

How to Revalidate Your TennCare Account

Step 1:

Login to your TennCare account on the TennCare portal.

<https://pdms.tennCare.tn.gov/Account/Login.aspx>

TennCare Provider Registration Portal

Log In

Welcome to the TennCare Registration Home page for new and existing providers.

ALL PROVIDERS:
Please review [Electronic Registration](#)

ORGANIZATIONAL PROVIDERS:
Create a user account to complete and submit your organization's TennCare registration. [Create Account](#)

INDIVIDUAL PROVIDERS:
If you are an Individual Provider, information would only need to be completed once and completed here: [TennCare CAQH Roster Registration](#).

If you are an individual provider that will be submitting claims using your own individual NPI, you have received a Medicaid ID for your individual practice location, and you need to sign up for ACH/EFT or have been directed to set up an account, click [Create Account](#).

Please enter your User ID and Password

User ID	<input type="text"/>	*
Password	<input type="password"/>	

[Reset Password](#) [Forgot User ID?](#)

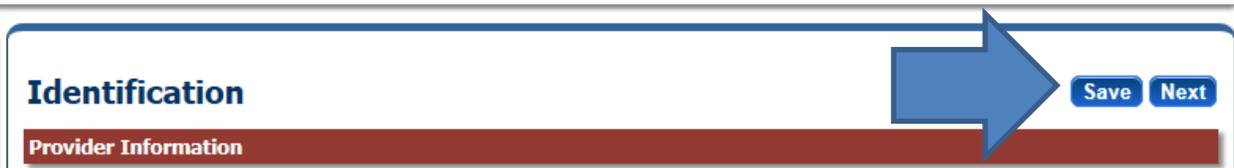
Step 2:

Once logged into your account look on the right hand side under “manage my account” and click the link that says “update registration”, “continue registration”, or “revalidation”.



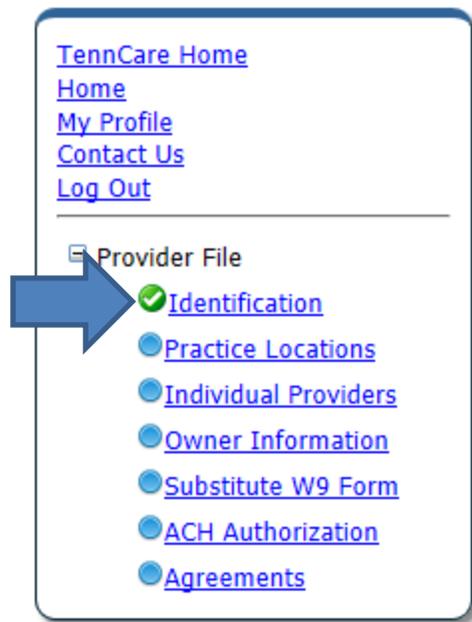
Step 3:

The registration will open up to the “Identification” page. Review the page. Update any information that may no longer be valid then click “save” at either the top or the bottom of the page.



Step 4:

You will notice after you click “save” a green check mark will appear on the provider file list on the left hand side of the page. This means that the page you just reviewed has been completed. This will happen after you go through and save each page.



Step 5:

You will then need to click the next link on the provider file that does not have a green check mark. This will open up the next page that needs to be completed on the registration.

[TennCare Home](#)
[Home](#)
[My Profile](#)
[Contact Us](#)
[Log Out](#)

☐ Provider File

- ✔ [Identification](#)
- [Practice Locations](#)
- [Individual Providers](#)
- [Owner Information](#)
- [Substitute W9 Form](#)
- [ACH Authorization](#)
- [Agreements](#)



You will repeat this process until all sections have a green check mark.

[TennCare Home](#)
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☐ Provider File

- ✔ [Identification](#)
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- ✔ [Agreements](#)

Step 6:

When you reach the owner information section it is important to remember that it is a CMS requirement to have 3 lines of ownership listed on your registration if you are a FOR-PROFIT company. The table below can be used as a guide on how to complete this.

OWNER INFORMATION

At a minimum the table indicates what is required.

	For Profit Corp or LLC	Non Profit
Ownership (only if entity is a corporation)	At least one person OR organization "type" with percentage of ownership listed. (Not 0%)	Not Required.
Control Interest	At least one person with the "title" or Trustee, Director, or Manager.	At least one person with the "Title" of Trustee or Director.
Managing Employees	At least one person where "type" is listed as managing employee.	At least one person where "type" is listed as managing employee.

Step 7:

Once you get to the agreement you will need to click each link given on the page that states "Click here to view the entire agreement" and review the page that pops up. Once you've clicked the link you will then be able to check mark the box on the right side of the page.

Agreements

[Save](#) [Previous](#)

Provider Participation Agreement

By signing the Provider Participation Agreement, the applicant agrees to adhere to all the conditions listed and is aware that the applicant may be denied entry to or revoked from the program if any conditions are violated.

[Click here to view the entire agreement.](#)

I agree to the terms and conditions in the Participation Agreement.

After you've clicked each link and checked its corresponding box you will see a CAPTCHA code at the bottom of the page. You will need to enter the code and the password to your TennCare account then click the "save" button beside the box.

Signature



Please enter the characters in the image above:

[Save](#)

Enter password:

Step 8:

Once you click save a box should pop up in the middle of the page saying your application is complete and that you must click "submit to TennCare" at the top of the page. Click ok on this box.

Your application is complete and has been saved. Please take time to review your application prior to submission.

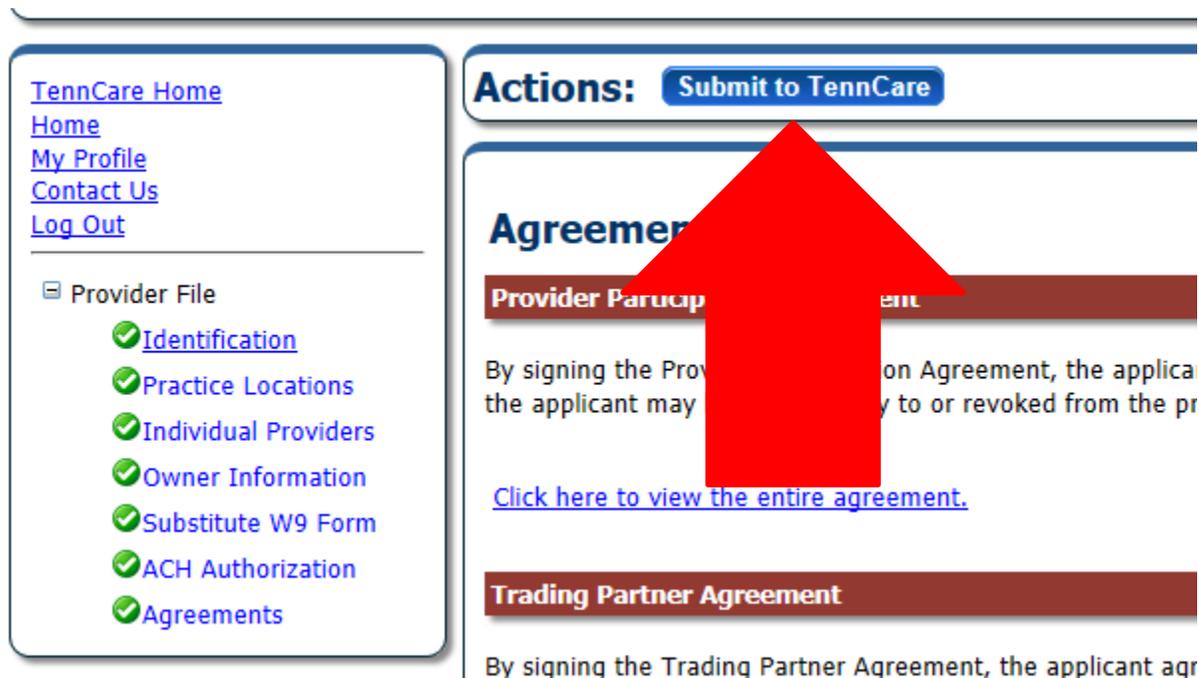
Once your review is complete, **you must click 'Submit to TennCare' at the top of the Agreements page to submit your application.**

OK

Step 9:

THIS IS THE MOST IMPORTANT STEP!

Once you have clicked ok on the “application complete” box you will need to click on the SUBMIT TO TENNCARE button. If you do not click on this button the registration will not come into the TennCare system to be reviewed and it will not be revalidated.



The screenshot shows a web interface for TennCare registration. On the left is a navigation menu with links: [TennCare Home](#), [Home](#), [My Profile](#), [Contact Us](#), and [Log Out](#). Below these is a section titled "Provider File" with a list of items, each preceded by a green checkmark: [Identification](#), [Practice Locations](#), [Individual Providers](#), [Owner Information](#), [Substitute W9 Form](#), [ACH Authorization](#), and [Agreements](#). On the right, under the heading "Actions:", there is a blue button labeled "Submit to TennCare". Below this, the "Agreement" section is visible, with a red arrow pointing to the "Submit to TennCare" button. The "Agreement" section includes a header "Provider Participation Agreement" and text: "By signing the Provider Participation Agreement, the applicant agrees that the applicant may be suspended or revoked from the program." Below this is a link: [Click here to view the entire agreement.](#) Further down is the "Trading Partner Agreement" section, with text: "By signing the Trading Partner Agreement, the applicant agrees..."

*Note: Just because the registration has been submitted for revalidation does not mean that your registration is revalidated immediately. If additional information is needed you will receive an email stating that the registration has been sent back to you and to update whatever information is requested. If you receive one of these emails please update the information as soon as possible and send the registration back to TennCare.

****HELPFUL TIP: To ensure timely processing it is always best to upload a new W9 that is dated within the last 6 months.