



STATE OF TENNESSEE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
BUREAU OF TENNCARE  
310 Great Circle Road  
NASHVILLE, TENNESSEE 37243

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Gaining access in order to submit PAEs and PASRRs into TPAES (TennCare Pre-Admission Evaluation System) is important not only for the facility but for the applicant to get medically necessary care in a timely manner. Each facility is provided two licenses at no cost and may purchase additional licenses should the need arise. **Each license is for one user only and login credentials should not be shared.** It is important to gain access for users but to also revoke access for staff that are no longer in that role or working for the company.

Below are updated instructions for initiating and revoking access to submit PAEs and PASRRs. In order to initiate access, our security team will need a completed TPAES Access Request form and a signed copy of the Acceptable Use Policy. Any new user, who would like to initiate access, will need to complete the online TPAES training prior to user access being granted. A new user will not receive their log in information until training has been completed and all required documents are sent to the LTSS Help Desk. If you are revoking a user you must include their RACFID or username which typically begins with TNT and is followed by four numbers. Please remember that access requests may take up to 10 days to process. Please be patient with our team. If you have any questions, please contact Dallas Dowell at (615) 687-4747 or by email at LTC.Operations@tn.gov.

#### TPAES Initiate New User Access Instructions

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1. Complete TPAES training online.
  - a. The link to access the training is available on the LTSS website or at the following link: <https://stateoftennessee.adobeconnect.com/a828793869/choicesallonlinetraining>
  - b. After the training has been completed, please click the link in the last slide to fill out your LTSS Certificate of Completion with your name, email address and company name. Once you submit this form, our Help Desk will receive notification via email. By submitting the Certificate of Completion, you attest that you have completed this training in its entirety as required.
2. Fill in the TPAES Access Request Form completely and accurately in the original electronic format.
  - a. On the TCMIS Access Request form, select the Request Type from the drop down box as "Initiate New Access."
  - b. For users initiating new access, the RACFID field should be left blank.

- c. Choose the appropriate User Role from the drop down box. (For facilities, PAE/PASRR submitters should choose “Submitter” and PASRR only submitters should choose “External Submitter.”)
- d. The training date should be the date you completed the online training and submitted your LTSS Certificate of Completion.
- e. Please specify in the comment box whether you are a nursing facility, hospital, MCO, ICF/IID, or other.
- f. Save the form in the original format, as a MS Word Document; please use “Word 97-2003 Document” type. The document filename should be: “**TPAES Initiate - First Last.doc**” (where First Last are the user’s First and Last names separated by a space, i.e. TPAES Initiate - Dallas Dowell.doc)

\*Note: If you have the TPAES Access Request form in a format other than a MS Word document or with an approver listed other than Dallas Dowell, please first send an email to [lrc.operations@tn.gov](mailto:lrc.operations@tn.gov) to request the correct form.

3. Read the Acceptable Use Policy and then complete the 4<sup>th</sup> page. The signed page should be scanned and saved in PDF format. The document filename should be: “**AUP - First Last.pdf**” (where First Last are the user’s First and Last names separated by a space, i.e. AUP - Dallas Dowell.pdf.)
4. Send an email to [lrc.operations@tn.gov](mailto:lrc.operations@tn.gov) with the two separate documents attached, the TPAES Access Request form and the AUP. Please specify the email subject as “TPAES User.”

#### TPAES Revoke User Instructions

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1. Fill in the TPAES Access Request Form completely and accurately in the original electronic format.
  - a. Select the Request Type from the drop down box as “Revoke Access.”
  - b. The RACFID field should be completed to revoke a user. The RACFID is the TPAES user name, which typically begins with TNT and is followed by four numbers.
  - c. Save the form in the original format, as a MS Word Document; please use “Word 97-2003 Document” type. The document filename should be: “TPAES Revoke - First Last.doc” (where First Last are the user’s First and Last names separated by a space, i.e. TPAES Revoke - Dallas Dowell.doc)
2. Attach Word Document to an email and send to [lrc.operations@tn.gov](mailto:lrc.operations@tn.gov). Please specify the email subject as “TPAES User.”

Thank you for your time with this matter,

TennCare Security/System Support