

TennCare Online Services Updates

Effective 7/29/2016 TennCare implemented updates to the TennCare Online Services eligibility look up functions to be in compliance with Federal Regulation 45 CFR 162.1203 – Operating Rules for eligibility for a health plan transaction.

[Federal Law changes now require that eligibility look up time periods be limited to no longer than 366 days for any one inquiry.](#)

In order to ensure compliance with these guidelines, users will now have to enter a “Date Span” and you will also see the following changes on the screen:

- **Request Date Span** (MM/DD/CCYY)
This field will allow the end user to enter a date span up to 366 days for a given request. If the date span is greater than 366 days, a message will pop up stating *“The Request Date Span should not be greater than one year.”*
The eligibility verification information you see below will only display the member’s information within the requested date span.
- Some Headers have changed
 - Current PCP Name/Organization changed to **Reporting Period PCP Name/Organization** *(PCP listed will be the name of assigned PCP as of the “To” date entered in the Request Date Span field)*
 - Current PCP NPI, Email Address and Telephone Number changed to **Reporting Period PCP NPI, Email Address** and **Telephone Number**
- The Eligibility message has changed to read **Eligibility – Eligible for TennCare for Reporting Period** if the recipient is eligible for TennCare during the requested date span.
- The Eligibility message has changed to read **Eligibility – Not Eligible for TennCare for Reporting Period** if the recipient is not eligible for TennCare during the requested date span.
- The TPL message has changed to read **There is no TPL information on file with TennCare for this Recipient for the Reporting Period** if there is no TPL loaded for the recipient during the requested date span.