

Provider Registration/Re-validation FAQs

TennCare has developed a more efficient electronic registration for providers. As part of this process, TennCare has partnered with CAQH (Council for Affordable Quality Healthcare) to allow for centralized collection of individual provider information. This process began with medical providers in 2012. The reason TennCare has moved to this process is to minimize the administrative burden on providers, health plans and TennCare. As of March 2015 all registrations are electronic. All new and existing providers are required to register electronically.

1. What is a Medicaid ID?

Before a provider can be considered for participation in TennCare, registration with the Bureau of TennCare is required. TennCare issues a Medicaid ID to eligible providers who have completed the registration process. Without a valid, active Medicaid ID, providers cannot be considered for contracting with any TennCare Managed Care Organization or receive payment for services rendered to TennCare enrollees. Additionally, prescribers must have a valid, active Medicaid ID in order for TennCare to make payment for a covered prescription in accordance with 42 CFR 455.410.

2. I am an individual provider and I do not have a Medicaid ID. What should I do?

Individual providers must register electronically with TennCare. Please visit <http://tn.gov/tenncare/topic/provider-registration> and follow the instructions given for Individual Providers. Individual providers will provide information that will place the provider on the CAQH (<https://proview.caqh.org>) roster for TennCare/Tennessee Medicaid. Instructions will be sent to guide individual providers through the process of entering data into the CAQH Universal Provider Datasource. Once data is received from CAQH and approved, a Medicaid ID will be assigned. TennCare will automatically receive your profile data from CAQH each time you make an update.

3. I am an individual provider and I already have a valid active Medicaid ID. What should I do? Current individual providers must re-validate by registering electronically with TennCare. Please follow instructions for a new provider in #2 above. Individual providers only need to visit <http://tn.gov/tenncare/topic/provider-registration> once. TennCare will then receive your profile data from CAQH automatically each time you make an update.

4. I represent a group practice and I do not have a Medicaid ID for my group. What should I do? Group providers must register with TennCare. Please visit <http://tn.gov/tenncare/topic/provider-registration> and follow the instructions given for “All Other Provider Registration Information”. You will establish an account and be able to provide updates such as address changes, add individual providers to your roster and make updates to information on your Disclosure of Ownership declaration to TennCare electronically. New group practices will be assigned a Medicaid ID after successful completion and approval from TennCare.

5. I am a provider group and I already have a valid active Medicaid ID. What should I do?

Current single and multi-specialty group providers must re-validate by registering with TennCare. Please visit <http://tn.gov/tenncare/topic/provider-registration> and follow the instructions given for “All Other Provider Registration Information” as listed in #4 above. You will establish an account and be able to provide updates such as address changes, add individual providers to your roster and make updates to information on your Disclosure of Ownership declaration to TennCare electronically.

6. I am not a group provider and I am not an individual provider as described above and I do not have a Medicaid ID for my entity. What should I do?

Entity providers must register with TennCare. Please visit <http://tn.gov/tenncare/topic/provider-registration> and follow the instructions given for “All Other Provider Registration Information”. You will establish an account and be able to provide updates such as address changes, add individual providers to your roster and make updates to information on your Disclosure of Ownership declaration to TennCare electronically. New group practices will be assigned a Medicaid ID after successful completion and approval from TennCare.

7. I am not a group provider and I am not an individual provider as described above and I already have a Medicaid ID for my entity. What should I do?

Notify TennCare of changes to your profile by visiting <http://tn.gov/tenncare/topic/provider-registration> and follow the instructions given for “All Other Provider Registration Information”. You will establish an account and be able to provide updates such as address changes, add individual providers to your roster and make updates to information on your Disclosure of Ownership declaration to TennCare electronically. Your existing Medicaid ID profile will be updated accordingly.

8. I completed my registration request and was assigned a new Medicaid ID even though I am already an existing Medicaid provider and have a Medicaid ID?

Occasionally there have been some occurrences where this will happen. If it you do receive a new Medicaid ID, please notify the TennCare Provider Services call center at 1-800-852-2683 option 5 or email us at Provider.Registration@tn.gov. We will research and ensure the correct Medicaid ID is associated with our profile. If the providers previous Medicaid ID is active and correctly registered the database will be updated to reflect the old Medicaid ID. This is not always the case and each instance must be reviewed.

9. What if I have other questions regarding provider registration?

Please contact TennCare Provider Services at 1-800-852-2683 and choose option 5 or email Provider.Registration@tn.gov