

TennCare Online Services Update

Effective 10/30/2020 TennCare implemented updates to the TennCare Online Services eligibility look up functions.

First Name and Last Name fields have been added to the Eligibility Verification page. The following changes have been made for recipient searches:

- **Searches can be conducted using First Name, Last Name, AND Date of Birth**
 - Searches using these fields do not require a Social Security Number or Recipient ID.
 - Searches using these criteria will only return a single perfect match.
 - The First Name field can accommodate 15 characters.
 - The Last Name field can accommodate 20 characters.

NOTES:

- All searches will still require the **Request Date Span** field to be entered.
- Searches that return more than one perfect match will return the message "More than one row found for search criteria". In these cases, it is recommended to use a more unique identifier such as Recipient ID or Social Security Number.