



STATE OF TENNESSEE
 BUREAU OF TENNCARE
 P.O. Box 740
 NASHVILLE, TENNESSEE 37202-0740

Do you need special help?

- Call **1-866-311-4287** for free, or
- See the “Do You Need Special Help?” page with this letter. It tells you where to call.

Versión en español atrás

<Bar code>

Case Number

Date

Enrollee Name

Address

Address 2

City, State, Zip

We need to see if you qualify for a different kind of TennCare.

Why?

Our records show you have TennCare because you were getting SSI payments. (SSI is Supplemental Security Income.) And our records show that you **don't get SSI payments anymore**. So, you **can't** keep the kind of TennCare you have now. We need to see if you qualify for a different kind of TennCare. That's why you're getting this letter.

Are you getting SSI payments every month? Tell us right away! Call the Family Assistance Service Center at **1-866-311-4287** or show DHS proof of your SSI payments.

Do you have an appeal right now with the Social Security Administration (SSA) about losing SSI payments? Call us right away at **1-866-311-4287**. You must show DHS proof of your open appeal with SSA. If you show DHS proof of your appeal, you'll keep TennCare until SSA makes their decision.

Want to see if you can keep TennCare?

Get DHS the facts and papers they need **by <30 days>**. If you **act now**, you may be able to keep TennCare without a break.

But, you must **do both** of these things **by <30 days>**:

1. Fill out the peach pages with this letter and get them to your DHS office.

(DHS is the Department of Human Services.) You can mail them, drop them off, or fax them to DHS. Your DHS office is: <County Name>
 <Address>
 <City, State Zip>

To get their fax number, call them at **<DHS phone>**.

AND, 2. Give DHS proof they need to see if you can keep TennCare.

The peach pages tell you what proof DHS needs. They list some of the papers you can use as proof. But, there may be **OTHER** kinds of proof you can use. To find out, call your DHS office. Their phone number is **<DHS phone>**.

DHS will use these pages to decide if you can keep TennCare.

And, you'll get to keep your TennCare while they decide. After they decide, you'll get a letter that says if you can keep TennCare or not. If DHS says you **can't** keep TennCare, the letter will say when your TennCare will end. The letter will also say how to appeal that decision if you think it's wrong.

What if DHS gets your peach pages by <30 days>, but they need more facts or proof to decide? DHS will send you a letter that says what's missing. You'll **only** have **10 days** from the date on that letter to get DHS the facts or proof they need. What if you **don't** get DHS the facts or proof they need within those 10 days? You may **not** qualify. They'll use the facts and papers you have given them to decide. So, **don't wait!** Try to get all your facts and proof to DHS **now**.

What if you need more time to get DHS your facts and peach pages?

Until your TennCare ends, you can ask your DHS worker for more time **if**:

- You have a health, mental health, or learning problem or a disability.
- **AND**, that problem makes it hard for you to understand or do what this letter says.

What if you don't have one of these problems? You may still be able to get more time **if**:

- Something very bad happens to you or a close family member—like a serious illness or death.
- **AND**, before your TennCare ends, you ask your DHS worker in writing for more time.
- **AND**, you give your DHS worker proof that what you say happened is true.

After your TennCare ends, **it's too late** to ask DHS for more time.

If you ask for more time before your TennCare ends, **DHS will decide if you can have it**. What if DHS says you **can** have more time? They will tell you the new date you must have your peach pages turned in by. And, you'll get to keep your TennCare while DHS looks at your peach pages.

What if DHS says you **can't** have more time? Then, you must get DHS your facts and peach pages by <30 days>. And, you **can't** appeal this decision.

What if you don't get your peach pages to DHS by <30 days>?

Unless you've asked for more time and gotten it, **you'll get a letter telling you when your TennCare will end**. The letter will also say how to appeal that decision if you think it's wrong.

Do you have a health, mental health, or learning problem or a disability?

If so, is it hard for you to understand or do what this letter says? **OR**, do you need help in another language? Then, you have a right to get help, and DHS can help you. **Call your DHS office** and tell them **by <30 days>**. Their phone number is **<DHS phone>**. Can't get your DHS office by phone or get the help you need? Call the Family Assistance Service Center for free at **1-866-311-4287**. In Nashville, call **743-2000**.

- **Do you have a mental illness and need help with this letter?**
The **TennCare Partners Advocacy Line (TPAL)** can help you.
Call them for free at **1-800-758-1638**.

People who lie on purpose to get TennCare may be fined or sent to jail.

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you have been treated unfairly? Do you have more questions? Do you need more help? Call the Family Assistance Service Center for free at **1-866-311-4287**. In Nashville, call **743-2000**.

Attachments:

Request for Information [Cover Page] TN A047a.D
Request for Information [Peach Pages] TN A047b.D
TennCare Medicaid Groups TN A048

Do You Need Special Help?
Foreign Language Assistance

TN A003
TN A014





Use the peach pages to give DHS more information about you and your family.

They will use these facts to **see if you qualify for TennCare Medicaid.**

You **can't** use these pages to apply for Food Stamps or Families First payments.

Do you want to apply for either of those kinds of help? You need different application papers from DHS. To get those papers, **call** the Family Assistance Service Center for free at **1-866-311-4287.**

Do you want to see if you qualify for TennCare Medicaid?

To see if you qualify for TennCare Medicaid, here's what you must do.

- 1. Answer every question on the first 6 pages.** It's OK if the answer is "0" or "none". DHS must have proof for some of the facts you give them. The peach pages tell you the kind of proof they need. We've listed some of the papers you can use as proof. **BUT, there may be other kinds of proof you can use.** To find out, ask DHS. If DHS needs proof and you **don't** give it to them, you may **not** qualify for Medicaid.
- 2. Each working adult** in your home should **complete the top of page 7.** Then, they should take page 7 to their **employer(s) to fill out** the bottom of the page about their job. Make copies of that page if you need to. **OR,** you can get copies from your DHS office.
- 3. Be sure to read and keep the last page.** It tells you about your rights.
- 4. Get the peach pages and your proof to your DHS county office by <30 days>.**
You can:
 - **Mail** them, **OR**
 - **Drop them off,** **OR**
 - **Fax** them.

To get the address or fax number of your county office, call DHS at **1-866-311-4287.** It's a free call. Get these pages **and** your proof to DHS. You **don't** have to set a time to talk to them.

How much time do you have to get the peach pages AND your proof to DHS?

You only have **until <30 days>** to get the peach pages **AND** your proof to DHS.

Do it as soon as you can. Keep a copy of your peach pages and everything you send in.

What if you don't get the peach pages to DHS by <30 days>?

If you **don't** get the peach pages to DHS **by <30 days>**, you will get a letter.

It will say when **the TennCare you have now will end.** The letter will also say how to appeal that decision if you think it's wrong. You can **apply again anytime** for TennCare **Medicaid.**

What if DHS gets your peach pages on time, but DHS needs more facts or proof to decide?

They will send you a letter that says what's missing. You'll **only** have **10 days** from the date on that letter to get DHS the facts or proof they need. What if you **don't** get DHS the facts or proof they need within those 10 days? You may **not** qualify for Medicaid. They'll use the facts and papers you have given them to decide. So, **don't wait!** Try to get all your facts and proof to DHS **now.**

Do you need help filling out the peach pages or getting proof?

If you need help filling out the peach pages or getting proof, DHS may be able to help. Is it because you have a health, mental health, or learning problem or disability? **OR,** do you need help in another language? If so, you have a right to get help, and DHS can help you. Call your DHS office and tell them. If you don't get the help you need, call the Family Assistance Service Center for free at **1-866-311-4287.**