TEDS
TENNESSEE ELIGIBILITY DETERMINATION SYSTEM

# TennCare Access Login

## Reference Guide

Version: 2.0
Updated: 5/25/2022

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## Purpose

The TennCare Access Portal helps TennCare provider organizations and facilities assist their clients with health care coverage through TennCare Medicaid and CoverKids.

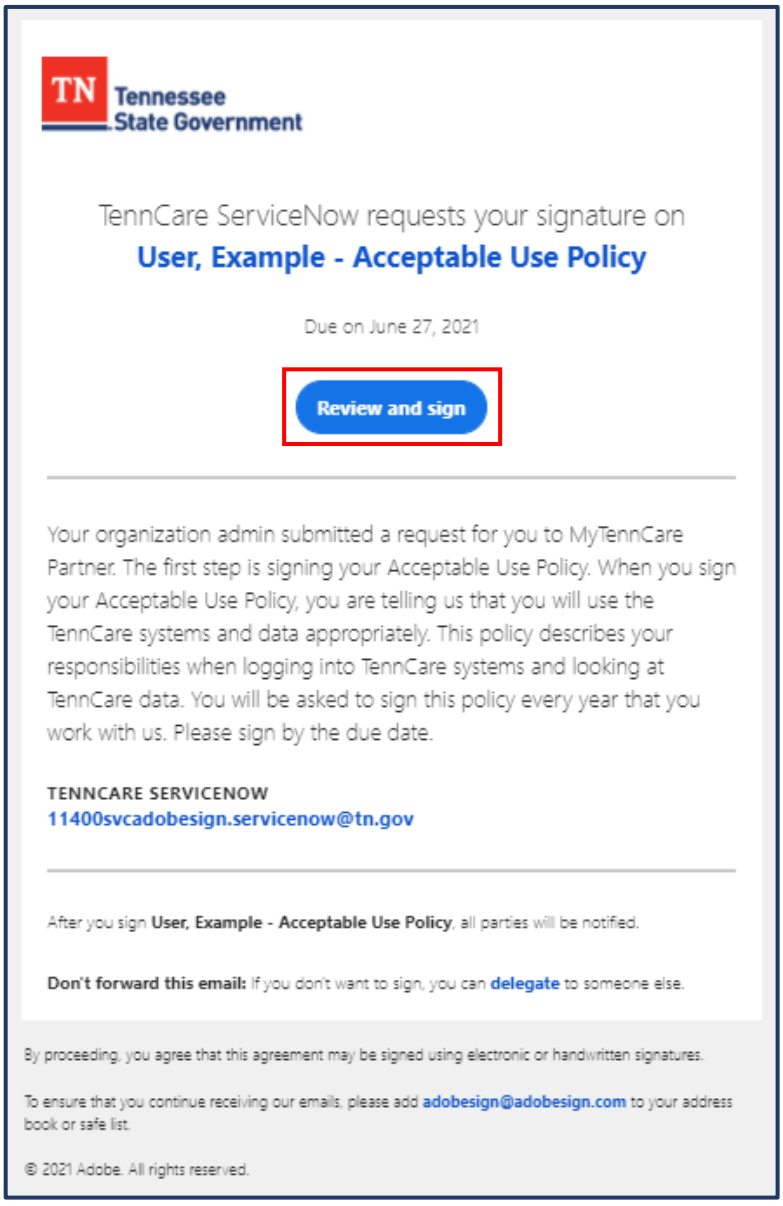
Depending on the type of provider you are (Hospital, the Department of Health, Nursing Facility, or Health Plan), and your TennCare approved access, you can submit applications for presumptive eligibility, add newborns to a mother's case, submit admit or discharge forms for long-term care, complete financial reassessments for Institutional Medicaid, complete annual renewals, or apply for TennCare Medicaid, CoverKids, and a Medicare Savings Program.

Partners use the MyTennCare Login Portal to complete actions on behalf of their clients. The TennCare Access Login Reference Guide provides details for the following topics:

- New Users: Setting up a New Account
- Existing Users: Logging in to TennCare Access
- Reviewing the MyTennCare Login Homepage

## New Users: Setting Up a New Account

As a new user to an organization, access is requested on your behalf; your organization's **Organization Administrator** submits a request for you to receive the necessary forms and credentials to log into **MyTennCare Login** and take approved actions in **TennCare Access**.

| # | Step | Screenshot |
|---|---|---|
| **1** | Once you receive the **Signature Requested on <Your Name>'s Acceptable Use Policy** email from Adobesign@Adobesign.com, click the **Review and Sign** button to electronically sign the **Acceptable Use Policy (AUP)**.<br><br>**NOTE**: A signed AUP is required before MyTennCare Login Access can be granted.<br><br>The AUP is a standard form that provides guidelines for the appropriate use of State-owned systems, like TennCare Access. It is a routine form that most agencies, dealing with personal and sensitive information, require users to sign. |  |

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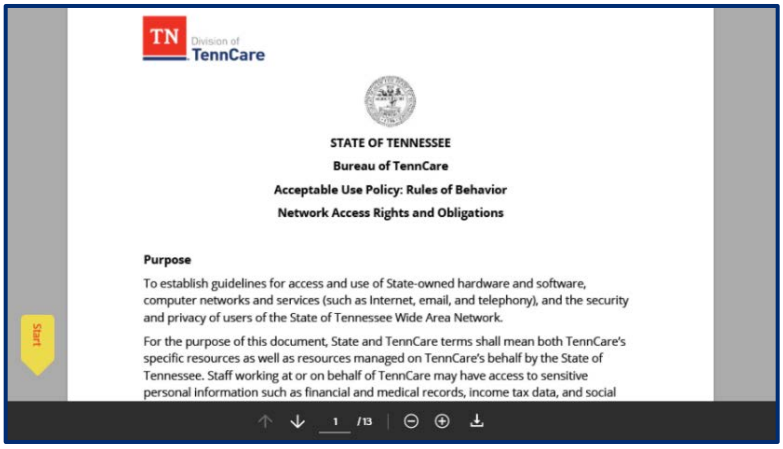
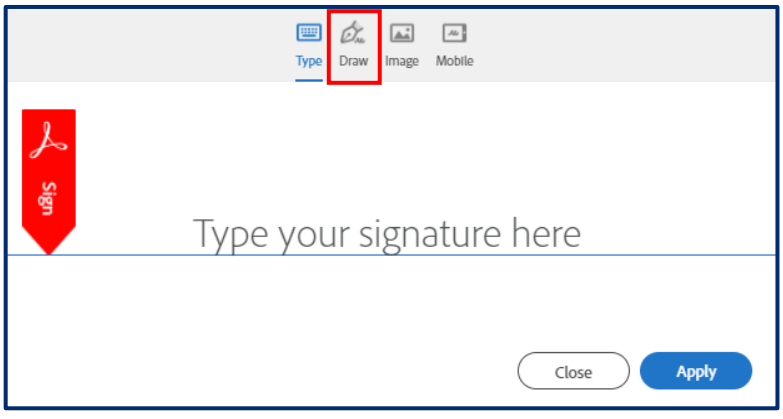
| **2** | Read the AUP agreement. |  |
| **3** | Click in the **Signature** field on the last page of the AUP Agreement. | |
| **4** | Click **Draw**. |  |

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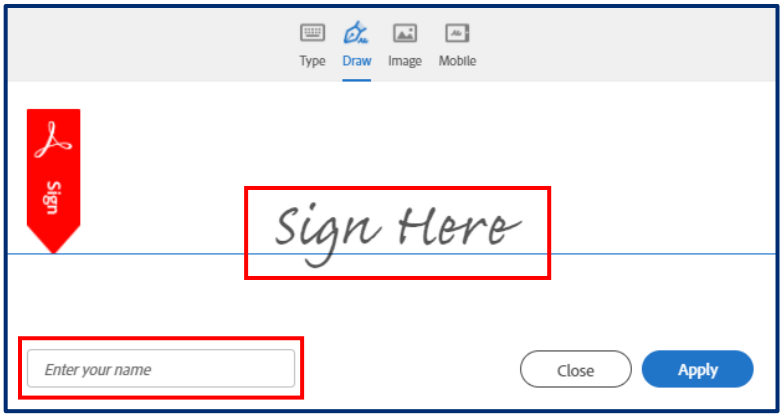
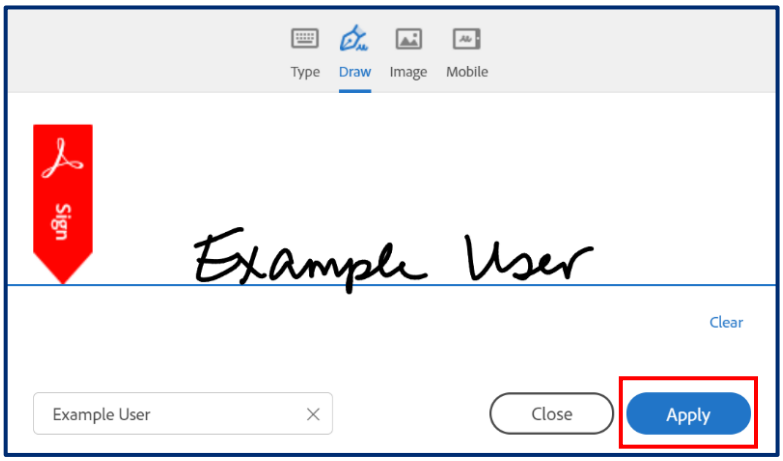
| **5** | Draw your signature on the **Sign Here** line and type your name in the **Enter your name** field. |  |
| **6** | Click **Apply**. |  |
| **7** | Enter your job **Title**.<br><br>Enter the name of your agency or facility in the **TennCare Division or Company Name** field.<br><br>In the **Create Verification PIN (4 digit)** field, enter a 4-digit PIN you can remember.<br><br>**NOTE**: The **Date** field is pre-populated. | |

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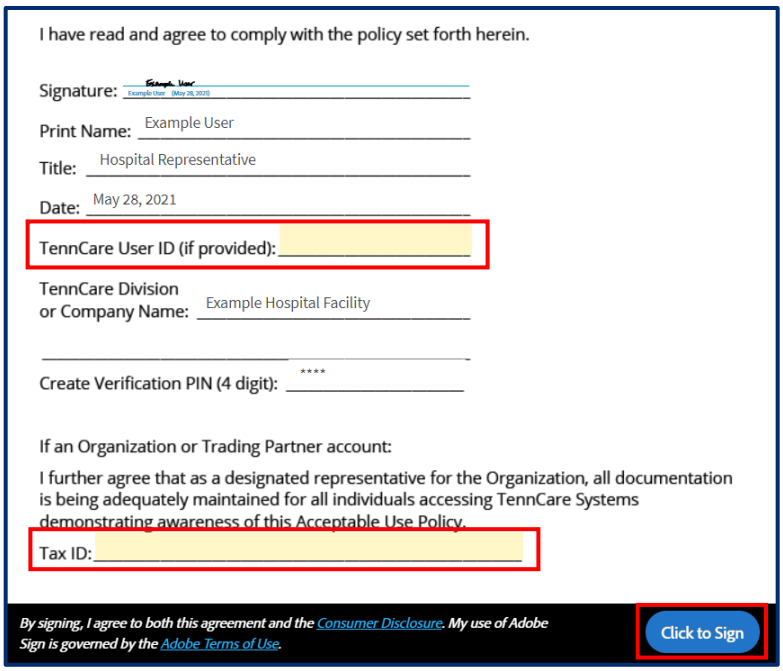
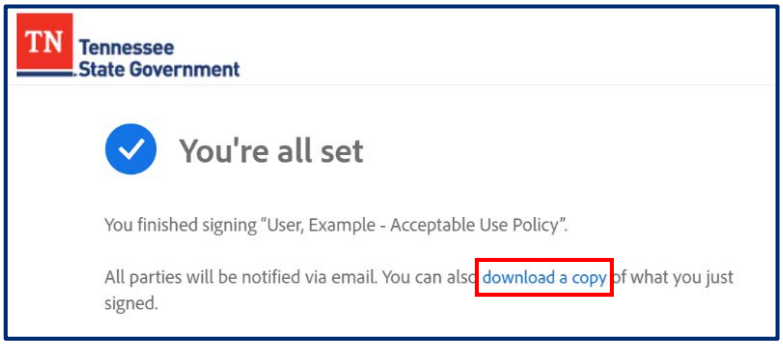
| **8** | Leave the **TennCare User ID (if provided)** and **Tax ID** fields blank.<br><br>**Click to Sign** to submit your AUP form. |  |
| **9** | Click **download a copy** to save a copy for your records.<br><br>**NOTE**: Your AUP has been successfully submitted to the TennCare Security Team. |  |

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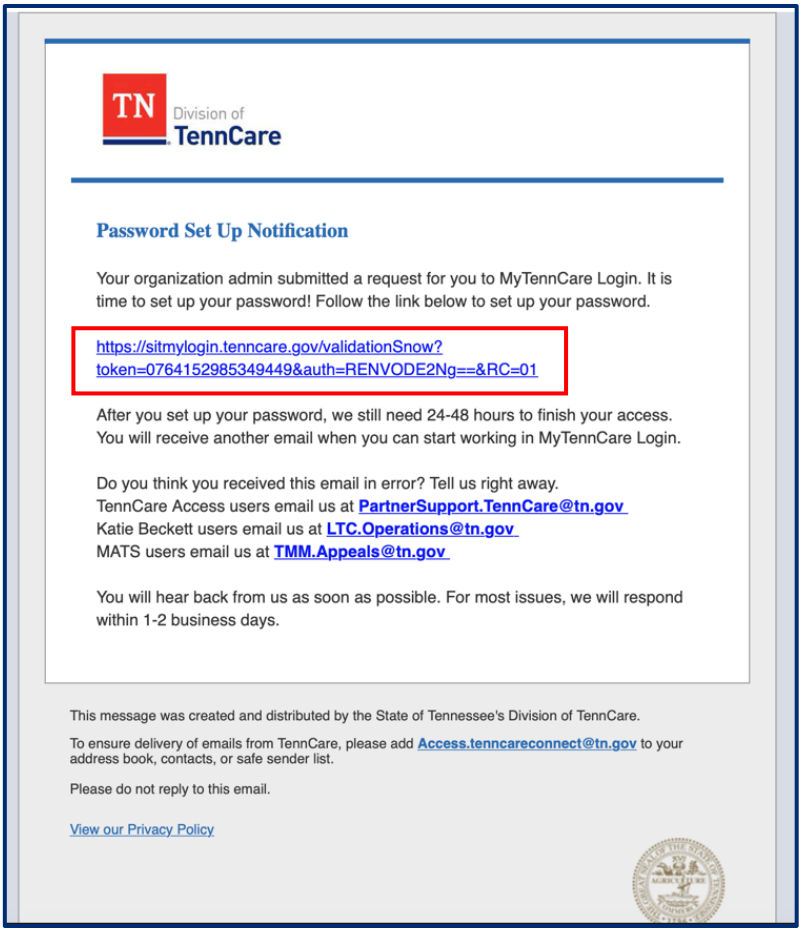
| **10** | Monitor your email for a **Password Set Up Notification** email from Access.tenncareconnect@tn.gov.<br><br>The password set up email can be expected within 24 hours of submitting a signed AUP agreement.<br><br>Click the link to set up your password and security questions. |  |

TN Division of TennCare

**Password Set Up Notification**

Your organization admin submitted a request for you to MyTennCare Login. It is time to set up your password! Follow the link below to set up your password.

https://sitmylogin.tenncare.gov/validationSnow?token=0764152985349449&auth=RENVODE2Ng==&RC=01

After you set up your password, we still need 24-48 hours to finish your access. You will receive another email when you can start working in MyTennCare Login.

Do you think you received this email in error? Tell us right away.
TennCare Access users email us at PartnerSupport.TennCare@tn.gov
Katie Beckett users email us at LTC.Operations@tn.gov
MATS users email us at TMM.Appeals@tn.gov

You will hear back from us as soon as possible. For most issues, we will respond within 1-2 business days.

This message was created and distributed by the State of Tennessee's Division of TennCare.

To ensure delivery of emails from TennCare, please add Access.tenncareconnect@tn.gov to your address book, contacts, or safe sender list.

Please do not reply to this email.

View our Privacy Policy

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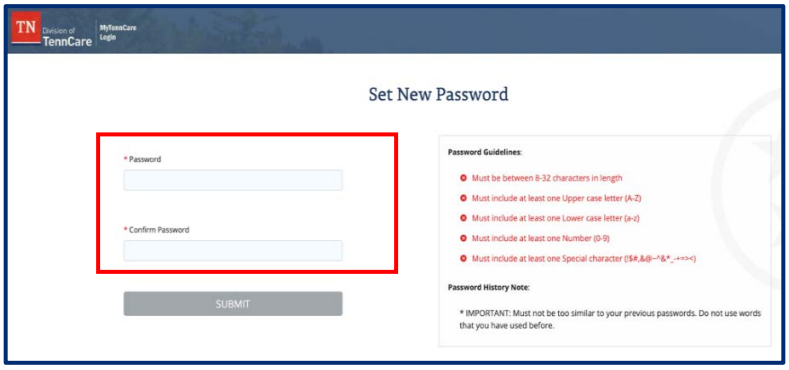
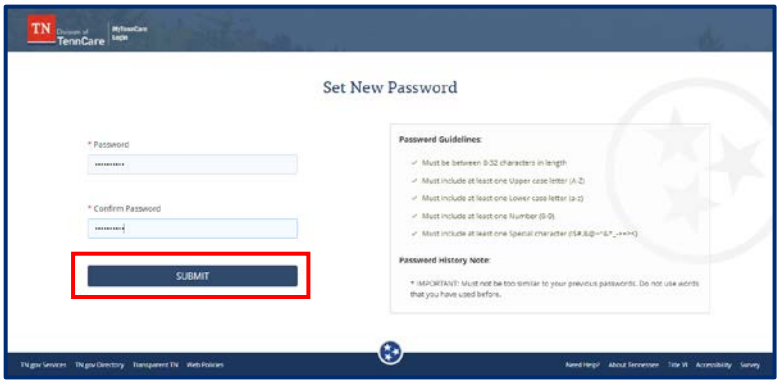
| **11** | On the **Activate Account** page, in the **Security Questions** section, select a question from each drop-down menu. Enter a unique answer for each question.<br><br>**NOTE**: Answers must be at least three characters, can include numbers and special characters, and cannot be similar. | |
| **12** | In the **Set New Password** section, enter a **Password** following the guidelines until they are all met.<br><br>Enter your password a second time. |  |
| **13** | Click **Submit**. |  |

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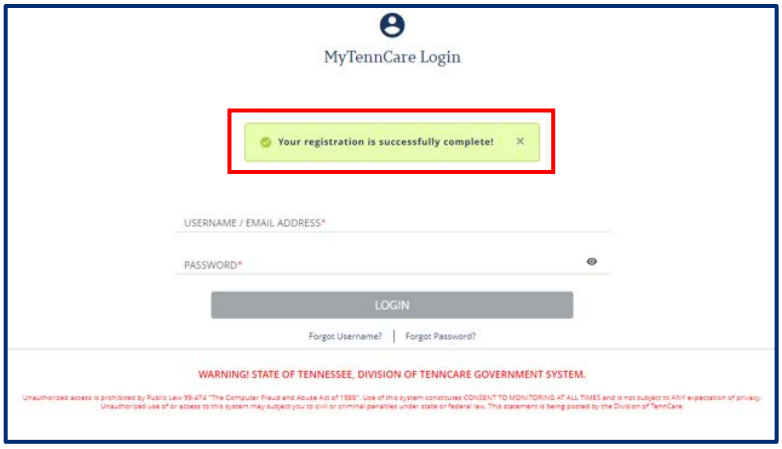
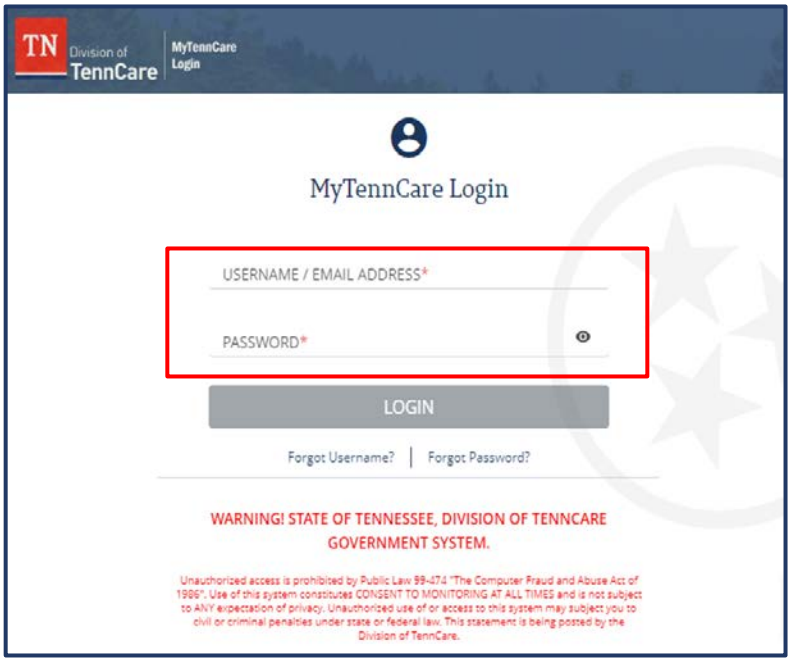
| **14** | Review the *Your registration is successfully complete!* message on the **MyTennCare Login** page to confirm your password was successfully created. |  |
| **15** | On the **MyTennCare Login** page, enter your **Username/Email Address** and **Password**. |  |

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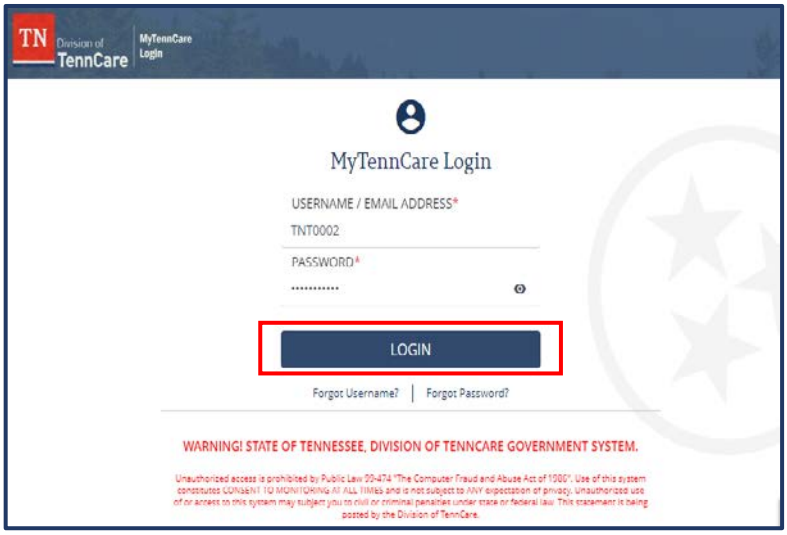
| **16** | Click **Login**. |  |

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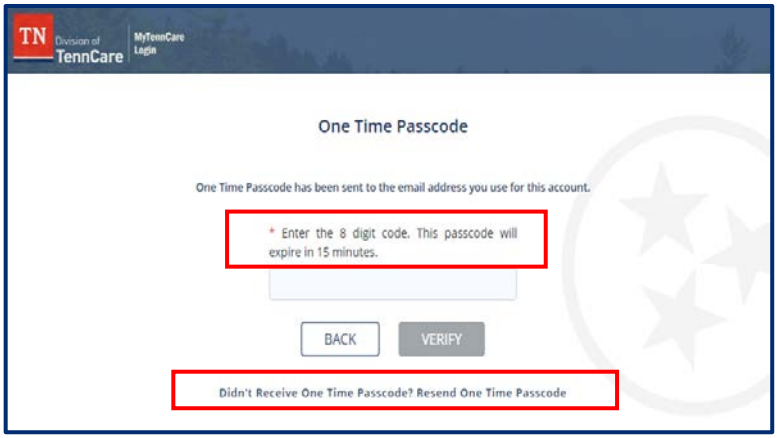
| **17** | On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you use for this account.<br><br>A One Time Passcode is sent to your email address when you login from a new device, or if you haven't entered a One Time Passcode in more than 24 hours. You cannot log into your account until you enter the passcode.<br><br>**NOTE**: If you did not receive the email, check your junk mail folder. If it is not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code. |  |

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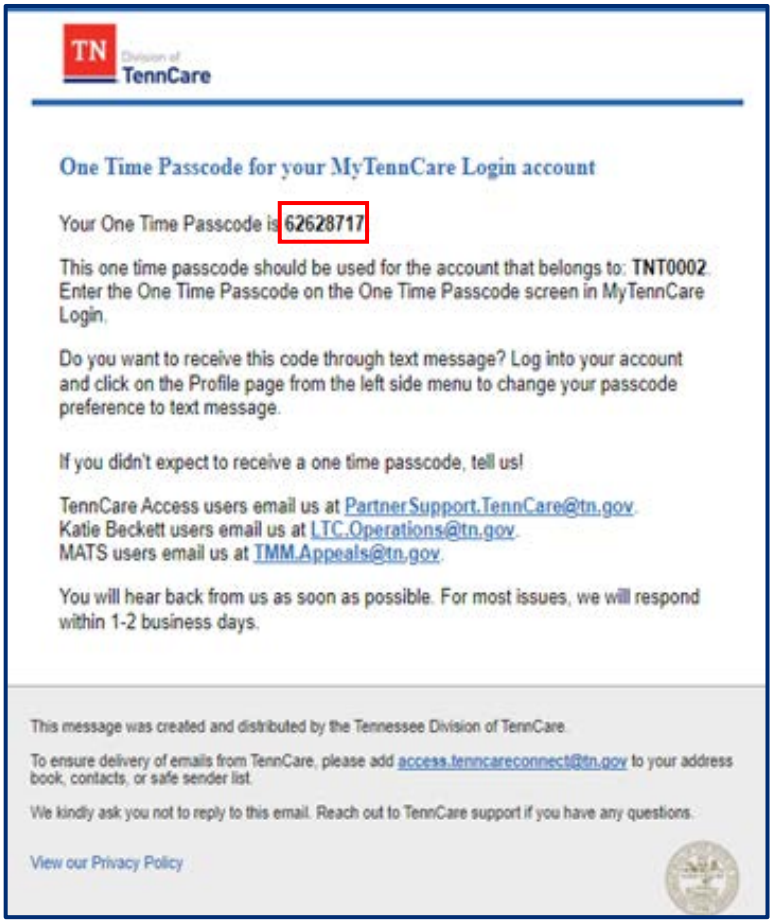
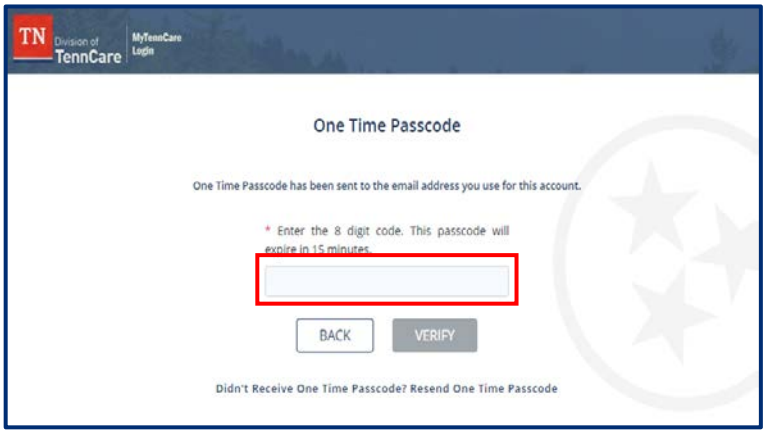
| **18** | Access your email and copy the verification code. |  |
| **19** | On the **One Time Passcode** page, enter or paste the code from your email. |  |

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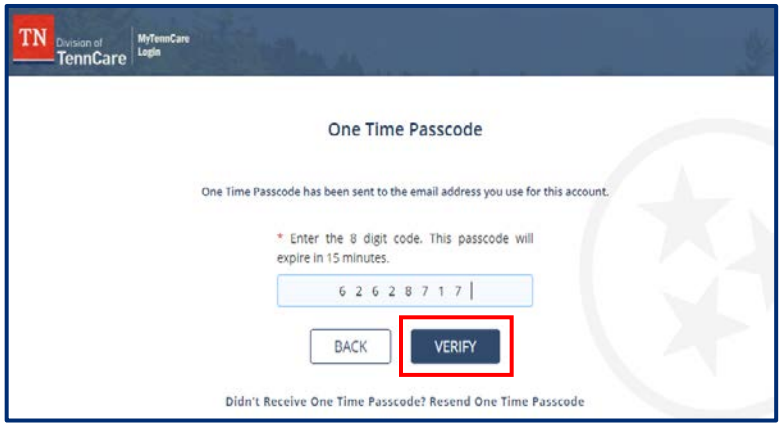
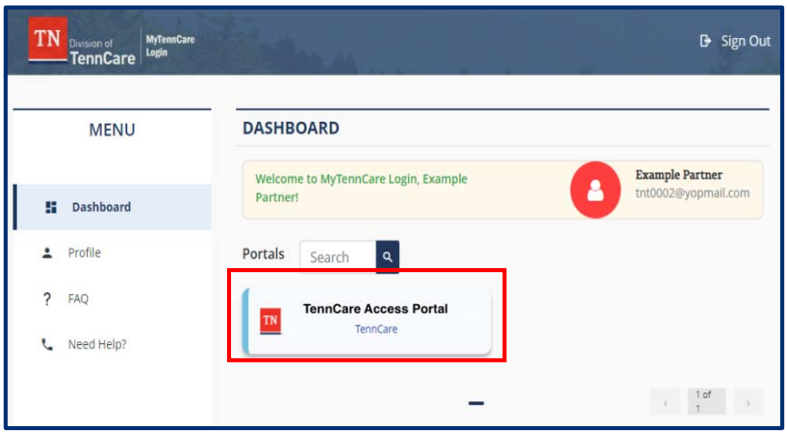
| **20** | Click **Verify**. |  |
| **21** | On the **Dashboard** page, locate the **TennCare Access Portal** tile. |  |
| **22** | Click on your organization. | |
| **23** | On the **Welcome to TennCare Access** page, select the option you need to perform.<br><br>**NOTE**: This is an example. Your options may be different based on your granted | |

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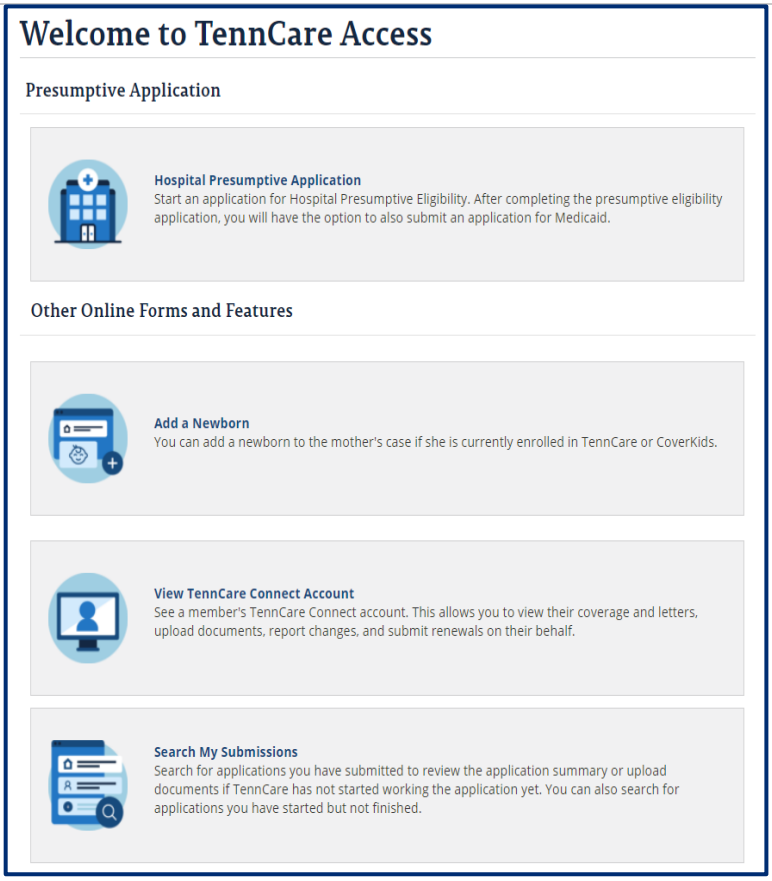
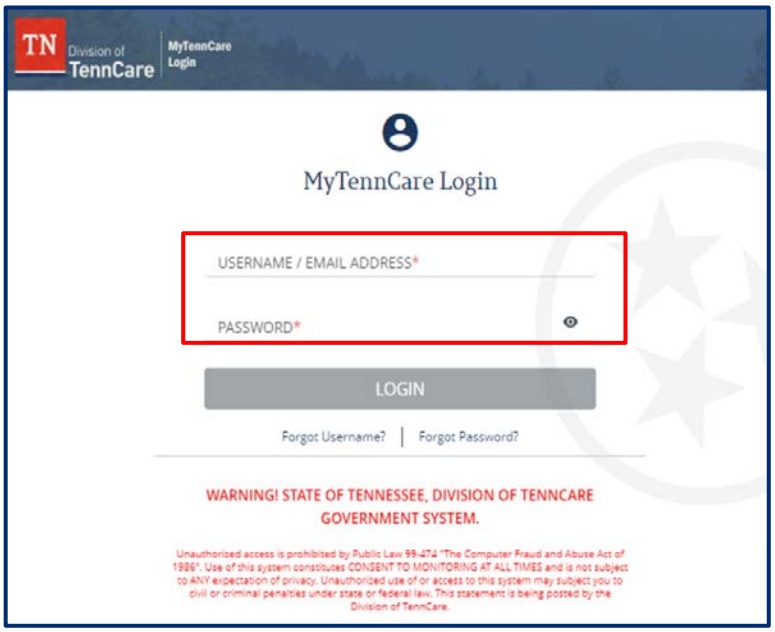
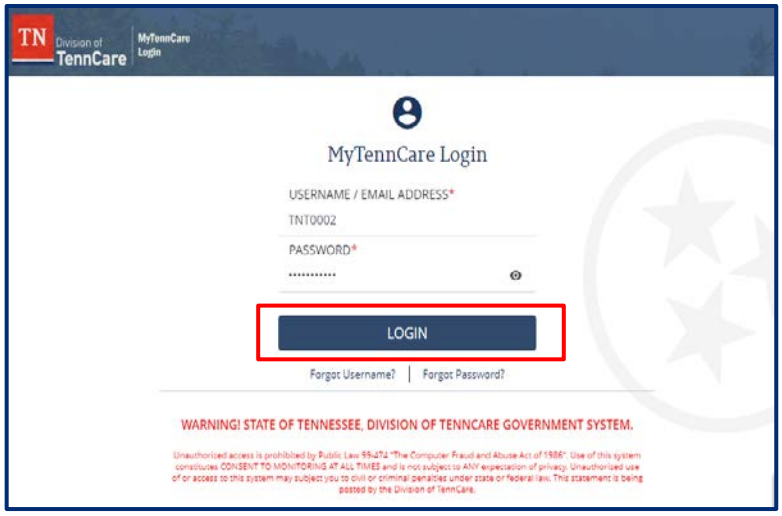
| | security access and the types of tasks your organization performs. |  |

# Existing Users: Logging in To TennCare Access

| # | Step | Screenshot |
|---|---|---|
| 1 | Go to https://mylogin.tenncare.gov.<br><br>Enter your **Username/Email Address** and **Password**. |  |
| 2 | Click **Login**. |  |

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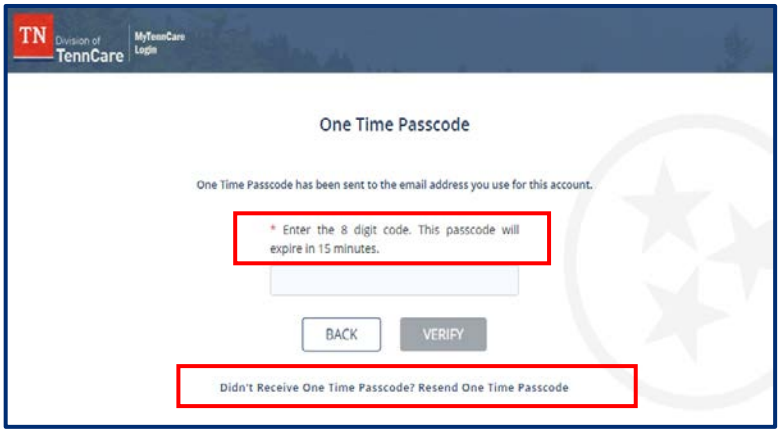
|---|---|---|
| **3** | On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you use for this account.<br><br>A One Time Passcode is sent to your email address when you login from a new device, or if you haven't entered a One Time Passcode in more than 24 hours. You cannot log into your account until you enter the passcode.<br><br>**NOTE**: If you did not receive the email, check your junk mail folder. If it's not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code. |  |

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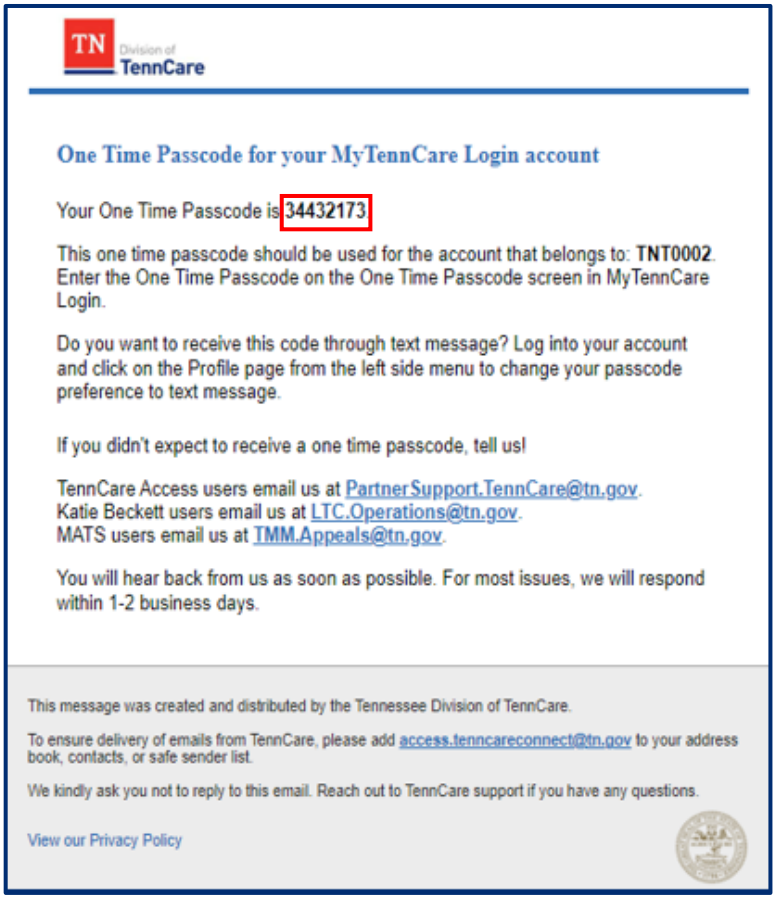
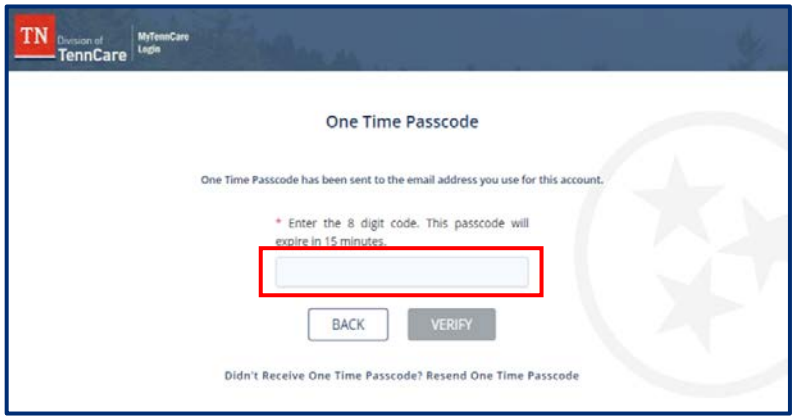
|---|---|---|
| **4** | Access your email and copy the verification code. |  |
| **5** | On the **One Time Passcode** page, enter or paste the code from your email. |  |

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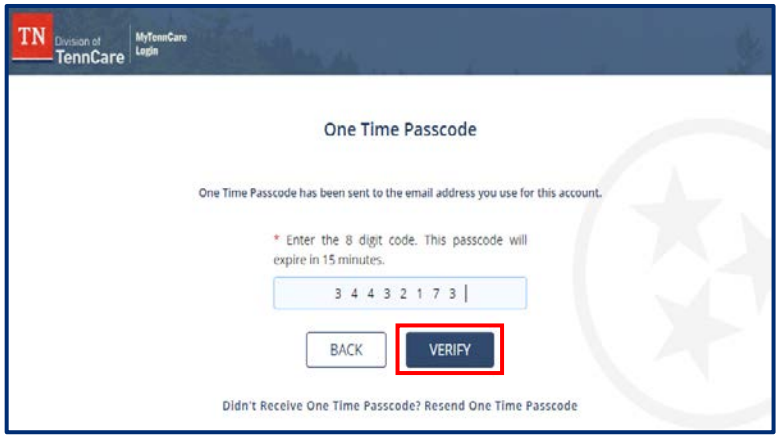
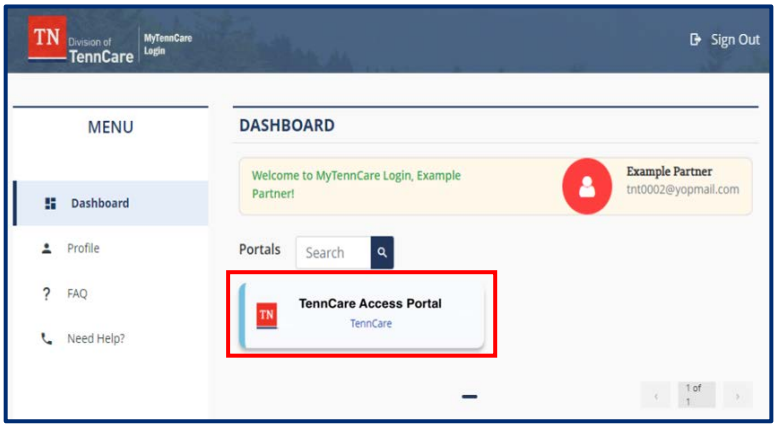
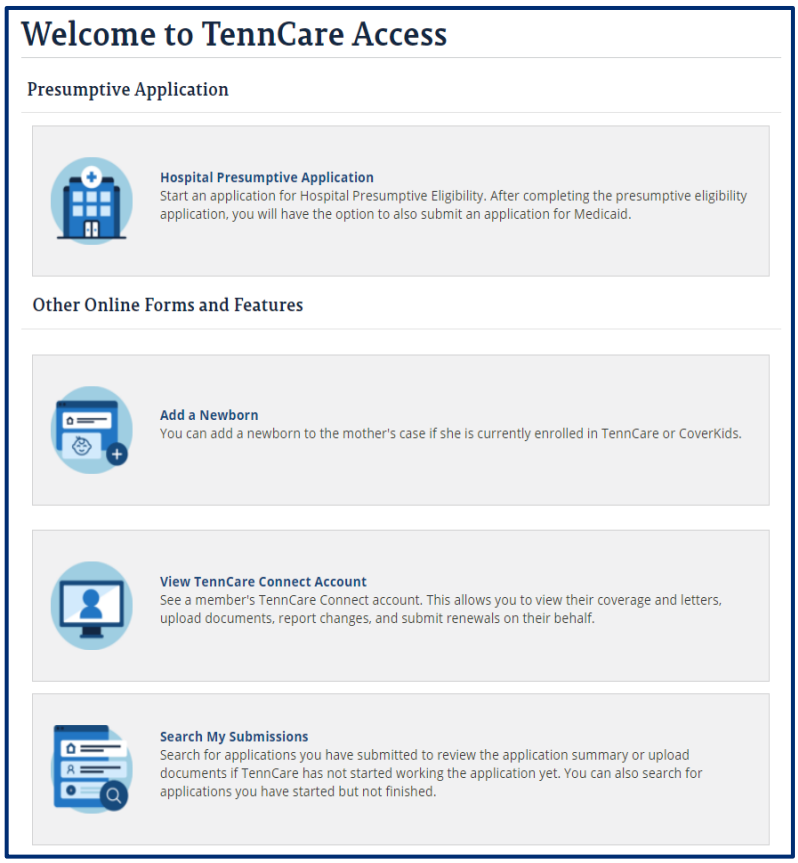
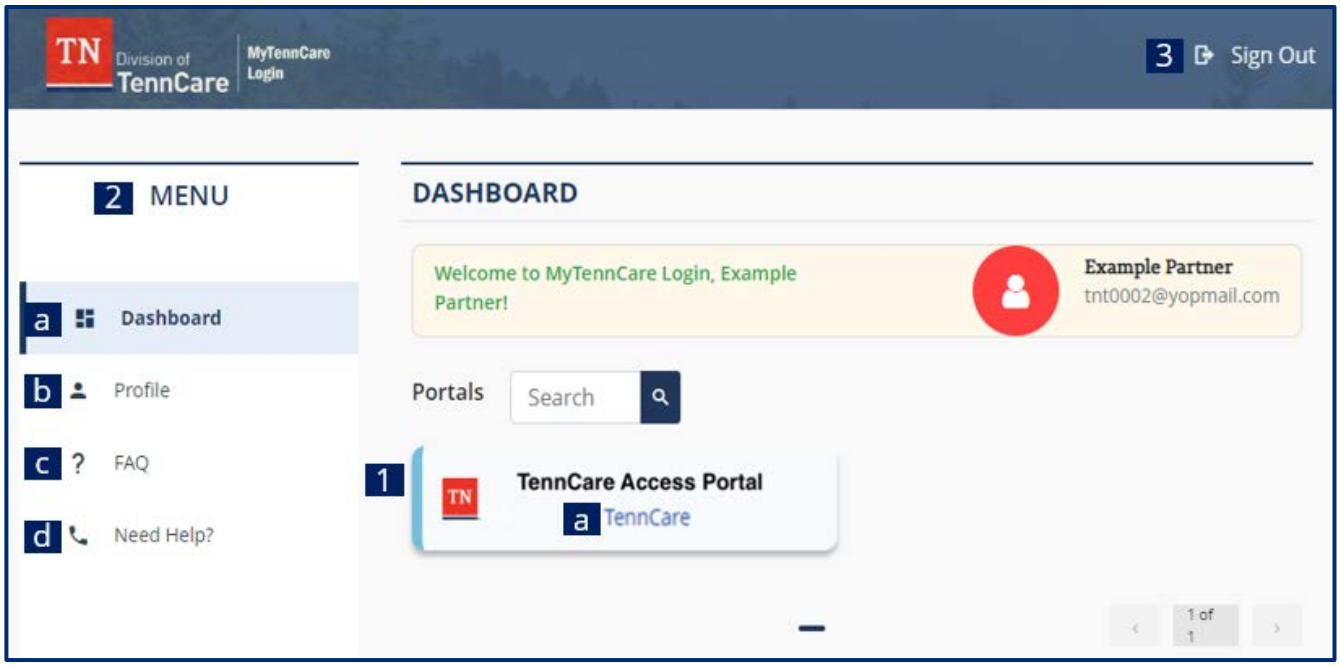
| **6** | Click **Verify**. |  |
| **7** | On the **Dashboard** page, click the **TennCare Access Portal** tile. |  |
| **8** | Click on your organization. | |

| | | |
|---|---|---|
| **9** | On the **Welcome to TennCare Access** page, select the option you need to perform.<br><br>**NOTE**: This is an example. Your options may be different based on your granted security access and the types of tasks your organization performs. |  |

## Reviewing the MyTennCare Login Homepage

Below is a sample **MyTennCare Login** homepage for a user with approved access to TennCare Access.




| # | Item | Description |
|---|---|---|
| **1** | **TennCare Access Portal** | The **TennCare Access Portal** tile appears on the **Dashboard** to log into TennCare Access if access has been granted. |
| **1a** | **Organization Name** | The organization's name appears under the **TennCare Access Portal** tile. You must click on your organization's name to log into TennCare Access. |
| **2** | **Menu Section** | The **MENU** section allows you to access your **Dashboard**, **Profile**, **FAQ**, and **Need Help?** pages. |
| **2a** | **Dashboard** | When you log in, the **Dashboard** is the default page displayed. If you visit other pages, return to the **Dashboard** to log in to TennCare Access by clicking on the tile. |
| **2b** | **Profile** | Access your **Profile** page to view your user details. This page stores your name and username. You can view or edit your cell number or the way in which you receive your one time passcodes. You can also update your password or security questions. |
| **2c** | **FAQ** | Access **Frequently Asked Questions** for answers to common questions related to using the **MyTennCare Login** page. |

| # | Item | Description |
|---|---|---|
| **2d** | **Need Help?** | Use the **Need Help?** page for contact information for support accessing the TennCare Access Portal. |
| **3** | **Sign Out** | Click **Sign Out** to end your session. |