



TennCare Organization Administrator Reference Guide

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Purpose

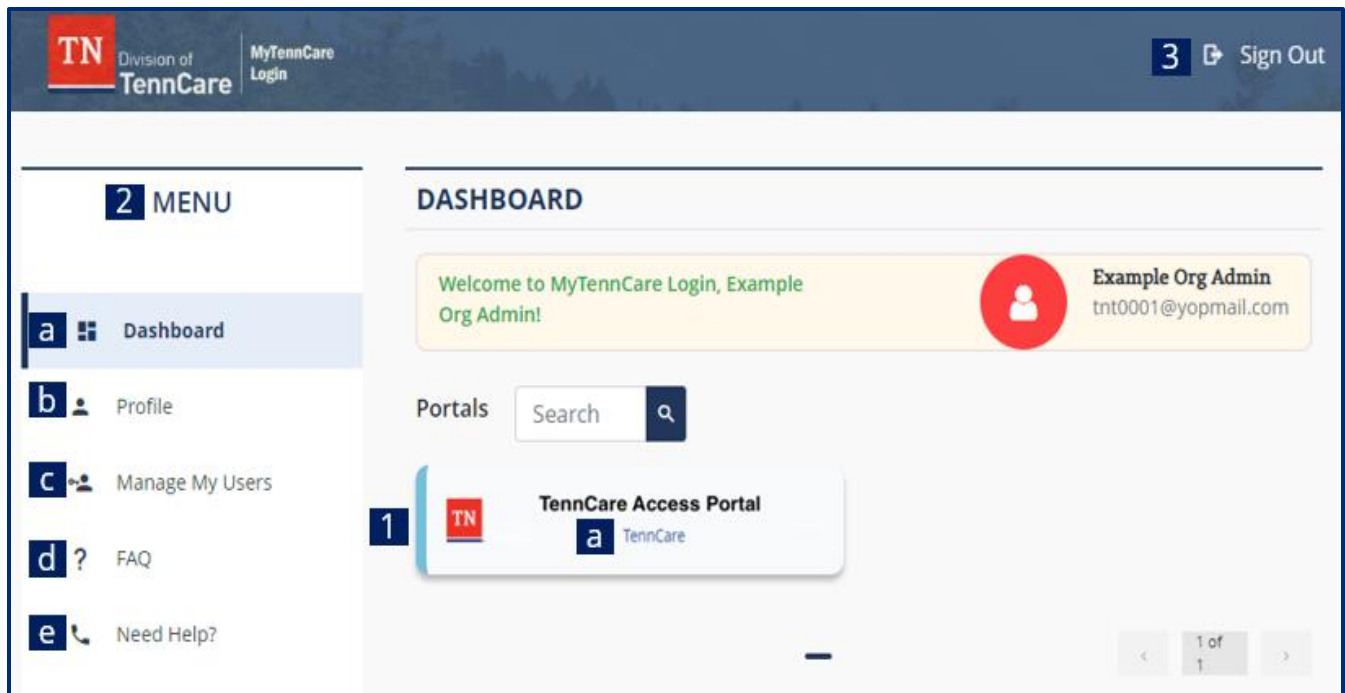
Each partner organization has selected Organization Administrators of TennCare Access. Organization Administrators are responsible for requesting access for authorized users, adding or removing a role for existing users, deactivating access for separated users, and confirming all staff have the correct training and security access to complete their work.

The [TennCare Access Organization Administrator Reference Guide](#) provides details for the following topics:

- [Reviewing the MyTennCare Login Homepage](#)
- [Logging into the MyTennCare Login Homepage](#)
- [Submitting a New User Access Request](#)
- [Updating a User's Access to the System](#)
- [Removing a User's Access to the System](#)
- [Submitting a User Separation Request](#)

Reviewing the MyTennCare Login Homepage

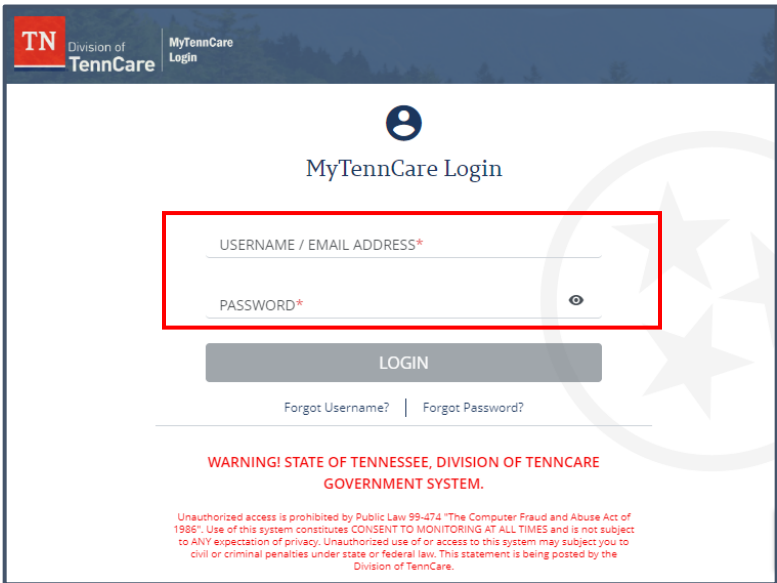
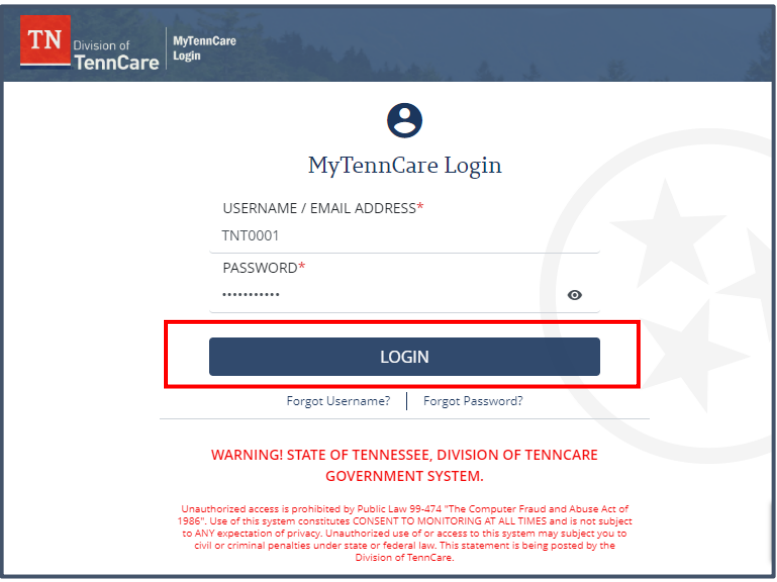
Below is a sample **MyTennCare Login** homepage for an Organization Administrator.



#	Item	Description
1	TennCare Access Portal	The TennCare Access Portal tile appears on the Dashboard and is used to log into TennCare Access once 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, Manage My Users, 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 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.

#	Item	Description
2c	Manage My Users	Click Manage My Users to access the MyTennCare Login Dashboard page. From here, you can request access for a new user, modify access for an existing user, or remove all access for an existing user.
2d	FAQ	Access Frequently Asked Questions for answers to common questions related to using the MyTennCare Login page.
2e	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.

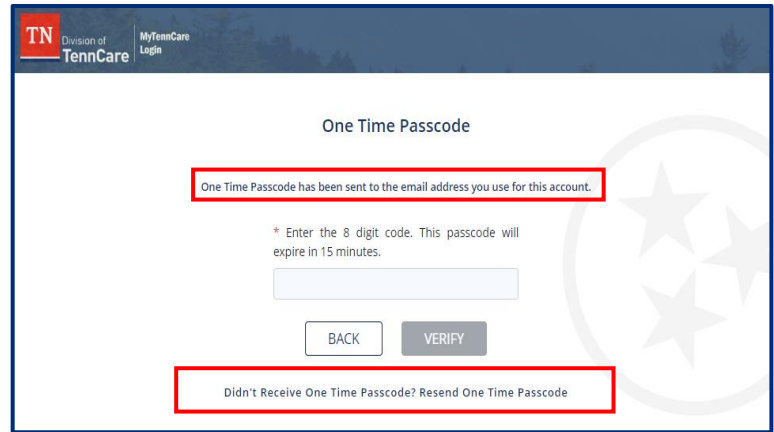
Logging into the MyTennCare Login Homepage

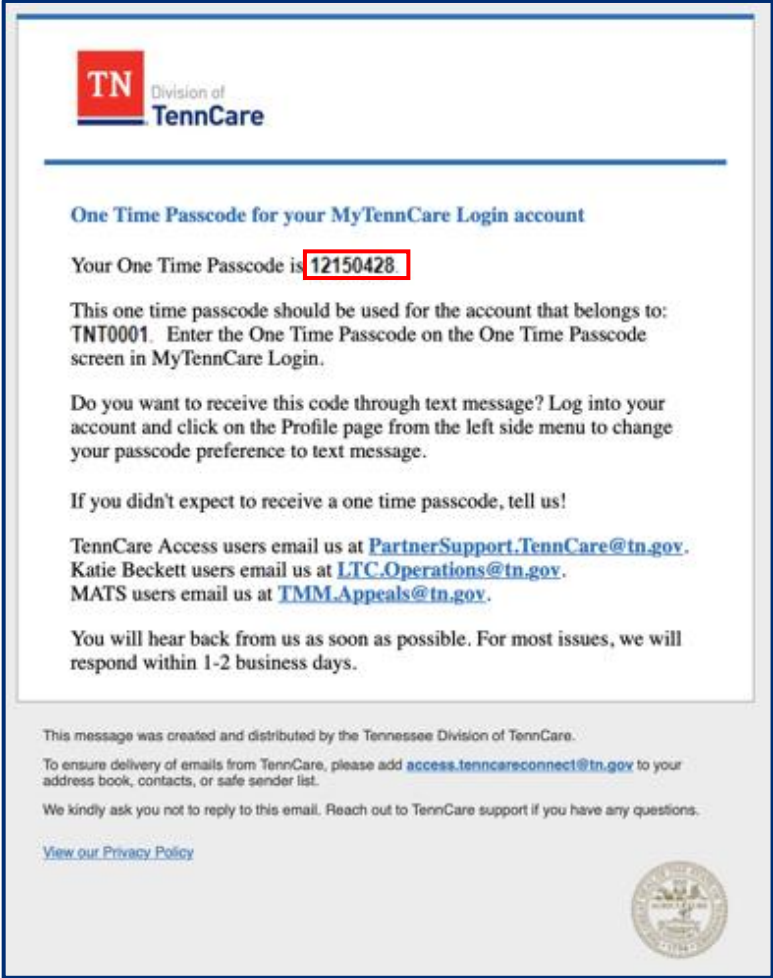
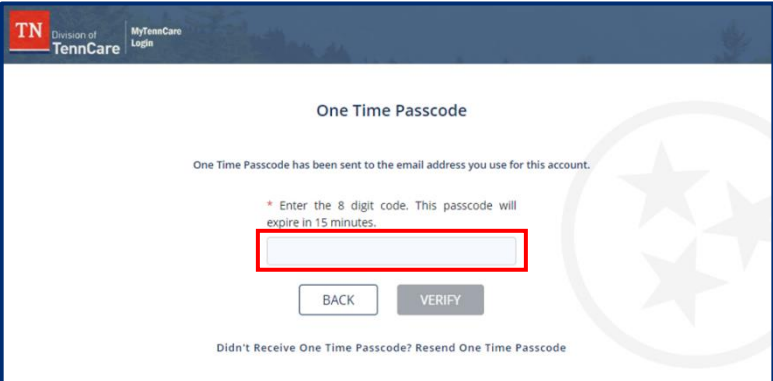
#	Step	Screenshot
1	<p>For existing users, go to https://mylogin.tennCare.gov</p> <p>Enter your Username/Email Address and Password.</p> <p>NOTE: For details on how to setup a new TennCare Access account or how to log into TennCare Access, please refer to the TennCare Access Login Reference Guide.</p>	 <p>The screenshot shows the MyTennCare Login page. The input fields for 'USERNAME / EMAIL ADDRESS*' and 'PASSWORD*' are highlighted with a red box. Below the fields is a 'LOGIN' button, and links for 'Forgot Username?' and 'Forgot Password?'. A warning message is displayed at the bottom: 'WARNING! STATE OF TENNESSEE, DIVISION OF TENNCARE GOVERNMENT SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "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.'</p>
2	<p>Click Login.</p>	 <p>The screenshot shows the MyTennCare Login page with the 'LOGIN' button highlighted by a red box. The input fields now contain the text 'TNT0001' and '.....'. The rest of the page content, including the warning message, remains the same as in the previous screenshot.</p>

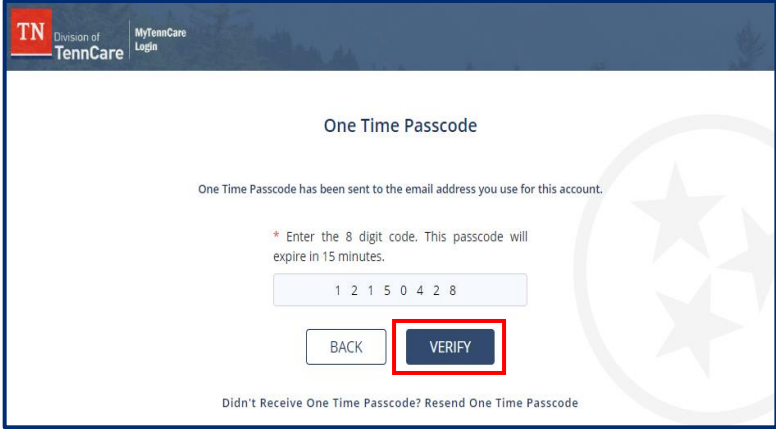
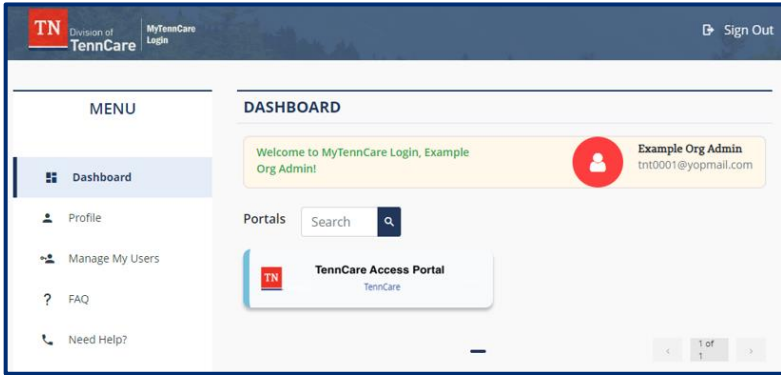
3 On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you used for this account.

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.

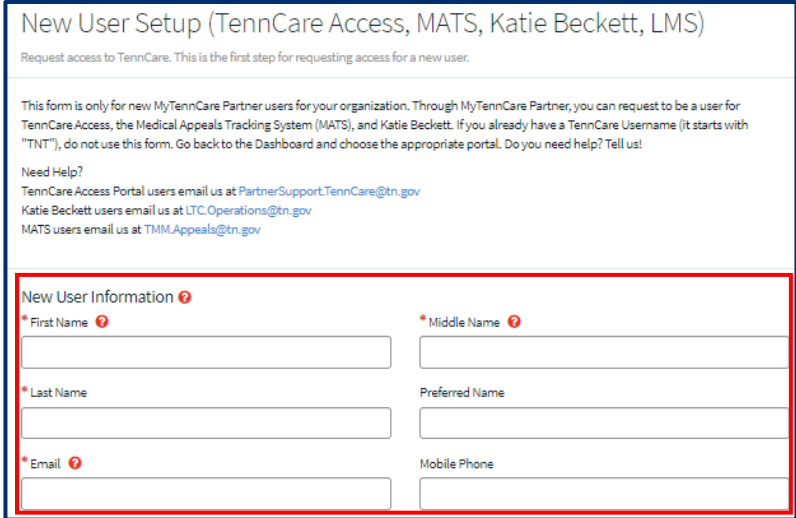



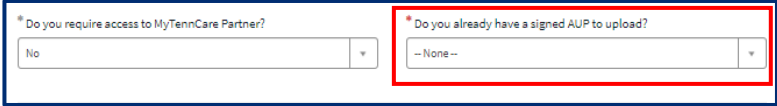

<p>4</p>	<p>Access your email and copy the verification code.</p>	
<p>5</p>	<p>On the One Time Passcode page, enter or paste the code from your email.</p>	

<p>6</p>	<p>Click Verify.</p>	
<p>7</p>	<p>From the Dashboard page, continue to the following sections depending on the action you wish to take.</p> <p>Submitting a New User Access Request</p> <p>Updating a User's Access to the System</p> <p>Removing a User's Access to the System</p> <p>Submitting a User Separation Request</p>	

Submitting a New User Access Request

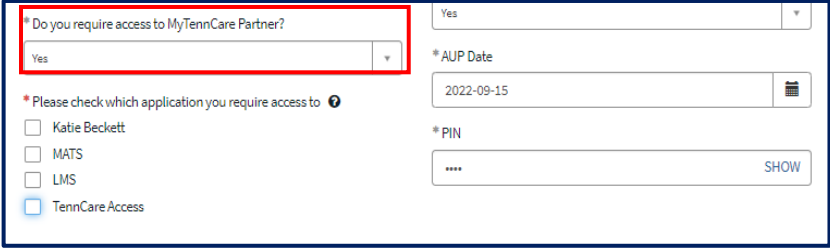
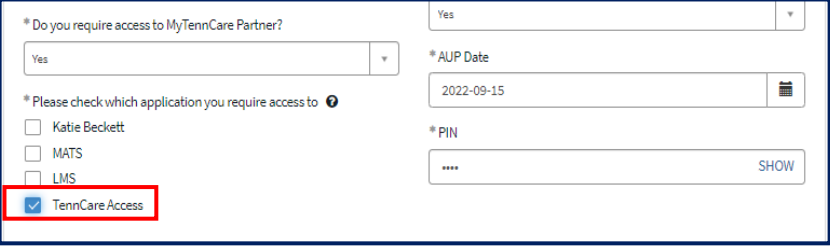
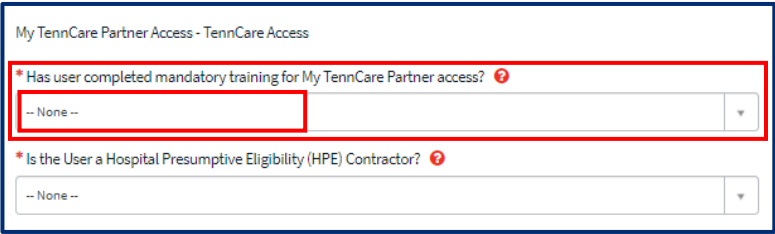
#	Step	Screenshot
1	<p>On the Dashboard page, click Manage My Users from the menu.</p>	<p>The screenshot shows the MyTennCare Login Dashboard. On the left, there is a 'MENU' section with several options: Dashboard, Profile, Manage My Users (highlighted with a red box), FAQ, and Need Help?. The main area of the dashboard shows a welcome message for 'Example Org Admin' and a 'TennCare Access Portal' card.</p>
2	<p>On the MyTennCare Login Dashboard page, click New User Setup (TennCare Access, MATS, Katie Beckett, LMS).</p>	<p>The screenshot shows the MyTennCare Login Dashboard with a grid of 'Popular Items'. The 'New User Setup (TennCare Access, MATS, Katie Beckett, LMS)' tile is highlighted with a red box. Other tiles include 'Configure PERLSS Tableau Reports Access', 'New User Setup (External Users)', 'My TennCare Partner Access - TennCare Access', 'My TennCare Partner Organization Creation/Modification', 'Configure Learning Management System (LMS) Access', 'Separation - MyTennCare Partner', 'User Separation - Partner', and 'Access Removal-External'.</p>

<p>3</p>	<p>On the New User Setup (TennCare Access, MATS, Katie Beckett, LMS) page, enter the First Name, Middle Name, Last Name, Preferred Name, Email, and Mobile Phone.</p> <p>NOTE: All fields marked with an asterisk are required.</p>	
<p>4</p>	<p>Begin typing the Manager and Company in the drop-down menus, then click the correct value once it appears.</p>	

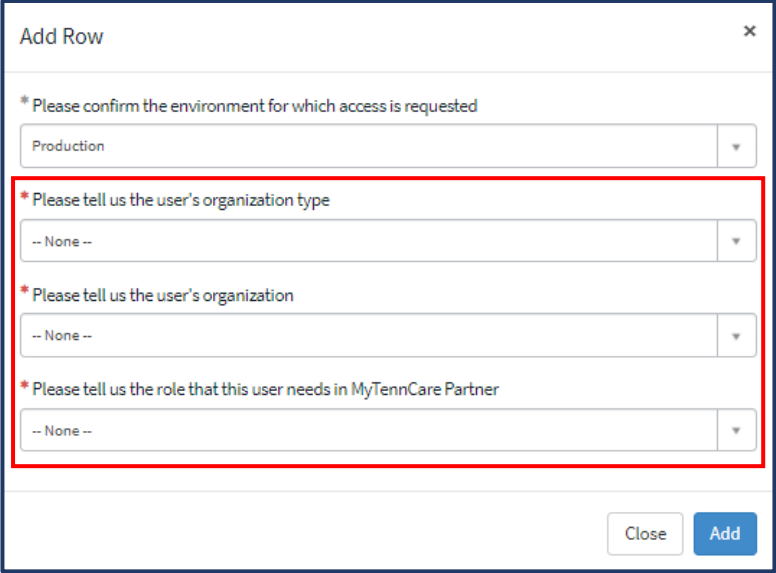
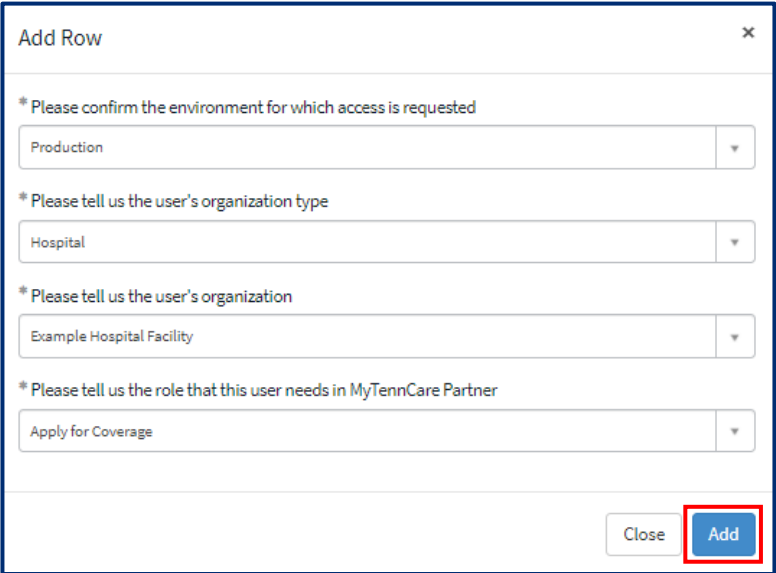
<p>5</p>	<p>Select <i>Yes</i> or <i>No</i> for Do you already have a signed AUP to upload?</p> <p>NOTE: The AUP, or Acceptable User Policy, is a standard form that provides guidelines for the appropriate use of State-owned systems, like TennCare Access. It is a routine form that most agencies, dealing with personal and sensitive information, require users to sign. In most cases, you will not have a signed AUP. When you select <i>No</i>, an AUP is automatically emailed to the user to sign electronically.</p> <p>If <i>Yes</i>, continue to Step 6.</p> <p>If <i>No</i>, proceed to Step 12.</p>	
<p>6</p>	<p>Click OK in the pop-up window.</p>	

<p>7</p>	<p>Click Add Attachments.</p>	<p>The screenshot shows a form with several input fields: Email, Mobile Phone, Manager, Company, Do you require access to MyTennCare Partner?, and Do you already have a signed AUP to upload?. Below these are text areas for Business Justification and Additional Comments. The 'Add attachments' button, represented by a paperclip icon, is highlighted with a red box in the bottom right corner.</p>
<p>8</p>	<p>Select the user's AUP document.</p>	<p>The screenshot shows a Windows File Explorer window. The address bar indicates the path is Desktop > Example. The file list shows a single file named 'New Users Signed AUP Agreement.docx' with a date modified of 5/19/2021 2:23 PM. This file is highlighted with a red box.</p>
<p>9</p>	<p>Click Open.</p>	<p>This screenshot is identical to the previous one, but the 'Open' button at the bottom right of the File Explorer window is highlighted with a red box.</p>

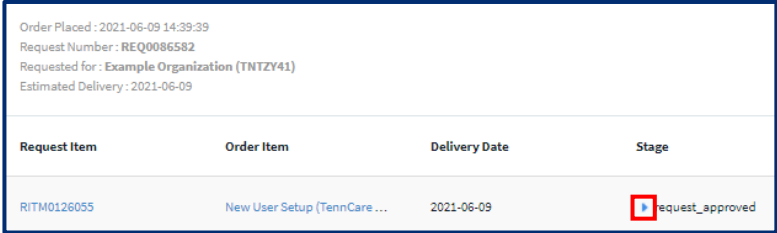



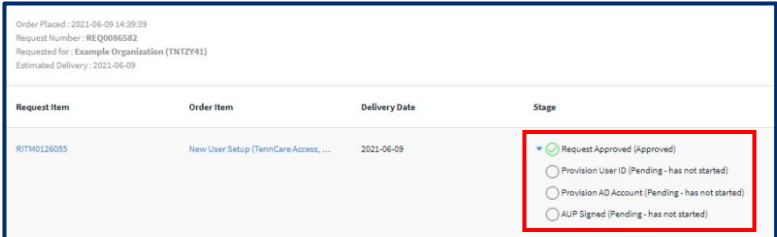
<p>10 Confirm the correct uploaded document is viewable at the bottom of the page above Add Attachments.</p>	
<p>11 Click the calendar icon to select the AUP Date.</p> <p>Enter the 4-digit numeric PIN.</p> <p>NOTE: The date and PIN can be found on the final page of the completed AUP agreement.</p>	<p>I have read and agree to comply with the policy set forth herein.</p> <p>Signature: _____</p> <p>Print Name: _____</p> <p>Title: _____</p> <p>Date: _____</p> <p>TennCare User ID (if provided): _____</p> <p>TennCare Division or Company Name: _____</p> <p>_____</p> <p>Create Verification PIN (4 digit): _____</p>

<p>12</p>	<p>Select <i>Yes</i> from the Do you require access to MyTennCare Partner? drop-down menu.</p>	
<p>13</p>	<p>Click the TennCare Access check box.</p>	
<p>14</p>	<p>Select <i>Yes</i> or <i>No</i> from the Has user completed mandatory training for MyTennCare Partner Access? drop-down menu.</p> <p>NOTE: The access request cannot be submitted until the user has finished the mandatory training requirements.</p> <p>If <i>No</i>, contact the Partner Support Unit to schedule their mandatory training.</p>	

<p>15 If Yes, click the calendar icon to select the date the user completed mandatory training.</p>	
<p>16 Select if the user is a Hospital Presumptive Eligibility (HPE) Contractor from the drop-down menu.</p> <p>If Yes, continue to Step 17.</p> <p>If No, proceed to Step 18.</p>	
<p>17 Read the contractor terms. Click the checkbox to Accept Contractor terms to this portal.</p>	<p>Note- Granting a TennCare Access Account to the above individual is expressly conditioned on agreement to each of the terms listed below:</p> <ol style="list-style-type: none"> 1. I understand that providing this individual with a TennCare Access account will allow them to submit Hospital Presumptive Eligibility (HPE) applications on behalf of this facility 2. I understand that it is the hospital's responsibility to ensure this individual has had appropriate training in HPE 3. I understand that it is the hospital's responsibility to review all information included in each HPE application created or modified by these individuals prior to submission to TennCare
<p>18 Click Add to indicate which roles the user needs.</p>	

<p>19 In the Add Row pop-up window, <i>Production</i> is pre-selected as the user's environment from the drop-down menu.</p> <p>Select the user's organization type, user's organization, and role you would like to add for the user from the drop-down menus.</p> <p>NOTE: Each role grants access to an option on the Welcome to TennCare Access page. All roles include the Search Submissions option.</p>	
<p>20 Click Add.</p>	

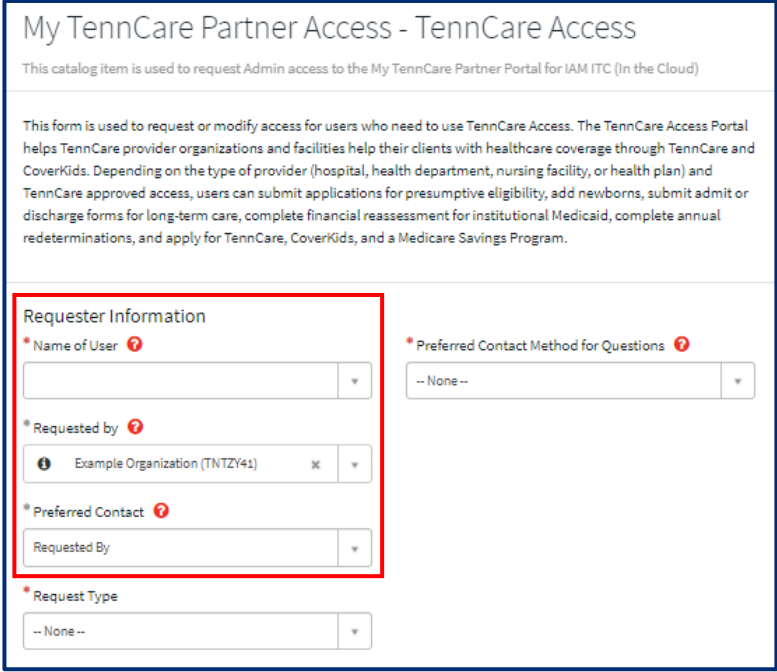
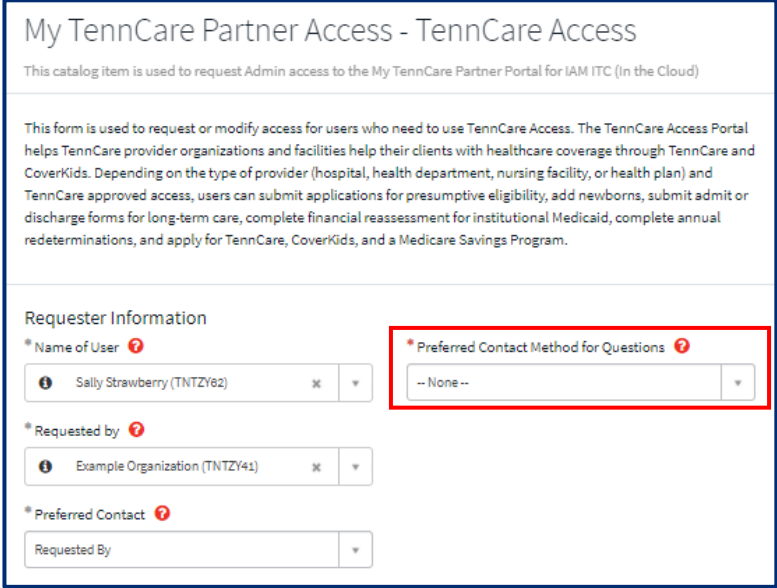
<p>21 Confirm your entry was added to the table under the blue Add button.</p> <p>If you need to make changes, click the icon to edit your entry or the icon to remove it.</p> <p>Repeat Steps 18 thru 21 to add multiple roles for the user.</p>	
<p>22 Enter a Business Justification, following the template below.</p> <p><User Name> requires access to MyTennCare Partner to complete their job responsibilities.</p>	
<p>23 Click Order Now.</p>	

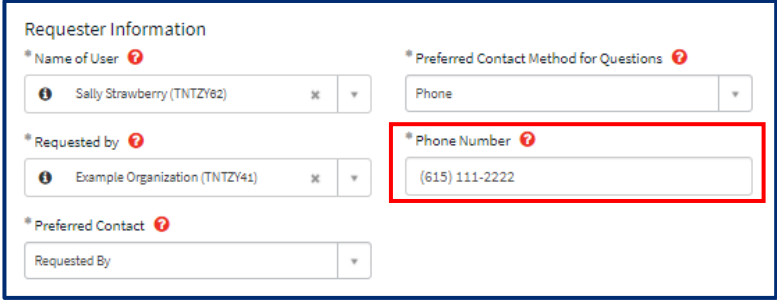
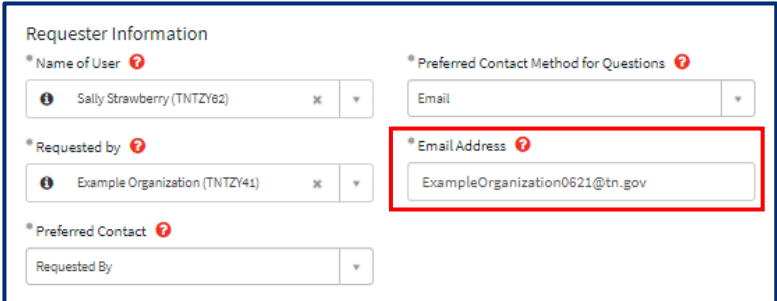
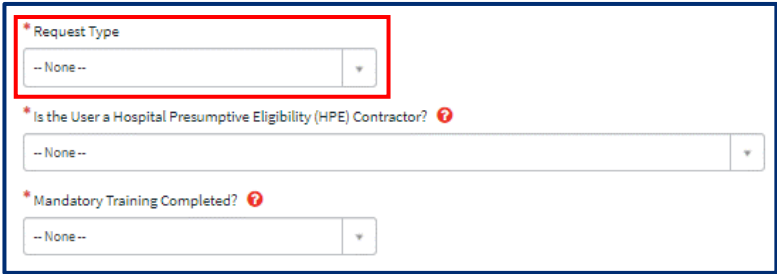
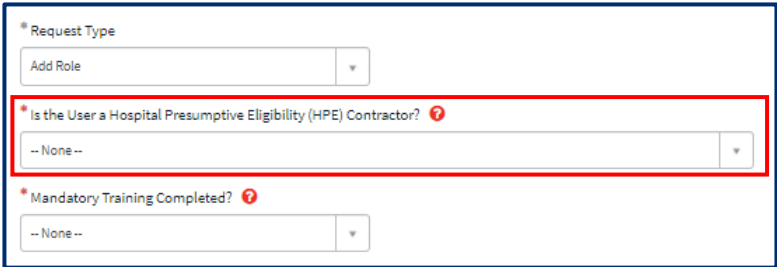
<p>24</p>	<p>Review your Submitted Request.</p> <p>For more details, click the blue arrow in the Stage column.</p>	 <p>Order Placed : 2021-06-09 14:39:39 Request Number : REQ0086582 Requested for : Example Organization (TNTZY41) Estimated Delivery : 2021-06-09</p> <table border="1"> <thead> <tr> <th>Request Item</th> <th>Order Item</th> <th>Delivery Date</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>RITM0126055</td> <td>New User Setup (TennCare ...</td> <td>2021-06-09</td> <td> request_approved</td> </tr> </tbody> </table>	Request Item	Order Item	Delivery Date	Stage	RITM0126055	New User Setup (TennCare ...	2021-06-09	 request_approved
Request Item	Order Item	Delivery Date	Stage							
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<p>25</p>	<p>The Request Approved (Approved) step is checked upon request submission.</p> <p>Other steps are marked complete as the request progresses through the review process.</p>	 <p>Order Placed : 2021-06-09 14:39:39 Request Number : REQ0086582 Requested for : Example Organization (TNTZY41) Estimated Delivery : 2021-06-09</p> <table border="1"> <thead> <tr> <th>Request Item</th> <th>Order Item</th> <th>Delivery Date</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>RITM0126055</td> <td>New User Setup (TennCare Access, ...</td> <td>2021-06-09</td> <td> <ul style="list-style-type: none"> <input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Provision User ID (Pending - has not started) <input type="radio"/> Provision AD Account (Pending - has not started) <input type="radio"/> AUP Signed (Pending - has not started) </td> </tr> </tbody> </table>	Request Item	Order Item	Delivery Date	Stage	RITM0126055	New User Setup (TennCare Access, ...	2021-06-09	<ul style="list-style-type: none"> <input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Provision User ID (Pending - has not started) <input type="radio"/> Provision AD Account (Pending - has not started) <input type="radio"/> AUP Signed (Pending - has not started)
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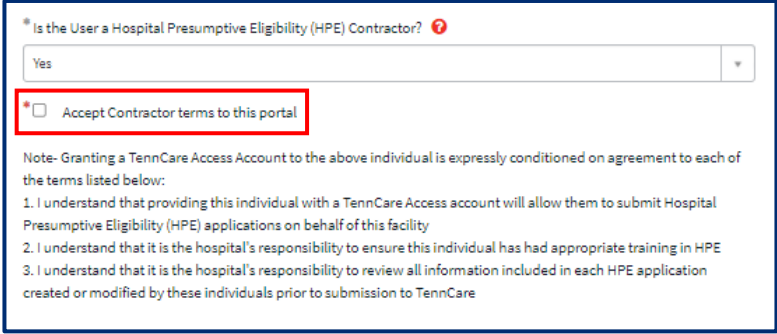
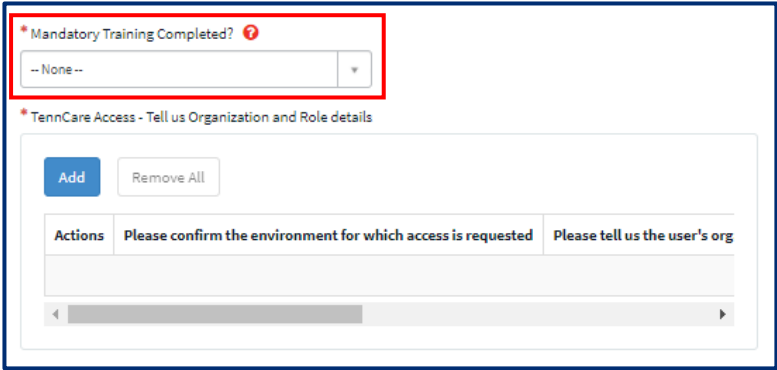
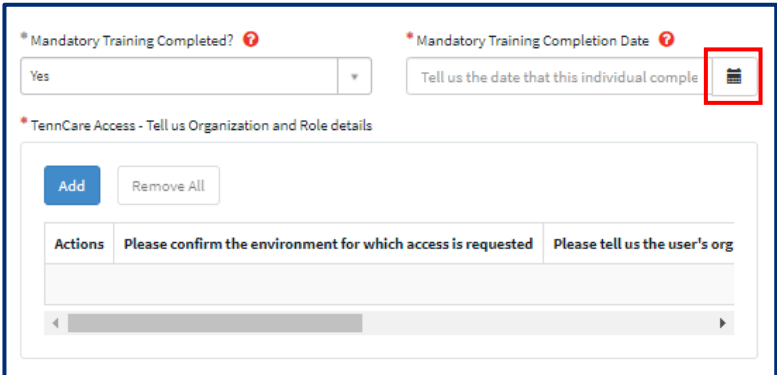
Updating a User's Access to the System

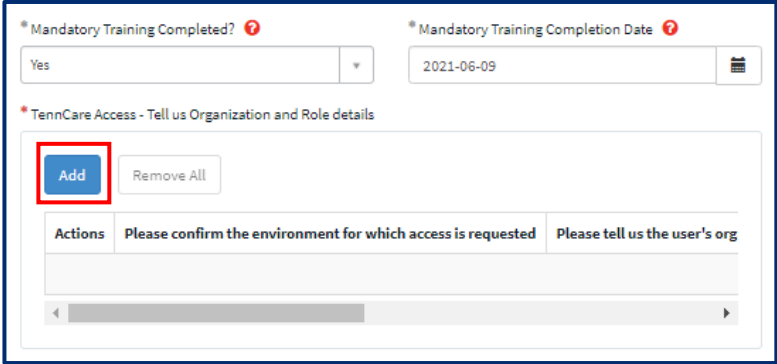
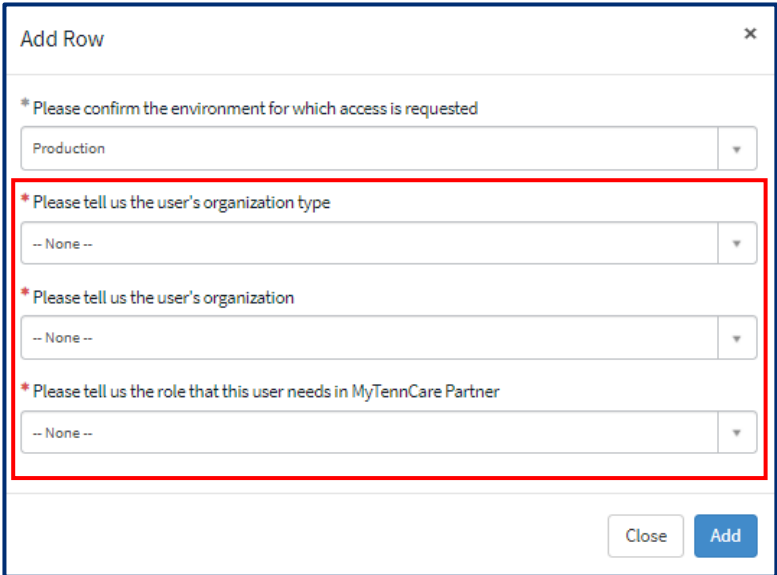
When a user notifies you that they do not have access to a needed option, or have an option they no longer need to use on their **Welcome to TennCare Access** homepage, you may update their access following this process.

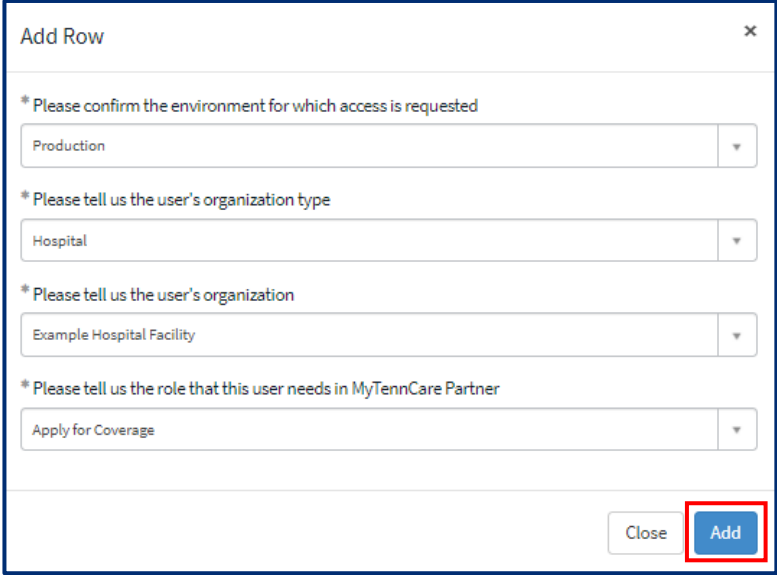


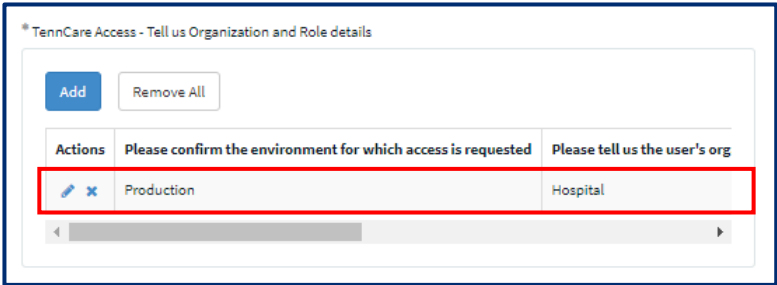
#	Step	Screenshot
1	<p>On the Dashboard page, click Manage My Users from the menu.</p>	<p>The screenshot shows the MyTennCare Login interface. On the left, there is a 'MENU' section with several options: Dashboard, Profile, Manage My Users (highlighted with a red box), FAQ, and Need Help?. The main area is the 'DASHBOARD' which includes a welcome message, user information for 'Example Org Admin', and a 'TennCare Access Portal' card.</p>
2	<p>On the MyTennCare Login Dashboard page, click My TennCare Partner Access – TennCare Access.</p>	<p>The screenshot shows the MyTennCare Login Dashboard with a grid of 'Popular Items'. The 'My TennCare Partner Access - TennCare Access' tile is highlighted with a red box. Other tiles include 'Configure PERLSS Tableau Reports Access', 'New User Setup (External Users)', 'New User Setup (TennCare Access, MATS, Katie Beckett, LMS)', 'My TennCare Partner Organization Creation/Modification', 'Configure Learning Management System (LMS) Access', 'Separation - MyTennCare Partner', 'User Separation - Partner', and 'Access Removal-External'.</p>


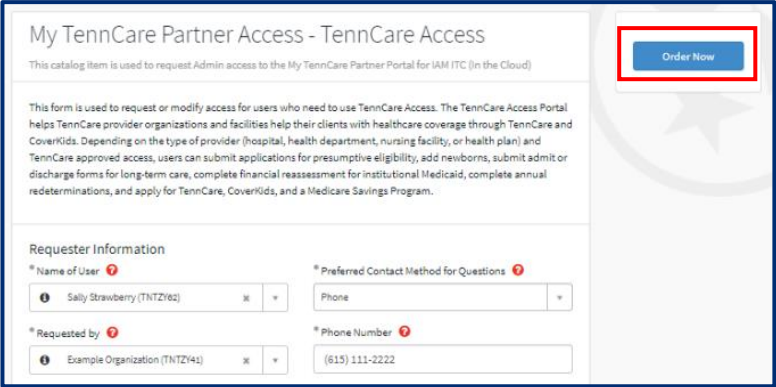
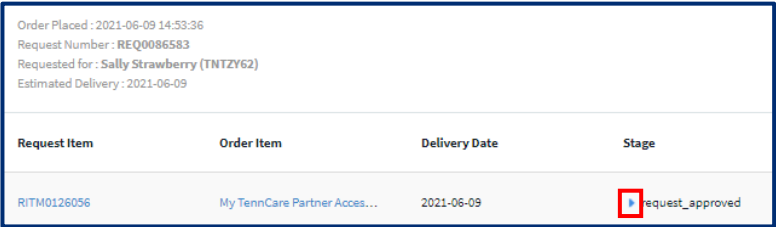
<p>3</p>	<p>On the My TennCare Partner Access – TennCare Access page, begin typing the person’s name in the Name of User drop-down menu. Click the correct option once it appears.</p> <p>Your name is pre-filled in the Requested by field and <i>Requested By</i> is pre-selected from the Preferred Contact drop-down menu. Do not change either selection.</p>	 <p>The screenshot shows the 'My TennCare Partner Access - TennCare Access' form. The 'Requester Information' section is highlighted with a red box. It contains the following fields: <ul style="list-style-type: none"> Name of User: A dropdown menu with a search icon and a red question mark icon. Requested by: A dropdown menu showing 'Example Organization (TNTZY41)' with a search icon and a red question mark icon. Preferred Contact: A dropdown menu showing 'Requested By' with a red question mark icon. Request Type: A dropdown menu showing '-- None --'. Preferred Contact Method for Questions: A dropdown menu showing '-- None --' with a red question mark icon. </p>
<p>4</p>	<p>Select the Preferred Contact Method for Questions from the drop-down menu.</p> <p>If <i>Phone</i>, continue to Step 5.</p> <p>If <i>Email</i>, proceed to Step 6.</p>	 <p>The screenshot shows the same 'My TennCare Partner Access - TennCare Access' form. In this view, the 'Preferred Contact Method for Questions' dropdown menu is highlighted with a red box. The 'Name of User' field now contains 'Sally Strawberry (TNTZY62)'. The other fields in the 'Requester Information' section remain the same as in the previous screenshot.</p>

<p>5</p>	<p>Review your pre-filled Phone Number and update it, if needed.</p> <p>Proceed to Step 7.</p>	 <p>The screenshot shows the 'Requester Information' section of a form. The 'Phone Number' field is highlighted with a red border. The form includes fields for Name of User, Requested by, Preferred Contact Method for Questions, and Preferred Contact.</p>
<p>6</p>	<p>Verify your pre-filled Email Address is correct.</p>	 <p>The screenshot shows the 'Requester Information' section of a form. The 'Email Address' field is highlighted with a red border. The form includes fields for Name of User, Requested by, Preferred Contact Method for Questions, and Preferred Contact.</p>
<p>7</p>	<p>Select <i>Add Role</i> or <i>Remove Role</i> from the Request Type drop-down menu.</p>	 <p>The screenshot shows a dropdown menu for 'Request Type' with '-- None --' selected and highlighted in red. Below it are two more dropdown menus: 'Is the User a Hospital Presumptive Eligibility (HPE) Contractor?' and 'Mandatory Training Completed?'</p>
<p>8</p>	<p>Select if the user is a Hospital Presumptive Eligibility (HPE) Contractor from the drop-down menu.</p> <p>If <i>Yes</i>, continue to Step 9.</p> <p>If <i>No</i>, proceed to Step 10.</p>	 <p>The screenshot shows the 'Request Type' dropdown menu with 'Add Role' selected. The 'Is the User a Hospital Presumptive Eligibility (HPE) Contractor?' dropdown menu is highlighted in red. Below it is the 'Mandatory Training Completed?' dropdown menu.</p>

<p>9</p>	<p>Read the contractor terms. Click the checkbox to Accept Contractor terms to this portal.</p>	 <p>* Is the User a Hospital Presumptive Eligibility (HPE) Contractor? ?</p> <p>Yes ▼</p> <p>* <input type="checkbox"/> Accept Contractor terms to this portal</p> <p>Note- Granting a TennCare Access Account to the above individual is expressly conditioned on agreement to each of the terms listed below:</p> <ol style="list-style-type: none"> 1. I understand that providing this individual with a TennCare Access account will allow them to submit Hospital Presumptive Eligibility (HPE) applications on behalf of this facility 2. I understand that it is the hospital's responsibility to ensure this individual has had appropriate training in HPE 3. I understand that it is the hospital's responsibility to review all information included in each HPE application created or modified by these individuals prior to submission to TennCare 						
<p>10</p>	<p>Select <i>Yes</i> or <i>No</i> from the Mandatory Training Completed? drop-down menu.</p> <p>NOTE: The access request cannot be submitted until the user has finished the mandatory training requirements.</p>	 <p>* Mandatory Training Completed? ?</p> <p>-- None -- ▼</p> <p>* TennCare Access - Tell us Organization and Role details</p> <p>Add Remove All</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Actions</th> <th style="width: 55%;">Please confirm the environment for which access is requested</th> <th style="width: 30%;">Please tell us the user's org</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">◀</td> <td style="text-align: center;">▶</td> <td></td> </tr> </tbody> </table>	Actions	Please confirm the environment for which access is requested	Please tell us the user's org	◀	▶	
Actions	Please confirm the environment for which access is requested	Please tell us the user's org						
◀	▶							
<p>11</p>	<p>If <i>Yes</i>, click the calendar icon to select the user's most recent training date as the Mandatory Training Completion Date.</p>	 <p>* Mandatory Training Completed? ?</p> <p>Yes ▼</p> <p>* Mandatory Training Completion Date ?</p> <p>Tell us the date that this individual comple 📅</p> <p>* TennCare Access - Tell us Organization and Role details</p> <p>Add Remove All</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Actions</th> <th style="width: 55%;">Please confirm the environment for which access is requested</th> <th style="width: 30%;">Please tell us the user's org</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">◀</td> <td style="text-align: center;">▶</td> <td></td> </tr> </tbody> </table>	Actions	Please confirm the environment for which access is requested	Please tell us the user's org	◀	▶	
Actions	Please confirm the environment for which access is requested	Please tell us the user's org						
◀	▶							

<p>12 Click Add.</p> <p>NOTE: Whether you are adding or removing a role, you need to click Add for the specific role to be added <u>or</u> removed.</p>	 <p>The screenshot shows a form with two dropdown menus at the top: 'Mandatory Training Completed?' (set to 'Yes') and 'Mandatory Training Completion Date' (set to '2021-06-09'). Below these is a section titled 'TennCare Access - Tell us Organization and Role details'. In this section, the 'Add' button is highlighted with a red box. To its right is a 'Remove All' button. Below the buttons are two columns: 'Actions' and 'Please confirm the environment for which access is requested'. A horizontal scrollbar is visible at the bottom of the main content area.</p>
<p>13 In the Add Row pop-up window, <i>Production</i> is pre-selected as the user's environment from the drop-down menu.</p> <p>Select the user's organization type, user's organization, and role you would like to add or remove for the user from the drop-down menus.</p>	 <p>The screenshot shows a pop-up window titled 'Add Row'. It contains three dropdown menus, each with a red asterisk indicating a required field. The first dropdown is 'Please confirm the environment for which access is requested' and is pre-selected with 'Production'. The second dropdown is 'Please tell us the user's organization type' and is set to '-- None --'. The third dropdown is 'Please tell us the user's organization' and is also set to '-- None --'. Below these is a fourth dropdown: 'Please tell us the role that this user needs in MyTennCare Partner', which is also set to '-- None --'. At the bottom right of the window are 'Close' and 'Add' buttons.</p>

<p>14 Click Add.</p>	
<p>15 Confirm your entry was added to the table under the blue Add button.</p> <p>If you need to make changes, click the  icon to edit your entry or the  icon to remove it.</p> <p>Repeat steps 12 thru 15 to add or remove multiple roles for the user.</p>	

<p>16 Enter a Business Justification for adding or removing the user's role, following the templates below.</p> <p><User Name> requires the <Role Name> role to complete their job responsibilities.</p> <p><User Name> no longer requires the <Role Name> role to complete their job responsibilities.</p>	 <p>The screenshot shows a form titled "Business Justification". It has a red-bordered input field for "Business Justification" with a red asterisk and a question mark icon. Below it is an "Additional Comments" input field.</p>								
<p>17 Click Order Now.</p>	 <p>The screenshot shows the "My TennCare Partner Access - TennCare Access" form. A blue "Order Now" button is highlighted with a red box. The form includes a description, "Requester Information" section with fields for Name of User, Preferred Contact Method for Questions, Requested by, and Phone Number.</p>								
<p>18 Review your Submitted Request.</p> <p>For more details, click the blue arrow in the Stage column.</p>	 <p>The screenshot shows a table of submitted requests. The "Stage" column for the first row has a blue arrow icon next to the text "request_approved".</p> <table border="1"> <thead> <tr> <th>Request Item</th> <th>Order Item</th> <th>Delivery Date</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>RITM0126056</td> <td>My TennCare Partner Access...</td> <td>2021-06-09</td> <td> request_approved</td> </tr> </tbody> </table>	Request Item	Order Item	Delivery Date	Stage	RITM0126056	My TennCare Partner Access...	2021-06-09	request_approved
Request Item	Order Item	Delivery Date	Stage						
RITM0126056	My TennCare Partner Access...	2021-06-09	request_approved						

19 The **Request Approved (Approved)** step is checked upon request submission.

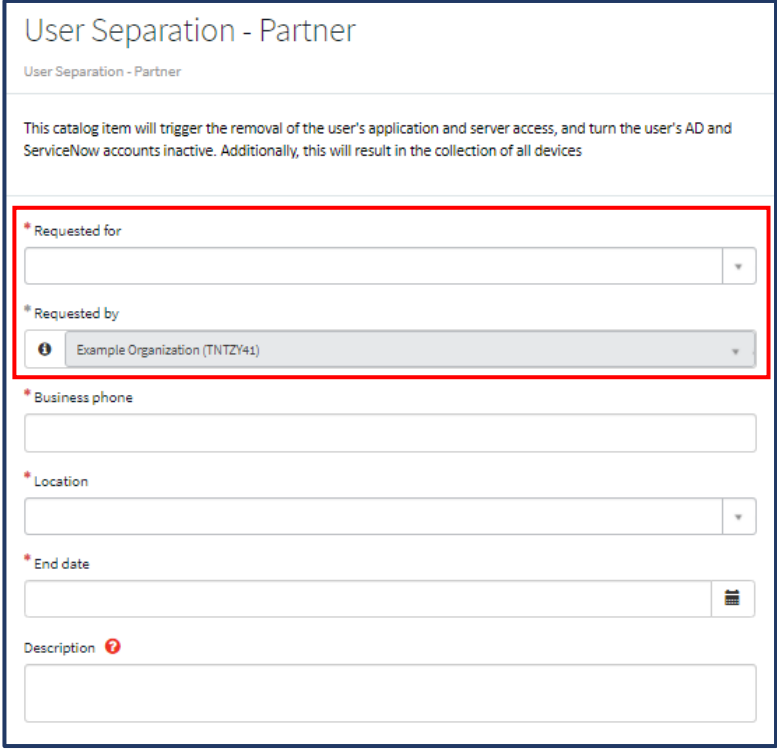
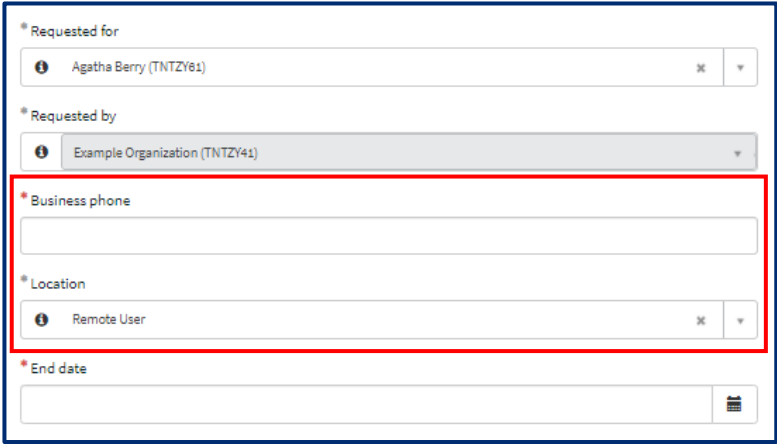
Other steps are marked complete as the request progresses through the review process.

Request Item	Order Item	Delivery Date	Stage
RITM0128056	My TennCare Partner Access - Tenn...	2021-06-09	<input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started) <input type="radio"/> Completed (Pending - has not started)

Submitting a User Separation Request

Use the steps below to request termination for the user. A User Separation removes access to all TennCare applications and archives their profile in ServiceNow.

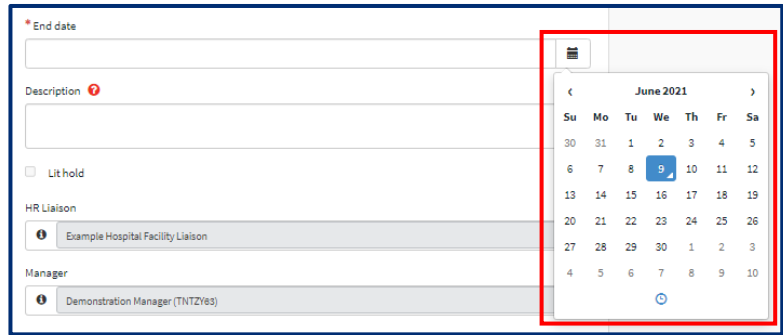
#	Step	Screenshot
1	On the Dashboard page, click Manage My Users from the menu.	
2	On the MyTennCare Login Dashboard page, select User Separation - Partner .	

<p>3</p>	<p>On the User Separation - Partner page, begin typing the name of the user in the Requested for drop-down menu.</p> <p>NOTE: The Requested by field is pre-populated with your name and cannot be changed.</p>	 <p>User Separation - Partner</p> <p>User Separation - Partner</p> <p>This catalog item will trigger the removal of the user's application and server access, and turn the user's AD and ServiceNow accounts inactive. Additionally, this will result in the collection of all devices</p> <p>* Requested for</p> <p>* Requested by</p> <p>Example Organization (TNTZY41)</p> <p>* Business phone</p> <p>* Location</p> <p>* End date</p> <p>Description ?</p>
<p>4</p>	<p>Enter your Business Phone.</p> <p>NOTE: The Location is pre-filled based on the user, but it can be updated, if needed.</p>	 <p>* Requested for</p> <p>Agatha Berry (TNTZY81)</p> <p>* Requested by</p> <p>Example Organization (TNTZY41)</p> <p>* Business phone</p> <p>* Location</p> <p>Remote User</p> <p>* End date</p>

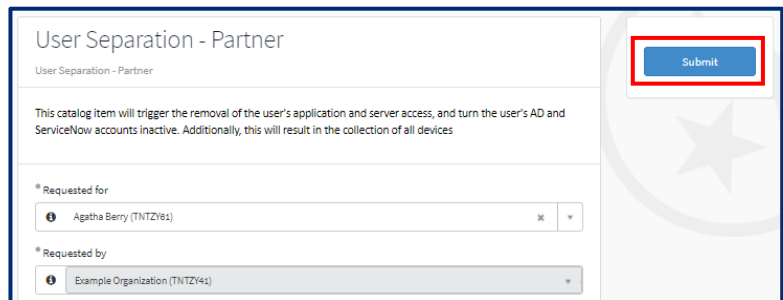
5 Click the calendar icon to select the date access should be removed as the **End date**. You can click the clock icon to select a specific time, in military format, if applicable.

Click outside of the calendar window.

NOTE: The **HR Liaison** and **Manager** fields are pre-filled based on the user and cannot be updated.

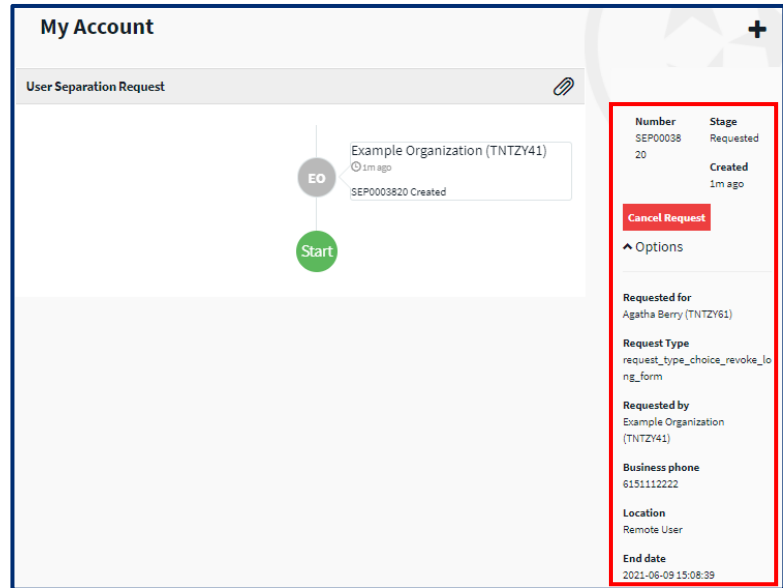


6 Click **Submit**.



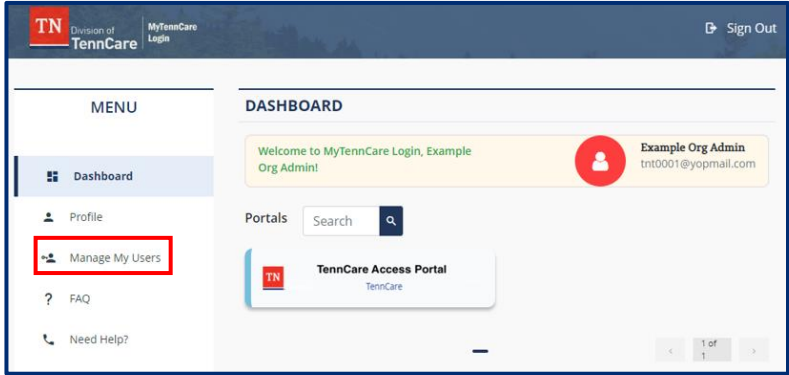
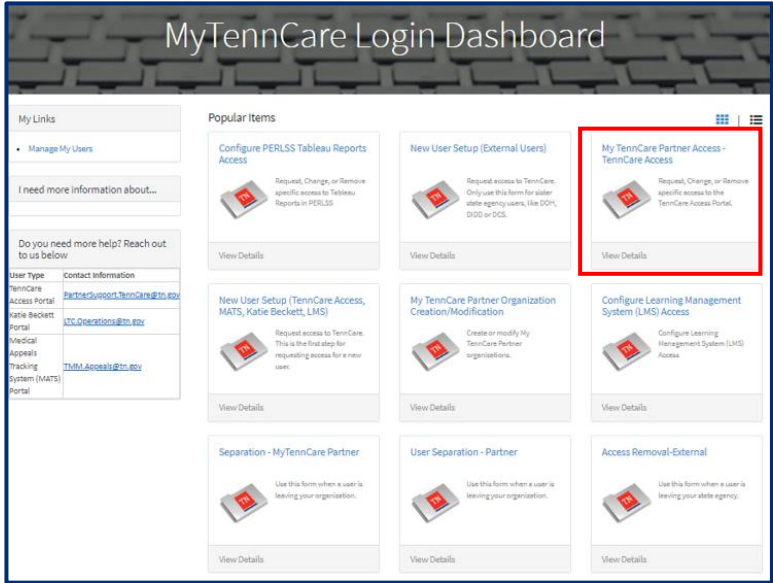
7 On the **My Account** page, review the information to confirm the separation request was successfully created.

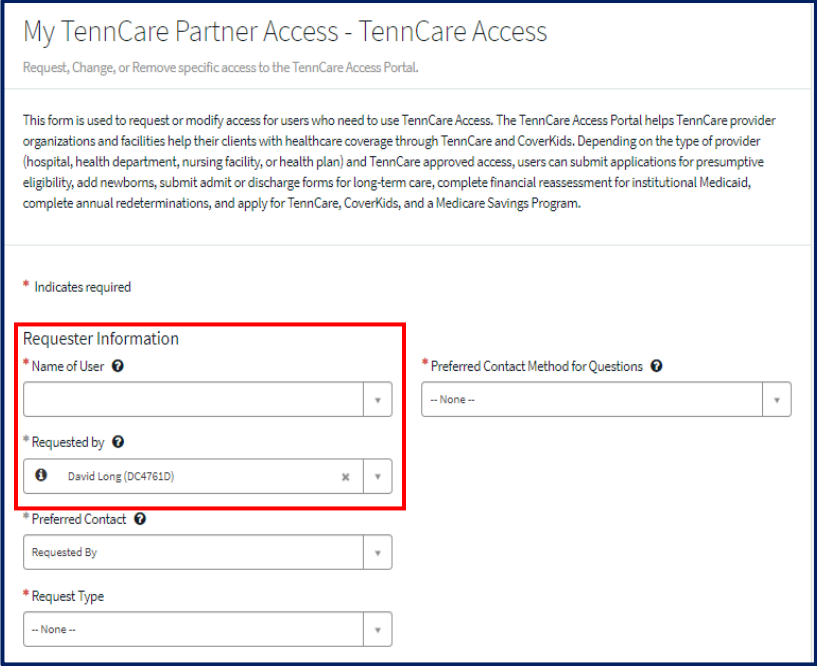
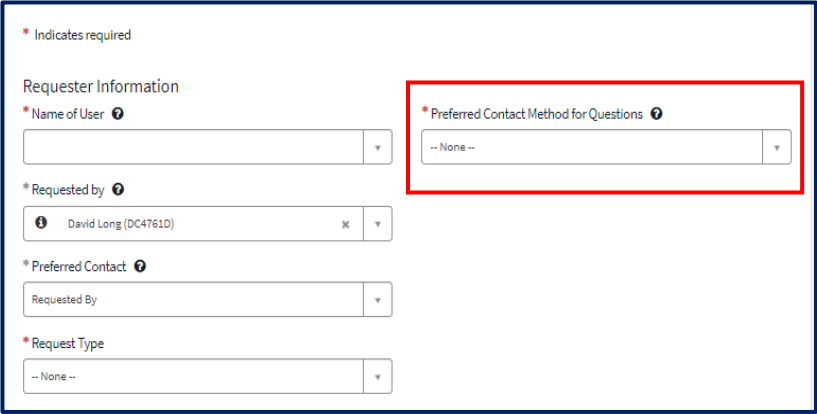
NOTE: All roles are removed if a user's access to an organization is removed.

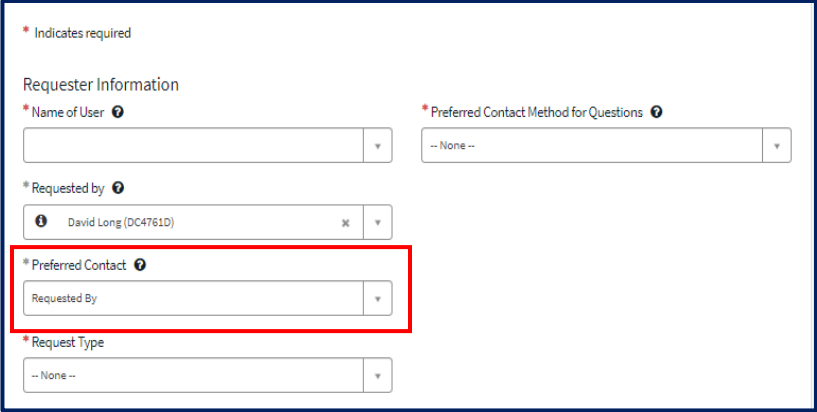
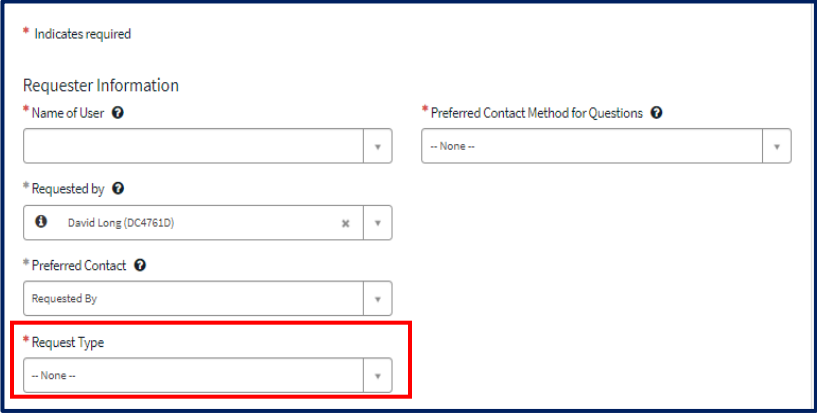
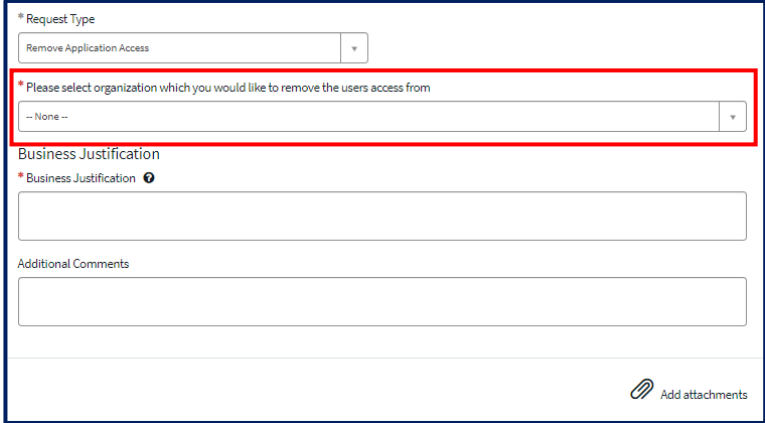



Removing a User's Access to the System

Use the steps below to request to remove all TennCare Access roles a user has access to within an organization without affecting other TennCare application access like MATS, PERLSS, KB or TennCare Access for a different organization.

#	Step	Screenshot
1	<p>On the Dashboard page, click Manage My Users from the menu.</p>	
2	<p>On the MyTennCare Login Dashboard page, select My TennCare Partner Access – TennCare Access.</p>	

<p>3</p>	<p>On the My TennCare Partner Access – TennCare Access page, begin typing the name of the user in the Requested for drop-down menu.</p> <p>NOTE: The Requested by field is pre-populated with your name and cannot be changed.</p>	 <p>The screenshot shows the 'My TennCare Partner Access - TennCare Access' form. The 'Requested for' dropdown menu is highlighted with a red box. The form includes fields for 'Name of User', 'Requested by' (pre-filled with 'David Long (DC4761D)'), 'Preferred Contact Method for Questions', 'Preferred Contact', and 'Request Type'.</p>
<p>4</p>	<p>Select the Preferred Contact Method for Questions.</p> <p>NOTE: A pre-filled Email Address or Phone Number field populates based on your selection in the Preferred Contact Method for Questions field. It can be updated, if needed.</p>	 <p>The screenshot shows the 'My TennCare Partner Access - TennCare Access' form. The 'Preferred Contact Method for Questions' dropdown menu is highlighted with a red box. The form includes fields for 'Name of User', 'Requested by' (pre-filled with 'David Long (DC4761D)'), 'Preferred Contact Method for Questions', 'Preferred Contact', and 'Request Type'.</p>

<p>5</p>	<p>Review the pre-filled Preferred Contact. It can be updated, if needed.</p>	 <p>* Indicates required</p> <p>Requester Information</p> <p>* Name of User ⓘ <input type="text" value=""/></p> <p>* Preferred Contact Method for Questions ⓘ <input type="text" value="-- None --"/></p> <p>* Requested by ⓘ <input type="text" value="David Long (DC4761D)"/></p> <p>* Preferred Contact ⓘ <input type="text" value="Requested By"/></p> <p>* Request Type <input type="text" value="-- None --"/></p>
<p>6</p>	<p>Select <i>Remove Application Access</i> from the Request Type drop-down menu.</p>	 <p>* Indicates required</p> <p>Requester Information</p> <p>* Name of User ⓘ <input type="text" value=""/></p> <p>* Preferred Contact Method for Questions ⓘ <input type="text" value="-- None --"/></p> <p>* Requested by ⓘ <input type="text" value="David Long (DC4761D)"/></p> <p>* Preferred Contact ⓘ <input type="text" value="Requested By"/></p> <p>* Request Type <input type="text" value="-- None --"/></p>
<p>7</p>	<p>Begin typing the name of the organization in the Please select organization which you would like to remove the users access from drop-down menu.</p>	 <p>* Request Type <input type="text" value="Remove Application Access"/></p> <p>* Please select organization which you would like to remove the users access from <input type="text" value="-- None --"/></p> <p>Business Justification</p> <p>* Business Justification ⓘ <input type="text" value=""/></p> <p>Additional Comments <input type="text" value=""/></p> <p> Add attachments</p>

<p>8</p>	<p>Use the Business Justification field to explain the reason for removing Application Access, following the templates below.</p> <p><User Name> no longer requires the access to complete their job responsibilities.</p>	<p>The screenshot shows a form titled "Remove Application Access". It includes a dropdown for "Request Type" (set to "Remove Application Access"), a dropdown for "Please select organization which you would like to remove the users access from" (set to "Department of Health - Central Office"), a text area for "Business Justification" (highlighted with a red box), and an "Additional Comments" field. There is also an "Add attachments" button.</p>								
<p>6</p>	<p>Click Order Now.</p>	<p>The screenshot shows the "My TennCare Partner Access - TennCare Access" page. It includes a sub-header "Request, Change, or Remove specific access to the TennCare Access Portal." and a blue "Order Now" button highlighted with a red box. Below is a "Requester Information" section with fields for "Name of User" (David Long) and "Preferred Contact Method for Questions" (Email).</p>								
<p>7</p>	<p>On the Submitted Request page, review the information to confirm the application removal access request was successfully created.</p>	<p>The screenshot shows the "Submitted Request" page. It displays a table with the following data:</p> <table border="1"> <thead> <tr> <th>Request Item</th> <th>Order Item</th> <th>Delivery Date</th> <th>Stage</th> </tr> </thead> <tbody> <tr> <td>RITM0171702</td> <td>My TennCare Partner Access - Tenn...</td> <td>2022-07-27</td> <td> <input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started) <input type="radio"/> Completed (Pending - has not started) </td> </tr> </tbody> </table>	Request Item	Order Item	Delivery Date	Stage	RITM0171702	My TennCare Partner Access - Tenn...	2022-07-27	<input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started) <input type="radio"/> Completed (Pending - has not started)
Request Item	Order Item	Delivery Date	Stage							
RITM0171702	My TennCare Partner Access - Tenn...	2022-07-27	<input checked="" type="radio"/> Request Approved (Approved) <input type="radio"/> Waiting for Approval (Pending - has not started) <input type="radio"/> Fulfillment (Pending - has not started) <input type="radio"/> Completed (Pending - has not started)							

<p>8</p>	<p>Click the hyperlink for the Request Item or the Order Item to view more information about the request.</p>	<p>The screenshot shows the 'Submitted Request' page. At the top, it displays 'Order Placed: 2022-07-27 14:55:15', 'Request Number: REQ0120272', 'Requested for: David Long (DC4761D)', and 'Estimated Delivery: 2022-07-27'. Below this is a table with columns: Request Item, Order Item, Delivery Date, and Stage. The 'Request Item' column contains 'RITM0171702' and the 'Order Item' column contains 'My TennCare Partner Access - Tenn...'. Both are highlighted with red boxes. The 'Stage' column shows a dropdown menu with 'Request Approved (Approved)' selected, and other options: 'Waiting for Approval (Pending - has not started)', 'Fulfillment (Pending - has not started)', and 'Completed (Pending - has not started)'.</p>												
<p>7</p>	<p>On the Ticket page, review the information.</p> <p>NOTE: To cancel a request, enter a cancellation reason in the Cancel Request field and click Cancel Request.</p>	<p>The screenshot shows the 'Ticket' page. At the top, it says 'Request, Change, or Remove specific access to the TennCare Access Portal.' Below this is a message from 'David Long (DC4761D)' with the subject 'RITM0171702 Created'. To the right of the message is a 'Cancel Request' field with a red border, containing the text 'Your request has been submitted'. Below this field is a table with the following data:</p> <table border="1"> <tr> <td>Number</td> <td>Request</td> </tr> <tr> <td>RITM0171702</td> <td>REQ0120272</td> </tr> <tr> <td>State</td> <td>Stage</td> </tr> <tr> <td>Open</td> <td>Waiting for Approval</td> </tr> <tr> <td>Created</td> <td>Updated</td> </tr> <tr> <td>1m ago</td> <td>1m ago</td> </tr> </table> <p>Below the table is an 'Options' dropdown and an 'Attachments' section with a 'Drop files here' area.</p>	Number	Request	RITM0171702	REQ0120272	State	Stage	Open	Waiting for Approval	Created	Updated	1m ago	1m ago
Number	Request													
RITM0171702	REQ0120272													
State	Stage													
Open	Waiting for Approval													
Created	Updated													
1m ago	1m ago													