TennCare Access FAQs

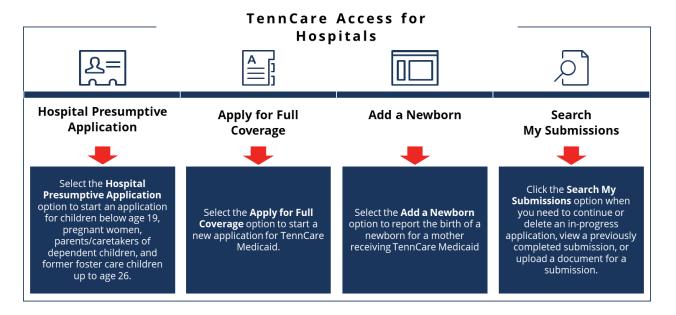*Hospitals*

Starting **December 13th, 2021**, there are important changes to **TennCare Access**! If you started an application prior to December 13th, 2021 and were unable to finish it, you must restart the application on or after December 13th, 2021.

TennCare Access provides features that allow you to submit a hospital presumptive application, apply for full coverage for an applicant, submit a newborn form, and search for submissions.

TennCare Access for Hospitals

Hospital Presumptive Application	Apply for Full Coverage	Add a Newborn	Search My Submissions
Select the **Hospital Presumptive Application** option to start an application for children below age 19, pregnant women, parents/caretakers of dependent children, and former foster care children up to age 26.	Select the **Apply for Full Coverage** option to start a new application for TennCare Medicaid.	Select the **Add a Newborn** option to report the birth of a newborn for a mother receiving TennCare Medicaid	Click the **Search My Submissions** option when you need to continue or delete an in-progress application, view a previously completed submission, or upload a document for a submission.

This FAQ is broken out into the following sections with associated questions listed under each. Please click the link to access the section you need.

- Hospital Presumptive Application
- Apply for Full Coverage
- Add a Newborn
- Search My Submissions
- Getting Help

<u>Hospital Presumptive Application</u>

Q: **Do I have to submit a presumptive application to submit a full-coverage application?**
A: No, you can submit a full-coverage application through the **Apply for Full Coverage** feature from the **Welcome to TennCare Access** page, even if no one in the household needs hospital presumptive coverage.

Before starting an application, remember to use TN Online Services to see if the applicant has coverage now. To view how to submit a full-coverage application in TennCare Access, please see the application videos on the [TennCare Access Portal Training Documents](#) webpage. Applicants can also apply online by creating a TennCare Connect account at www.tenncareconnect.tn.gov.

Q: **Can I still use TennCare Access to submit a Hospital Presumptive application?**
A: Yes, you can still submit a presumptive application using the **Hospital Presumptive Application** feature from the **Welcome to TennCare Access** page. If an individual applying for presumptive coverage would like to submit a full-coverage application, select *Yes* to the **Is <Person> applying for ongoing coverage?** question on the **People in Your Home – Demographics** page.

Before starting an application for Hospital Presumptive Eligibility (HPE), remember to use TN Online Services to see if the applicant has coverage now or has a recent HPE approval.

Q: **Can an individual have more than one Hospital Presumptive Eligibility (HPE) period in a two-year span?**
A: No, not unless the individual is pregnant. An individual with a HPE period in the last two calendar years is ineligible for presumptive eligibility again. However, there is an exception for pregnant women. Pregnant women can have one HPE period per pregnancy, even if that exceeds one HPE period in the past two calendar years. The TennCare Access portal will not allow an application to be submitted for an individual who received a HPE period in the last two years unless the applicant is pregnant.

Q: **How can I tell if an applicant has had a Hospital Presumptive Eligibility (HPE) period in the last two years?**

A: The TennCare Access portal will not allow an application to be submitted for an individual who received HPE in the last two years. If the individual is either receiving coverage or has received coverage in the last two years, the following message appears on the **People In Your Home** page: "*The applicant is either receiving benefits now or had a Hospital Presumptive Eligibility period in the last two years. The applicant may call TennCare Connect at 855-259-0701 or log on to the member portal (TennCare Connect) to apply or check benefits.*" However, there is an exception for pregnant women. Pregnant women can have one HPE period per pregnancy, even if that exceeds one HPE period in the past two calendar years.

Q: **If an individual requests to add me as an Assisting Person, what Assisting Person type should I select?**

A: If the individual chooses to add you as an Assisting Person, you're asked to enter your information. Click the blue **Assisting Person Types** hyperlink to learn more about the types of assisting persons. When selecting your relationship to the individual, select the most appropriate Assisting Person Type relationship. Select *Other* when your relationship with the individual doesn't fall into another Assisting Person category and you are helping them submit information to TennCare.

If you select the *Authorized Representative* relationship, responsibility options appear. Selecting the *Receive copies of your letters and other communications from us* box results in notices for **ALL** household members on the individual's case, including prescription and health insurance cards, being sent to your address.

Q: **How do individuals in the hospital receive notices from TennCare?**

A: Hospitals may assist individuals with creating a TennCare Connect account. Applicants and members can visit www.tenncareconnect.tn.gov to create a TennCare Connect account and link their case, which enables them to view their notices from TennCare electronically.

Apply for Full Coverage

Q: How should I answer the question: "Is anyone in your household in a medical facility, like a hospital, now and will be there for at least 30 days?" on the Other Health Care Questions page?
A: Only select *Yes* when an individual in the household has been, or expects to be, in a medical facility or hospital for 30 consecutive days.

Q: **Can I pause an application and come back to it later to finish submitting the application I had previously started?**
A: Yes, you can use the **Save & Exit** button to save the application. To return to an in-progress application, you can use the **Search My Submissions** feature to find the in-progress application and continue where you stopped the application.

Add a Newborn

Q: **Can I upload a paper Birth Reporting Form using TennCare Access?**
A: Unless the newborn is a Safe Haven baby, the Birth Reporting Form is not needed to tell us someone has been born. For most newborns, the **Add a Newborn** feature replaces the need to submit a paper birth reporting form.

Q: **Can I add a newborn using TennCare Access?**
A: Yes, the **Add a Newborn** feature from the **Welcome to TennCare Access** page allows you to request coverage for a newborn in one of three ways. Search for the mother's name and birth date, Social Security Number, or Person ID in TennCare Access to determine how you should report the newborn.

When the mother…	TennCare Access allows you to…
• Is unknown to TennCare • Is denied or terminated • Has an application TennCare is still reviewing • Is receiving presumptive eligibility and isn't applying for full coverage	Apply for **hospital presumptive eligibility** on behalf of the mother and newborn and include other household members
• Is on a case that has *not* been reviewed by TennCare • Receives Medicare Savings Program (MSP) coverage only	Apply for **full coverage** on behalf of the mother and newborn and include other household members
• Is approved for TennCare Medicaid or CoverKids coverage	Apply for coverage on behalf of the newborn using the **Add a Newborn** feature

Search My Submissions

Q: **Can I search for a previously submitted application using TennCare Access?**
A: Yes, the **Search My Submissions** feature from the **Welcome to TennCare Access** page allows you to search for presumptive or full-coverage applications you have started or submitted through the TennCare Access portal.

Q: **How do I upload a document for an individual's application or case?**
A: You can upload documents for new applicants applying for full coverage right after you submit their application using the **Upload Documents** button at the end of the application. Documents can also be uploaded on the **Search My Submissions** page through the **Upload** link in the **Search Results** table <u>if TennCare has not started reviewing the application</u>. If TennCare has started reviewing the application, the **Upload** link is not available, and you are not able to upload documents.

Q: **What if the Upload link is not available on the Search My Submissions page?**
A: This means TennCare has already started its review of the submitted application, and the applicant must wait until TennCare sends them a request for additional information. In the meantime, you can send us a document via fax or mail.

You can also help applicants respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at www.tenncareconnect.tn.gov. If TennCare has sent a request for additional information, applicants can log into their TennCare Connect account and click **My Documents** from the **Left Navigation Menu** to upload their information.

Getting Help

Q: **Who do I contact if I have problems with my TennCare Access account?**
A: Email PartnerSupport.TennCare@tn.gov if you have trouble getting into your TennCare Access account.

Q: **Where can I fax documents to TennCare?**
A: Verification documents can be faxed to 855-315-0669.

Q: **Where can I mail documents to TennCare?**
A: Verification documents can be mailed to:
   TennCare Connect
   P.O. Box 305240
   Nashville, TN 37230-5240

Q: **What if I still need help?**
A: Email the Partner Support Unit at PartnerSupport.TennCare@tn.gov with any additional questions. You can also visit the TennCare Access Portal Training Documents webpage for videos and additional resources on how to use TennCare Access features.