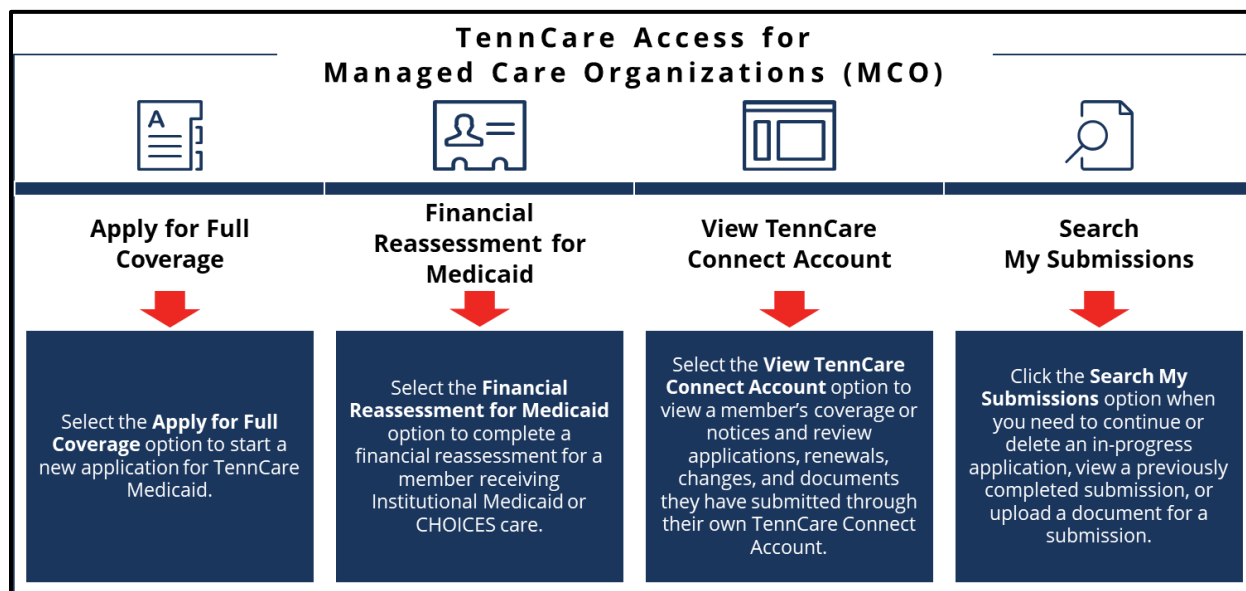


# TennCare Access Functionality FAQs

## Managed Care Organizations

Starting **December 13<sup>th</sup>, 2021**, there are important changes to **TennCare Access!** If you started an application prior to December 13<sup>th</sup>, 2021 and were unable to finish it, you must restart the application on or after December 13<sup>th</sup>, 2021.

**TennCare Access** provides features that allow you to apply for full coverage for an applicant, submit a financial reassessment for Medicaid, access a member's **TennCare Connect** account, and search for submissions.



This FAQ is broken out into the following sections with associated questions listed under each. Please click the link to access the section you need.

- [Apply for Full Coverage](#)
- [Financial Reassessment for Medicaid](#)
- [View TennCare Connect Account](#)
- [Search My Submissions](#)
- [Getting Help](#)

# TennCare Access Functionality FAQs

## Managed Care Organizations

### Apply for Full Coverage

#### **Q: Can I apply for coverage on behalf of an individual through the TennCare Access portal?**

A: Yes, you can submit an application using the **Apply for Coverage** feature from the **Welcome to TennCare Access** page. To view how to submit an application in TennCare Access, please see the application videos on the [TennCare Access Portal Training Documents](#) webpage. Applicants can also apply online by creating a TennCare Connect account at [www.tennconnect.tn.gov](http://www.tennconnect.tn.gov).

#### **Q: If an individual requests to add me as an Assisting Person, what Assisting Person type should I select?**

A: If the individual chooses to add you as an Assisting Person, you're asked to enter your information. Click the blue **Assisting Person Types** hyperlink to learn more about the types of assisting persons. When selecting your relationship to the individual, select the most appropriate Assisting Person Type relationship. Select *Other* when your relationship with the individual doesn't fall into another Assisting Person category and you are helping them submit information to TennCare.

If you select the *Authorized Representative* relationship, responsibility options appear. Selecting the *Receive copies of your letters and other communications from us* box results in notices for **ALL** household members on the individual's case, including prescription and health insurance cards, being sent to your address.

#### **Q: Can I pause an application and come back to it later to finish submitting the application I had previously started?**

A: Yes, you can use the **Save & Exit** button to save the application. To return to an in-progress application, you can use the **Search My Submissions** feature to find the in-progress application and continue where you stopped the application.

# TennCare Access Functionality FAQs

## Managed Care Organizations

### **Financial Reassessment for Medicaid**

#### **Q: Can I submit a financial reassessment for an individual using TennCare Access?**

A: Yes, you can submit a financial reassessment at any time using the **Financial Reassessment for Medicaid** feature on the **Welcome to TennCare Access** page. This feature can be used for an individual who is receiving Institutional Medicaid.

Search for the individual on the **Financial Reassessment for Medicaid** page using the birth date and either the Social Security Number or Person ID to determine whether you can submit a financial reassessment on behalf of the individual.

Videos are currently in development to walk through how to submit a financial reassessment in TennCare Access. Once they are finalized, you can view them on the [TennCare Access Portal Training Documents](#) webpage.

#### **Q: I searched for the individual on the Financial Reassessment for Medicaid page and saw a “We could not find the person you searched for. If this person is not enrolled in TennCare, please Apply For Coverage” message. What do I do?**

A: You can't submit a financial reassessment for an individual who isn't known to TennCare. If the individual can't be found when you search on the **Financial Reassessment for Medicaid** page, complete an application on behalf of the individual using the **Apply for Coverage** feature.

#### **Q: I searched for the individual on the Financial Reassessment for Medicaid page and saw a “Stop: This form can't be submitted because this person is not receiving Institutional Medicaid coverage. Fill out an application and tell us this person needs nursing home care” message. What do I do?**

A: You can't submit a financial reassessment for an individual who isn't receiving Institutional Medicaid coverage. When you receive this message after searching for an individual, determine whether they are receiving coverage using the **View TennCare Connect Account** feature. If the member is receiving coverage, report a change to request Long-Term Services and Supports (CHOICES) care. If the individual isn't receiving coverage, complete an application on behalf of the individual using the **Apply for Coverage** feature.

# TennCare Access Functionality FAQs

## Managed Care Organizations

### **View TennCare Connect Account**

**Q: Can I use the View TennCare Connect Account feature to see an individual's information if the individual has not yet set up their TennCare Connect account?**

A: Yes, you can access a TennCare Connect view of a member's or applicant's information, regardless of whether the individual has set up their TennCare Connect account. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **My Letters** to view notices.

The **View TennCare Connect Account** feature displays *only* applications, renewals, documents, and changes submitted *by the member via their TennCare Connect account*. If a member has not yet set up their TennCare Connect account, there are no existing records when you click **My Submissions** on the **Left Navigation Menu**.

You may also report a change or submit a renewal during the renewal period using the **Report a Change** and **Renew My Coverage** options.

**Q: Why can't I find a member using the View TennCare Connect Account feature?**

A: Double check your search criteria entry. Then try entering different search criteria. For example, enter the Person ID (located on their notices) instead of a Social Security number. Members who aren't active on any TennCare cases may not be visible using the **View TennCare Connect Account** feature.

**Q: Can I upload a document for an individual's application or case?**

A: Yes, you can upload documents for existing members with outstanding verifications using the **View TennCare Connect Account** feature. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **My Documents** from the **Left Navigation Menu** to access the **Documents We Need** page. This page allows you to upload documents for an individual.

You can also upload documents immediately after you submit an application,

# TennCare Access Functionality FAQs

## Managed Care Organizations

change, renewal, or financial reassessment through TennCare Access. Documents can also be uploaded on the **Search My Submissions** page through the **Upload** link in the **Search Results** table.

**Q: What if the Upload link is not available on the Documents We Need page?**

A: Documents can only be uploaded through the **Documents We Need** page if TennCare has requested additional information and the individual's eligibility has not been finalized. Once the eligibility has been finalized and the case is approved, denied, or terminated, documents can't be uploaded. If you would like to submit a document while you are waiting for TennCare to review the member's case or after an eligibility determination has been made, you can send us a document via fax or mail. You can also help members respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at [www.tennconnect.tn.gov](http://www.tennconnect.tn.gov).

**Q: Can I view an individual's notices from TennCare?**

A: Yes, you can view an applicant's or member's notices using the **View TennCare Connect Account** feature. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **My Letters** from the **Left Navigation Menu**. On the **My Letters** page, you can view all notices TennCare has sent to the member or search for a specific notice, even if the member receives them in the mail.

**Q: Can I view applications, changes, and renewals an individual has submitted to TennCare?**

A: Yes, you can use the **View TennCare Connect Account** feature to view an individual's TennCare Connect account. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **My Submissions** to view the **My Submitted Renewals**, **My Reported Changes**, and **My Applications** tables on the **My Submissions** page. The tables display renewals, changes, and applications *the member has submitted via their TennCare Connect account*.

**Q: The member I am assisting already has coverage and would like to report a change. What do I do?**

# TennCare Access Functionality FAQs

## *Managed Care Organizations*

A: You can report changes on behalf of the member using the **View TennCare Connect Account** feature. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **Report a Change** from the **Left Navigation Menu**. On the **Report a Change** page, click **Report a Change** from the **Action** column and select the type of change you'd like to make. To view changes you've reported on behalf of the member, use the **Search My Submissions** feature.

### **Q: Why can't I report a change for a member through the View TennCare Connect Account feature?**

A: Changes can only be reported for members on cases that have been linked to a member's **TennCare Connect** account and reviewed and approved by TennCare. You can't report changes using TennCare Access for members whose cases are pending TennCare review, have been denied or terminated, or for members with Supplemental Security Income (SSI) coverage.

Once a member's case has been reviewed and approved by TennCare, you can report changes in TennCare Access at any point. You can report changes using TennCare Access during a member's renewal month by completing a renewal. If a member's case has not been reviewed by TennCare, and it's not time for the member to submit a renewal, you can report changes by calling TennCareConnect at 855-259-0701 or by submitting a reassessment.

For members with SSI coverage, contact the Social Security Administration to report changes.

### **Q: How and when can I submit a renewal for an individual?**

A: You can submit renewals for members during their yearly renewal period using the **View TennCare Connect Account** feature. When you search for the member, click the **View TennCare Connect** hyperlink in the **Search Results** to access the member's TennCare Connect account. On the **Coverage Overview** page, click **Renew My Coverage** from the **Left Navigation Menu**.

Members with SSI coverage only are not renewed by TennCare. The Social Security Administration notifies SSI members if a renewal is needed for their SSI coverage.

# TennCare Access Functionality FAQs

## Managed Care Organizations

### **Search My Submissions**

#### **Q: What applications can I view in TennCare Access?**

A: The **Search My Submissions** feature allows you to view *only* applications *you*, as the TennCare partner, have started or submitted through the TennCare Access portal. This feature also allows you to view changes, renewals, and reassessments you have submitted.

#### **Q: How do I upload a document for an individual's application or case?**

A: You can upload documents for new applicants right after you submit an application, change, renewal, or financial reassessment using the **Upload Documents** button at the end of the submission. Documents can also be uploaded on the **Search My Submissions** page through the **Upload** link in the **Search Results** table if TennCare has not started reviewing the submission. If TennCare has started reviewing the submission, the **Upload** link is not available, and you are not able to upload documents.

#### **Q: What if the Upload link is not available on the Search My Submissions page?**

A: This means TennCare has already started its review of the submitted application, change, renewal, or financial reassessment, and the individual must wait until TennCare sends them a request for additional information. In the meantime, you can send us a document via fax or mail.

You can also help individuals respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at [www.tennconnect.tn.gov](http://www.tennconnect.tn.gov). If TennCare has sent a request for additional information, individuals can log into their TennCare Connect account and click **My Documents** to upload their information.

# TennCare Access Functionality FAQs

## *Managed Care Organizations*

### **Getting Help**

**Q: Who do I contact if I have problems with my TennCare Access account?**

A: Email [PartnerSupport.TennCare@tn.gov](mailto:PartnerSupport.TennCare@tn.gov) if you have trouble getting into your TennCare Access account.

**Q: Where can I fax documents to TennCare?**

A: Verification documents can be faxed to 855-315-0669.

**Q: Where can I mail documents to TennCare?**

A: Verification documents can be mailed to:

TennCare Connect  
P.O. Box 305240  
Nashville, TN 37230-5240

**Q: What if I still need help?**

A: Email the Partner Support Unit at [PartnerSupport.TennCare@tn.gov](mailto:PartnerSupport.TennCare@tn.gov) with any additional questions. You can also visit the [TennCare Access Portal Training Documents](#) webpage for videos and additional resources on how to use TennCare Access features.