TennCare

1. Did TennCare send me a renewal packet? If so, when – and to what address?

Call **1-855-259-0701**. We can answer this and other questions for you.

2. I lost the renewal packet. Can TennCare send me another one?

Yes. Call **1-855-259-0701**. We can help you with this.

3. Where do I send the renewal packet?

Fax it to 1-877-430-0843. Or you can mail it to:

Tennessee Health Connection
PO Box 20201
Nashville, TN 37202-0201

4. Did TennCare get the renewal packet I sent back?

Call **1-855-259-0701**. We can answer this and other questions for you.

5. Where do I send the information TennCare requested after I sent back the packet?

Fax it to 1-877-430-0843. Or you can mail it to:

Tennessee Health Connection
PO Box 20201
Nashville, TN 37202-0201

Getting a Decision

6. How will I know that TennCare made a decision?

TennCare will send you a letter telling you about our decision.

You will keep your TennCare until we make a decision and send you this letter. Even if we deny you, you will keep your TennCare for 20 days after we send the decision letter.

7. How long does it take TennCare to make a decision?

TennCare usually processes redeterminations in 30 days. But it may take longer if you are applying for long-term services and supports. Then, it could take up to 90 days.

You will keep your TennCare until we make a decision and send you this letter. Even if we deny you, you will keep your TennCare for 20 days after we send the decision letter.

If You Lose Eligibility...

8. I lost my TennCare but never got a notice telling me why. What do I do?

Call **1-855-259-0701**. We can help you with this.

9. I think TennCare made a mistake. What do I do?

Call **1-855-259-0701**. We can help you with this.