

Updating Individuals’ Address in Therap

**Background**: To streamline and align data between TennCare and DDA, DDA’s Therap implementation uses a data feed from TennCare’s systems to automatically populate most demographics data for DDA individuals supported, in Therap. This also reduces the number of locations where individuals must update their home/ mailing address data for Medicaid services. Therefore, to update individuals’ addresses in Therap, the addresses must be kept up to date with TennCare (as per Medicaid requirements for services).

*However*, this update process requires individuals’ addresses to be updated *instead* with the Social Security Administration if the individual is receiving SSI benefits. The updates trickle down to TennCare and then to DDA’s Therap system.

**Summary:** To change an individual supported address in Therap, the individual will need to participate in the call/data updates with either the SSA or TennCare even if there’s a conservator. Ensure both residential AND mailing address are updated.

*Methods for updating an address in Therap*

* If the individual *DOES receive* SSI benefits, the individual must update their address with the Social Security Administration directly.
* If the individual does *NOT* receive SSI, the individual (or their family/designee) must update their own address with TennCare.
  + Individuals or their designated representatives may update their information online at the [TenncareConnect](https://tenncareconnect.tn.gov/) portal
  + Information updates may also be accomplished via phone: 1-855-259-0701.
* In instances where a TennCare Partner is authorized (has presumptive eligibility), the Partner

may update the individuals’ address using the TennCare Access portal.

* + Additional information about [presumptive eligibility](https://www.tn.gov/content/dam/tn/tenncare/documents/TennCareAccessLoginReferenceGuide.pdf) for TennCare Partners can be found

on TennCare’s site.

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