

Organization Administrator Talking Points

Update for Partners: Organization Administrator Process

The process to request or update user access is changing beginning July 26, 2021

- You have been identified as an Organization Administrator for your organization.
- Organization Administrators are responsible for requesting TennCare Access for new users, adding or removing roles necessary for a user to complete their job, and removing a user's access when they are no longer an employee.
- Organization Administrator responsibilities begin by logging into your **MyTennCare Partner** account at <https://myloginpartner.tcam.tn.gov/partner>.
- Click **Manage My Users** to view the **MyTennCare Partner Request Dashboard** and select the appropriate option.
 - **New User Setup (TennCare Access, MATS, Katie Beckett, PERLSS)** requests access for a new user.
 - **My TennCare Partner Access – TennCare Access** adds or removes a role for a TennCare Access user.
 - **User Separation – Partner** removes all access for an existing TennCare Access user.
- Organization Administrators are also responsible for confirming each user has attended mandatory training before requesting new or additional access.
- New access requests cannot be submitted until the user has finished the mandatory training requirements. You can contact the Partner Support Unit to schedule their mandatory training or register online by visiting the [TennCare Access Portal Training Documents](#) website.
- The [TennCare Access Organization Administrator Video](#) and the [TennCare Access Organization Administrator Reference Guide](#) provide additional details on performing your responsibilities.
- If you need assistance with logging into TennCare Access using the **MyTennCare Partner Login** website, please e-mail PartnerSupport.TennCare@tn.gov.