

Account Help

For help with updating your TennCare Online Services (TCOS) account information, such as your first name, last name, and email address, proceed to **TennCare Online Services (TCOS) Help**.

For help with the TennCare MyTennCare Login portal, proceed to **TennCare MyTennCare Login Portal Help**.

TCOS Service Desk Support: ProvSrvcs.Correspondence@tn.gov

1. Navigate to the [TennCare IS Service Portal](https://tenncare.servicenowservices.com/tcsp) page by clicking the hyperlink or entering “https://tenncare.servicenowservices.com/tcsp” into your browser.
2. Click the Request TennCare Helpdesk Assistance tile below the search bar.



3. Enter the required information as indicated by an asterisk (*):
 - Request For - Enter your name.
 - Best Contact Number - Enter your phone number.
 - Type of Assistance – Select **Other** from the dropdown menu.
 - Please specify if other – Enter a short title that describes your request.
For example, “Update email address.”
 - Short Description – Enter a short description of the request. For example, “Update email address.”
 - Please describe your request in detail – Enter details about your request.

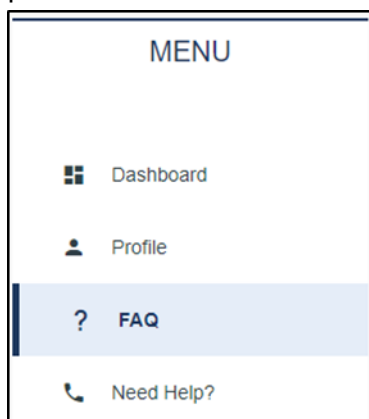
For example, "I need to change my email address from abc@oldemail.com to xyz@newemail.com."

4. Click the **Submit** button on the right side of the screen to submit the ticket.

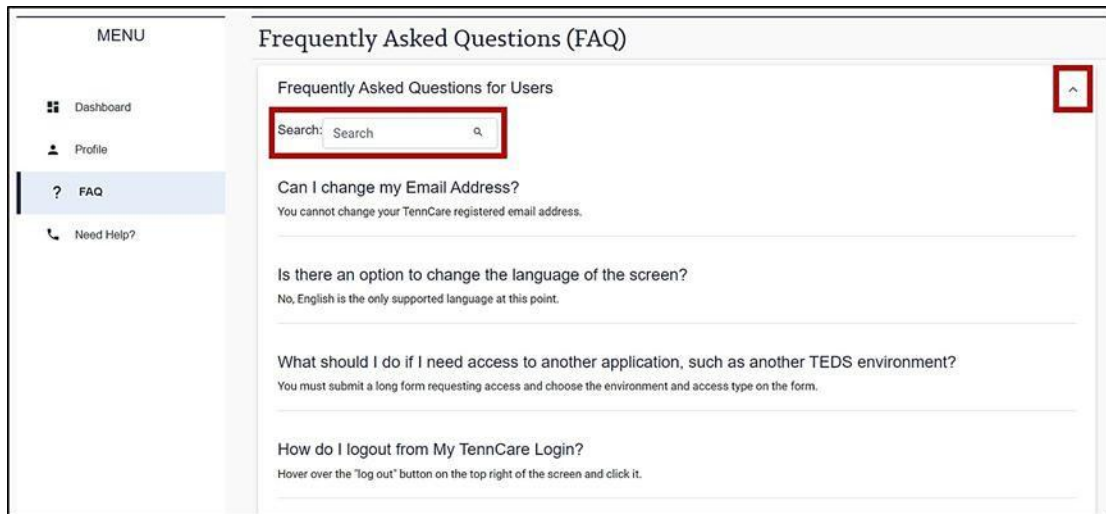
The screenshot shows a web form titled "Request TennCare Helpdesk Assistance". At the top left is a breadcrumb "Home > Request TennCare Helpdesk Assistance" and a search bar. The form contains several fields: "Requested For" (with a dropdown menu), "Best Contact number" (text input), "Type of Assistance" (dropdown menu with "Other" selected), "Please specify if other:" (text input), "Short Description" (text input), and "Please describe your request below in detail" (text input with a red question mark icon). On the right side, there is a blue "Submit" button and a "Required information" section with three red boxes: "Please specify if other:", "Short Description", and "Please describe your request below in detail".

If you have questions about the TennCare MyTennCare Login portal or your account, first check the **FAQ** page to see if your question has already been answered.

1. On the TennCare MyTennCare Login dashboard, select the **FAQ** tab in the left panel under **MENU**.



2. Click the down arrow next to “Frequently Asked Questions for Users” to view answers to common questions.



3. If your question is not listed on this page, type the question or related keywords in the **Search** bar.
4. If you are unable to find your question in the search results, please contact the Service Desk Support by emailing ProvSrvcs.Correspondence@tn.gov or submitting a ticket as outlined in the TennCare Online Services (TCOS) Help section above.