



TennCare Access Login Reference Guide

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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.

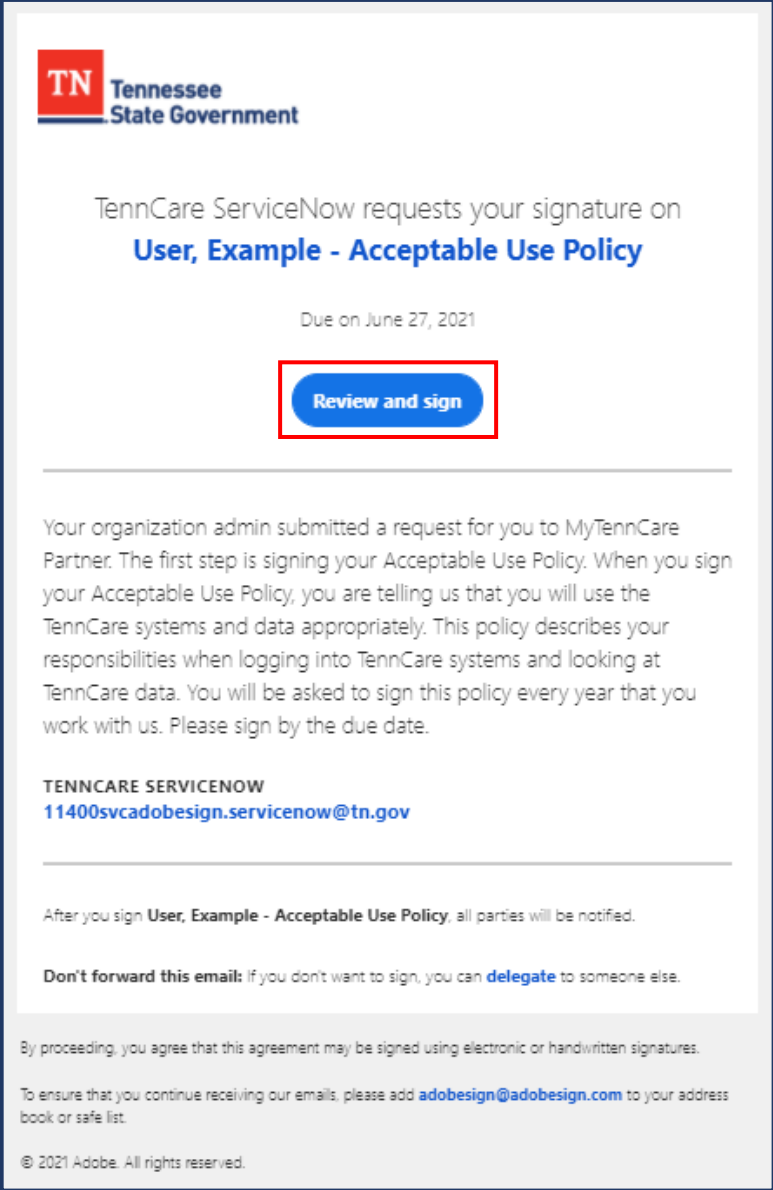
Depending on the type of provider you are (Hospital, the Department of Health, Nursing Facility, or Health Plan), and your TennCare approved access, you can submit applications for presumptive eligibility, add newborns to a mother's case, submit admit or discharge forms for long-term care, complete financial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

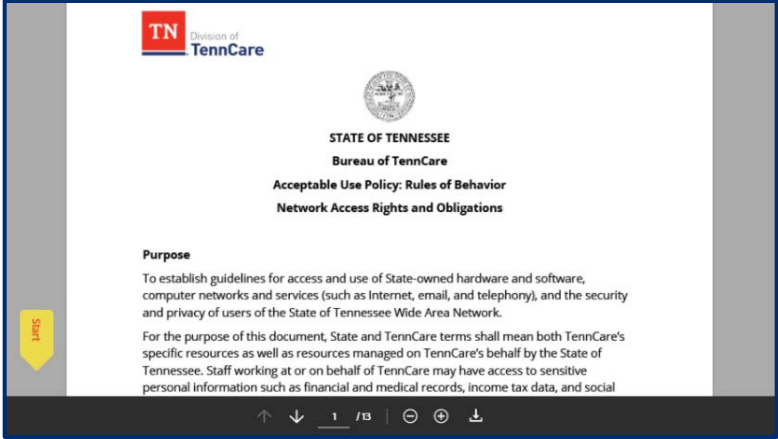

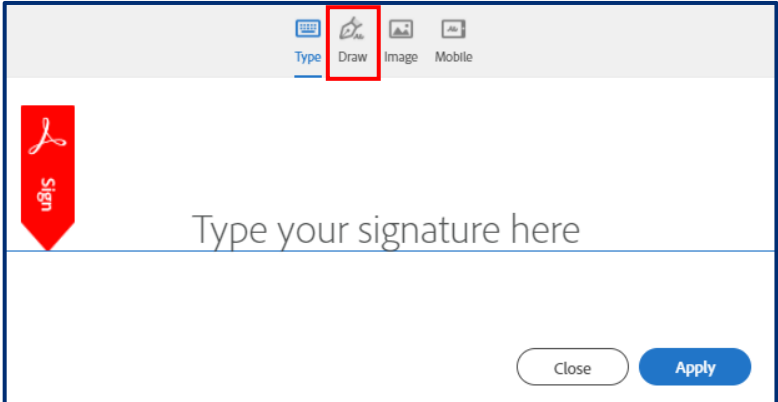
Partners use the MyTennCare Login Portal to complete actions on behalf of their clients. The [TennCare Access Login Reference Guide](#) provides details for the following topics:

- [New Users: Setting up a New Account](#)
- [Existing Users: Logging in to TennCare Access](#)
- [Reviewing the MyTennCare Login Homepage](#)

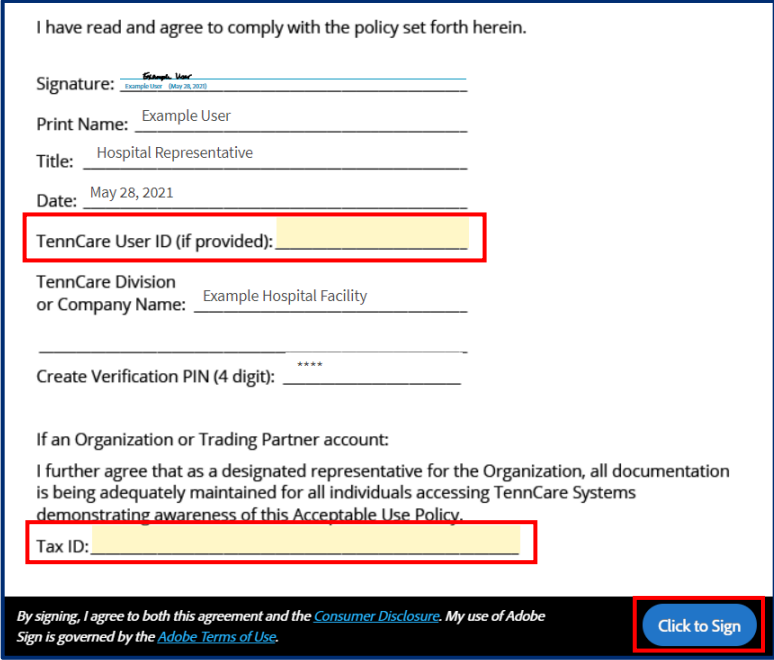
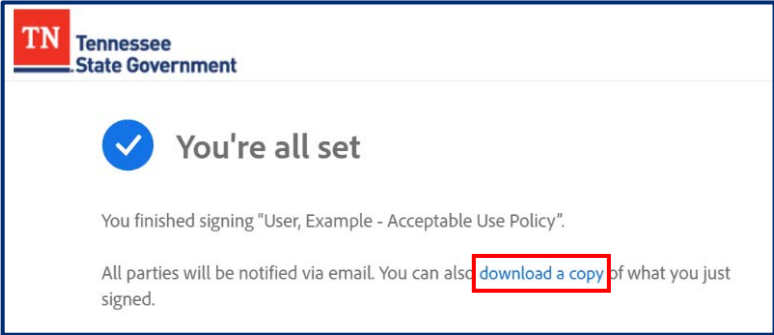
New Users: Setting Up a New Account

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	<p>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).</p> <p>NOTE: A signed AUP is required before MyTennCare Login Access can be granted.</p> <p>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.</p>	 <p>The screenshot shows an email from Tennessee State Government. The subject is 'TennCare ServiceNow requests your signature on User, Example - Acceptable Use Policy'. The email is dated 'Due on June 27, 2021'. A blue button labeled 'Review and sign' is highlighted with a red rectangular box. Below the button, the email text explains that the organization admin submitted a request for the user to sign their Acceptable Use Policy (AUP) for MyTennCare Partner access. It states that signing the AUP is required for access and that the policy describes responsibilities when logging into TennCare systems. The email also includes contact information for TennCare ServiceNow and a note about forwarding the email.</p>

<p>2</p>	<p>Read the AUP agreement.</p>	 <p>The screenshot shows the header of the document with the TN logo and 'Division of TennCare'. Below that is the State of Tennessee seal and the text: 'STATE OF TENNESSEE Bureau of TennCare Acceptable Use Policy: Rules of Behavior Network Access Rights and Obligations'. The 'Purpose' section follows, explaining the guidelines for access and use of State-owned hardware and software.</p>
<p>3</p>	<p>Click in the Signature field on the last page of the AUP Agreement.</p>	 <p>The screenshot shows a form with the text 'I have read and agree to comply with the policy set forth herein.' Below this is a 'Signature:' field with a red asterisk and the text 'Click here to sign', which is highlighted with a red box. Other fields include 'Print Name:', 'Title:' (with a red asterisk and 'Enter your job title'), 'Date:' (pre-filled with 'May 28, 2021'), 'TennCare User ID (if provided):', 'TennCare Division or Company Name:', and 'Create Verification PIN (4 digit):' (with a red asterisk).</p>
<p>4</p>	<p>Click Draw.</p>	 <p>The screenshot shows a signature interface with a red Adobe Sign logo on the left. At the top, there are four buttons: 'Type', 'Draw', 'Image', and 'Mobile'. The 'Draw' button is highlighted with a red box. Below the buttons is a large text area with the text 'Type your signature here'. At the bottom right, there are 'Close' and 'Apply' buttons.</p>

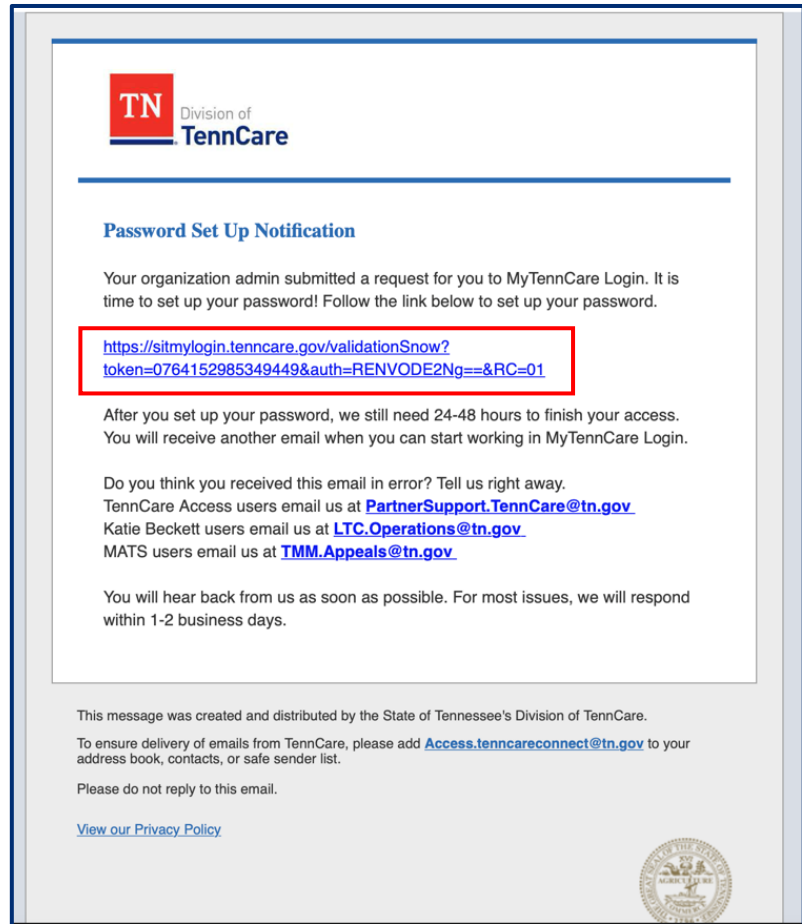
<p>5 Draw your signature on the Sign Here line and type your name in the Enter your name field.</p>	
<p>6 Click Apply.</p>	
<p>7 Enter your job Title.</p> <p>Enter the name of your agency or facility in the TennCare Division or Company Name field.</p> <p>In the Create Verification PIN (4 digit) field,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

<p>8 Leave the TennCare User ID (if provided) and Tax ID fields blank.</p> <p>Click to Sign to submit your AUP form.</p>	 <p>I have read and agree to comply with the policy set forth herein.</p> <p>Signature: <u>Example User</u> <small>Example User May 28, 2021</small></p> <p>Print Name: <u>Example User</u></p> <p>Title: <u>Hospital Representative</u></p> <p>Date: <u>May 28, 2021</u></p> <p>TennCare User ID (if provided): <input type="text"/></p> <p>TennCare Division or Company Name: <u>Example Hospital Facility</u></p> <p>Create Verification PIN (4 digit): <u>****</u></p> <p>If an Organization or Trading Partner account: I further agree that as a designated representative for the Organization, all documentation is being adequately maintained for all individuals accessing TennCare Systems demonstrating awareness of this Acceptable Use Policy.</p> <p>Tax ID: <input type="text"/></p> <p><small>By signing, I agree to both this agreement and the Consumer Disclosure. My use of Adobe Sign is governed by the Adobe Terms of Use.</small></p> <p>Click to Sign</p>
<p>9 Click download a copy to save a copy for your records.</p> <p>NOTE: Your AUP has been successfully submitted to the TennCare Security Team.</p>	 <p>TN Tennessee State Government</p> <p>✓ You're all set</p> <p>You finished signing "User, Example - Acceptable Use Policy".</p> <p>All parties will be notified via email. You can also download a copy of what you just signed.</p>

10 Monitor your email for a **Password Set Up Notification** email from Access.tennconnect@tn.gov.

The password set up email can be expected within 24 hours of submitting a signed AUP agreement.

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.tennconnect.gov/validationSnow?token=0764152985349449&auth=RENOVE2Ng==&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

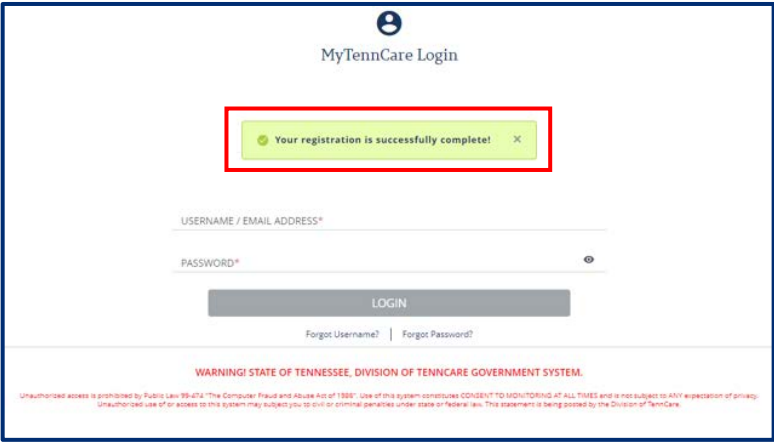
You will hear back from us as soon as possible. For most issues, we will respond within 1-2 business days.

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.tennconnect@tn.gov to your address book, contacts, or safe sender list.
Please do not reply to this email.
[View our Privacy Policy](#)

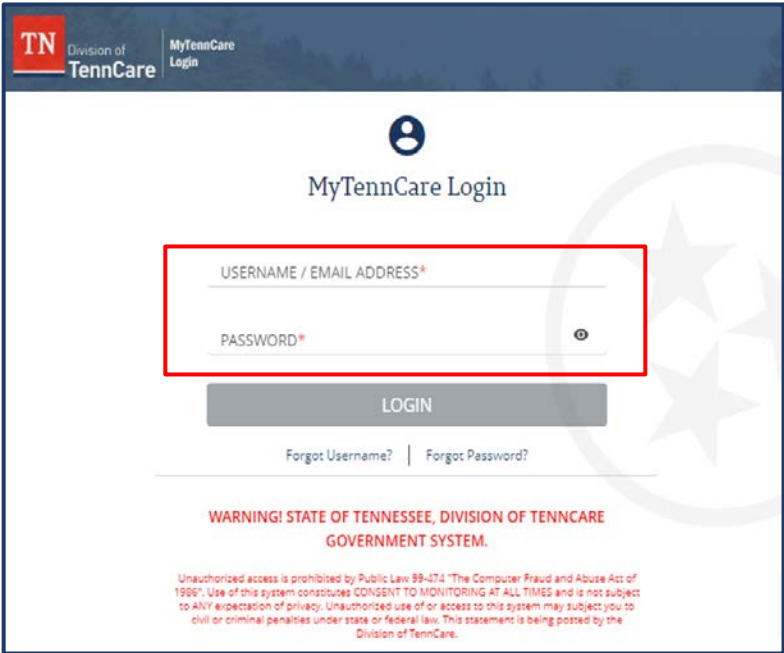


<p>11 On the Activate Account page, in the Security Questions section, select a question from each drop-down menu. Enter a unique answer for each question.</p> <p>NOTE: Answers must be at least three characters, can include numbers and special characters, and cannot be similar.</p>	
<p>12 In the Set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

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**.



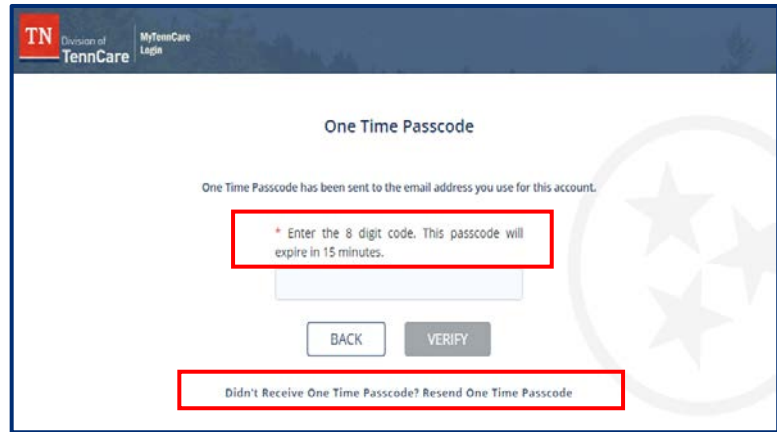
16 Click **Login**.

The screenshot shows the MyTennCare Login interface. At the top left, there is a logo for 'TN Division of TennCare' and 'MyTennCare Login'. The main heading is 'MyTennCare Login' with a user icon. Below this, there are two input fields: 'USERNAME / EMAIL ADDRESS*' containing 'TNT0002' and 'PASSWORD*' with a masked password '.....'. A dark blue 'LOGIN' button is highlighted with a red rectangular box. Below the button are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a red warning message: 'WARNING! STATE OF TENNESSEE, DIVISION OF TENNCARE GOVERNMENT SYSTEM. Unauthorized access is prohibited by Public Law 20-474 (The Computer Fraud and Abuse Act of 1986). Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Division of TennCare.'

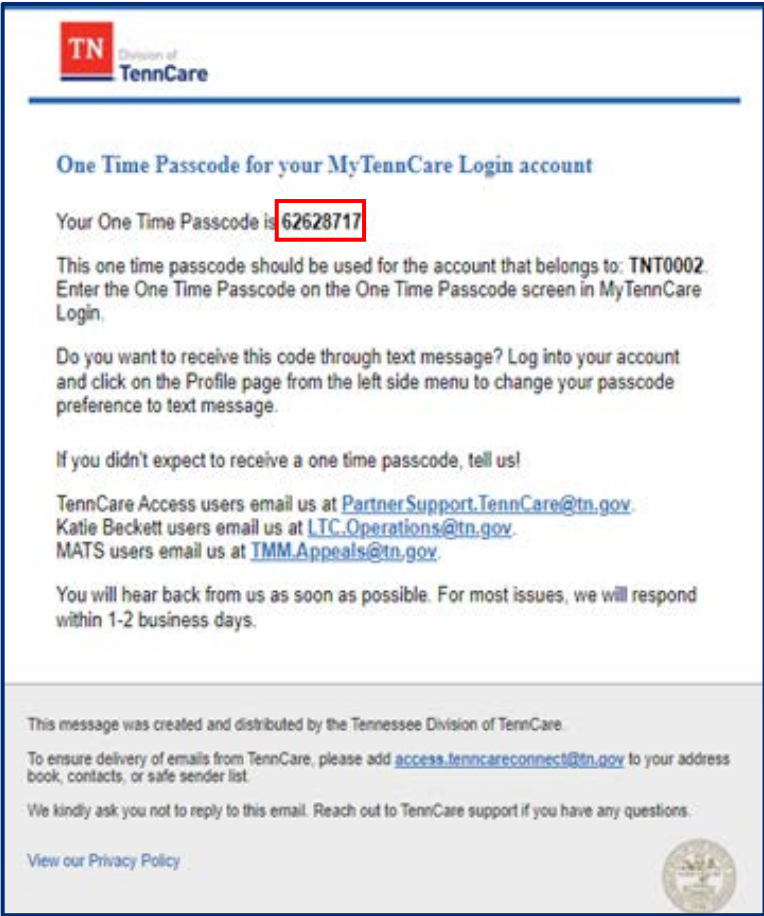
17 On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you use for this account.

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.

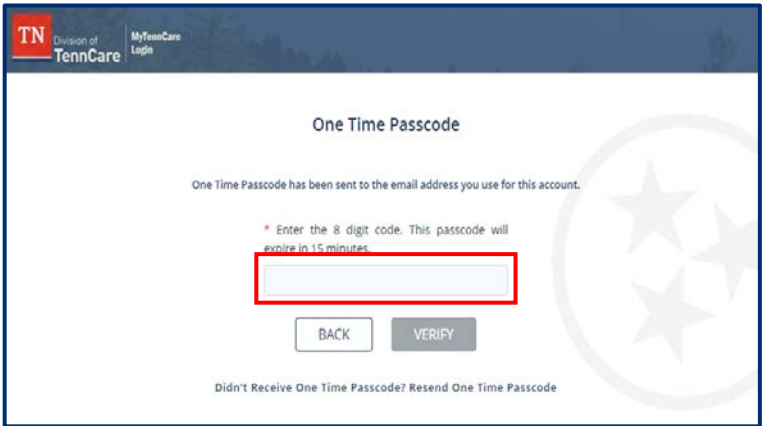
NOTE: If you did not receive the email, check your junk mail folder. If it is not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code.

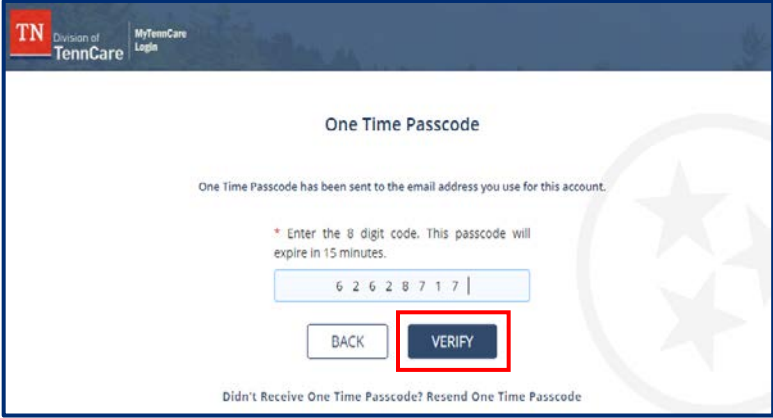
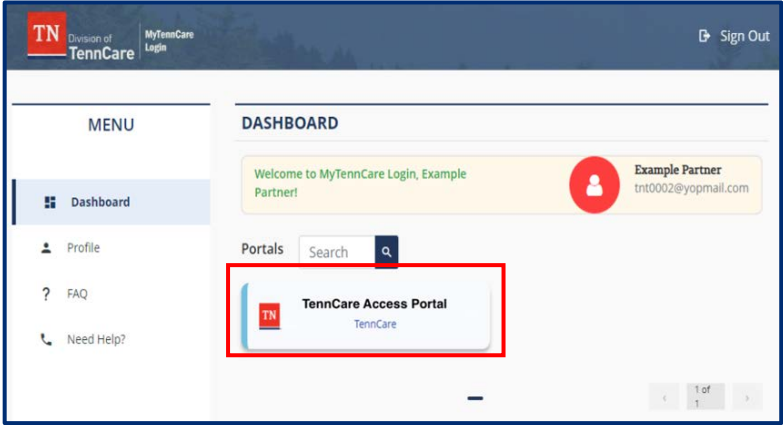



18 Access your email and copy the verification code.



19 On the **One Time Passcode** page, enter or paste the code from your email.



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

security access and the types of tasks your organization performs.

Welcome to TennCare Access

Presumptive Application



Hospital Presumptive Application

Start an application for Hospital Presumptive Eligibility. After completing the presumptive eligibility application, you will have the option to also submit an application for Medicaid.

Other Online Forms and Features



Add a Newborn

You can add a newborn to the mother's case if she is currently enrolled in TennCare or CoverKids.



View TennCare Connect Account

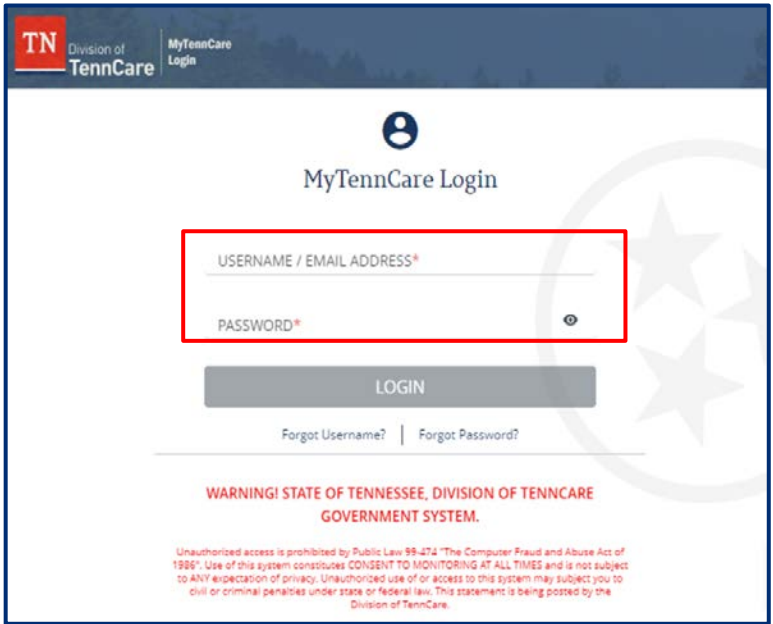
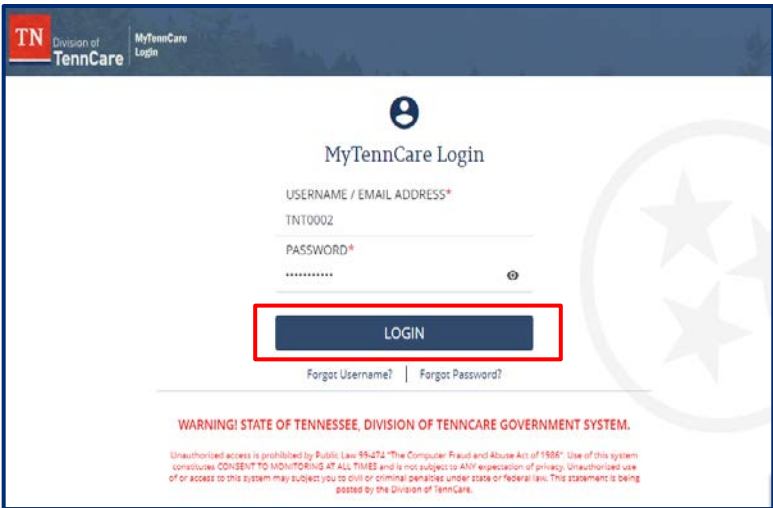
See a member's TennCare Connect account. This allows you to view their coverage and letters, upload documents, report changes, and submit renewals on their behalf.



Search My Submissions

Search for applications you have submitted to review the application summary or upload documents if TennCare has not started working the application yet. You can also search for applications you have started but not finished.

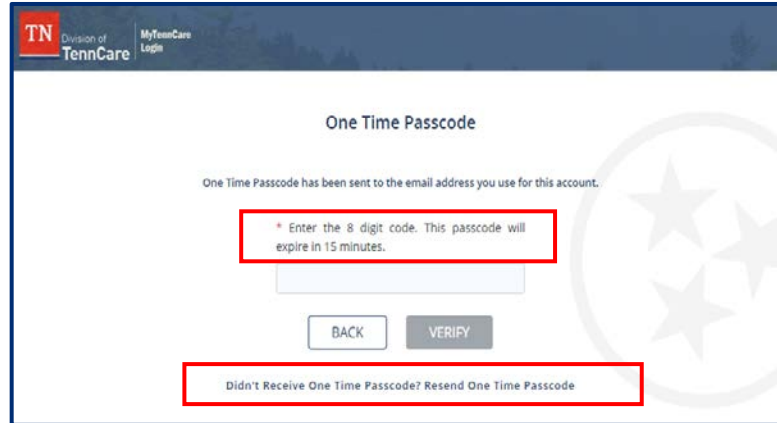
Existing Users: Logging in To TennCare Access

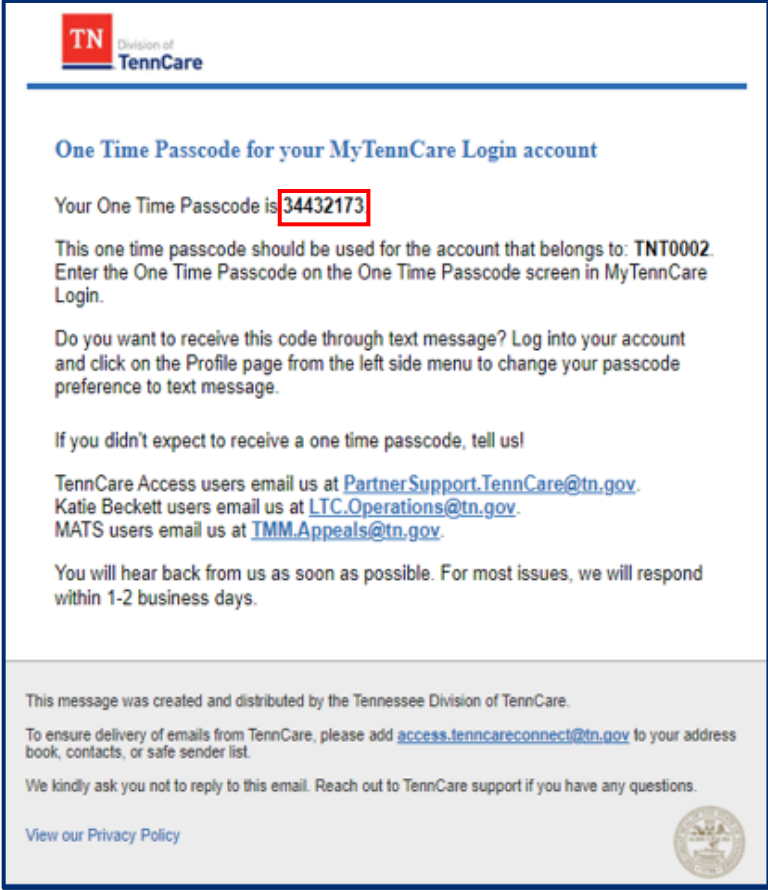
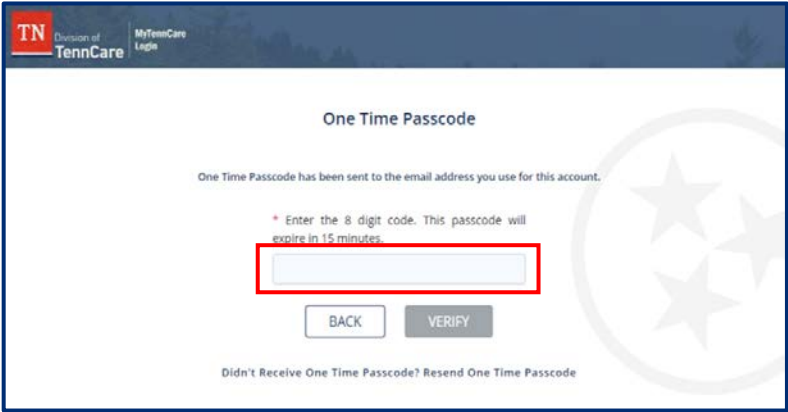
#	Step	Screenshot
1	<p>Go to https://mylogin.tennicare.gov.</p> <p>Enter your Username/Email Address and Password.</p>	
2	<p>Click Login.</p>	

3 On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you use for this account.

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.

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.



<p>4</p>	<p>Access your email and copy the verification code.</p>	
<p>5</p>	<p>On the One Time Passcode page, enter or paste the code from your email.</p>	


<p>6</p>	<p>Click Verify.</p>	
<p>7</p>	<p>On the Dashboard page, click the TennCare Access Portal tile.</p>	
<p>8</p>	<p>Click on your organization.</p>	

9 On the **Welcome to TennCare Access** page, select the option you need to perform.

NOTE: This is an example. Your options may be different based on your granted security access and the types of tasks your organization performs.


Welcome to TennCare Access

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Hospital Presumptive Application
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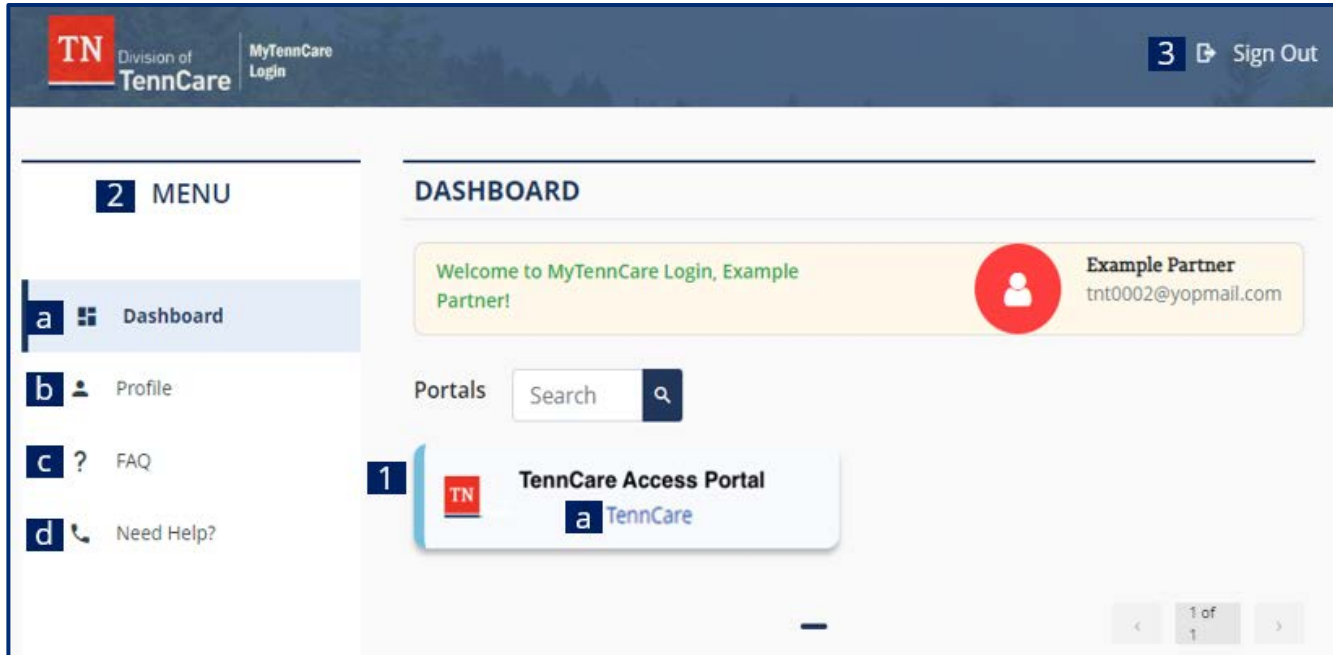
View TennCare Connect Account
 See a member's TennCare Connect account. This allows you to view their coverage and letters, upload documents, report changes, and submit renewals on their behalf.



Search My Submissions
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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.