



TennCare Beneficiary Advisory Council Meeting

Meeting information	Details
Meeting Name:	Beneficiary Advisory Council (BAC) Meeting
Type of Meeting:	Virtual
Date of Meeting:	October 7 th , 2025
Start Time:	1:00 p.m. CT
End Time:	2:00 p.m. CT
Location:	Teams
Discussed Material Attached:	N/A
Purpose:	The purpose of this meeting is to conduct the second Beneficiary Advisory Council (BAC) Meeting.

Participants:

X	Attendee	X	Attendee
X	Member	X	Drew Staniewski, TennCare
X	Member	X	Chelsea Wright, TennCare
X	Member	X	Angela Turner, TennCare
X	Member	X	Tabitha Nash, TennCare
X	Member	X	Amy Lawrence, TennCare
X	Member	X	Caleb Nix, TennCare
X	Member	X	Dana Moore, TennCare
X	Member	X	Jim Guffey, TennCare
X	Member	X	Dawson Wheeler, TennCare



X	Marsheka Dunn, TennCare	X	Reese Devilbiss, KPMG
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Topics:

Number	Topic
1.	Introduction
2.	Dental Benefits Update
3.	Renewals and Eligibility Process
4.	Member Feedback

Meeting Minutes

Introduction

- Dana Moore kicked off the call, thanking the group for their participation and expressing the value of listening directly to members and caregivers.
- Dana confirmed that all Conflict-of-Interest forms have been received and encouraged members to reach out if anything changes or if they have questions.

Dental Benefits Update

- Starting November 1st, 2025, TennCare's dental benefits will be managed by Renaissance.
- Dana clarified that while the plan administrator is changing, the dental benefits members receive will not change. Members can continue to use the current provider, DentaQuest, until October 31st, 2025.
- Many providers currently in the DentaQuest network are expected to be in the Renaissance network. Members were advised to check the Renaissance website or call Renaissance to confirm.
- Dr. Dawson Wheeler from the TennCare dental office was available to answer questions.
- A member asked if any of the benefits are changing, highlighting a recent need for an implant, which was not covered.

- Dr. Wheeler confirmed that the covered benefits will not change with the move to Renaissance.
- Another member asked if implants are covered if there is a medical need.
 - Dr. Wheeler explained that dental implants are not currently covered under the adult program.
- Another member asked about finding pediatric providers for children with special needs.
 - Dr. Wheeler recommended the “Find a Dentist” tool on the Renaissance website, which can be found by searching “Renaissance TennCare” online. The tool allows members to search for providers with experience treating members with special needs.
- Dana noted that the dental office will provide a more in-depth overview at the January BAC meeting. If there are any questions before then, contact Dana directly.

Renewals and Eligibility Process

- Angela Turner, Tabitha Nash, and Chelsea Wright from TennCare Member Services joined the call to discuss the renewal process.
- Dana asked one member to share her insight into the mail that she had been receiving.
 - The member explained that she has received multiple letters indicating an updated address, but the address remains the same on each letter.
 - Tabitha Nash expressed that Member Services is actively working to reduce the number of case change notices that are sent. For example, we should not send an address change notice if the only change is “Lane” to “LN” in the street address. We want to ensure communications are helpful and useful.
- Tabitha provided an overview of the renewal timeline.
 - At the 9 or 10-month mark of a member's eligibility period, TennCare attempts to auto-renew coverage by verifying information in their system. If successful, the member is reapproved and receives a Notice of Decision. The Notice of Decision says, “It was time to renew your coverage” and explains that ongoing coverage is either approved or denied.”



- If the information doesn't align with what is on file and auto-renewal is not possible, a renewal packet is mailed in a large envelope with "Important letter about your TennCare or Medicare QMB/SLMB Inside" written in green letters on the outside.
- Members have 40 days to return this packet through multiple channels including TennCare Connect, the call center, or sending the physical packet back.
- Angela explained that the envelope is much larger than typical mail, which can make it easier to identify. An example was displayed showing size and lettering.
- If additional information is needed, another request for information is sent, and members have 20 days to respond.
- If no response is received, an advanced termination notice is sent, providing a 20-day window to submit the packet before benefits end.
- There is a 90-day window after coverage ends to submit the required information for reconsideration of coverage if the termination occurred for failure to return requested information.

Tabitha emphasized if members receive anything mentioning renewal, provide this information back to TennCare as soon as possible.

Member Feedback

- One member noted receiving numerous letters and expressed confusion about the overall process.
 - Dana recognized the importance of this council because it allows TennCare to understand issues that members are experiencing.
- One member noted that he originally applied for health insurance through the marketplace, which applied him for TennCare. The member inquired if he must renew it through the marketplace or TennCare directly.
 - Tabitha confirmed that renewal communications will come from TennCare.
 - Tabitha elaborated that if you are approved for TennCare through the marketplace originally, there is no need to go to the marketplace for renewal.
- A member who is non-verbal highlighted in the chat that the option to call for accessibility is not a viable solution for her.

- Angela explained this is something they would like to take back and look into.
- Angela asked Dana to follow up with the member to make sure that is she can access TennCare Connect, as TennCare Connect has a chat feature that could be a solution to the member's issue.
- One member asked if anything would trigger the automatic renewal to request additional documentation.
 - Tabitha explained there can be changes that require additional information between annual renewals such as changes in age or if there are any household changes.
 - Tabitha explained that the true renewal with the large packet should only happen at the 10-month period.
 - The member explained she doesn't know when the 10-month period would be since it has always auto-renewed for her daughter.
 - Angela explained that the member's daughter is at an age where eligibility likely wouldn't change for a while.
 - It was mentioned that if it is reported to TennCare that someone receives a new job with different income than what is on record, a letter may be sent to verify this.
 - A member asked if being approved for Social Security benefits would impact this.
 - Angela noted it depends on the type of benefit, but TennCare works closely with Social Security on benefits.
 - Dana asked Angela what systems TennCare uses to verify income.
 - Angela explained they perform checks with the IRS, Equifax, Social Security Administration, and the Department of Labor, all through secure methods, as TennCare takes security seriously.
 - Verifying income directly with these systems works as a benefit to everyone because it is less paperwork for both members and TennCare.
- A member asked if there is a different renewal timeline for ECF Choices.
 - Tabitha confirmed that the renewal timeline for ECF Choices is the same 12-month period but involves both a medical and financial review.
- Chelsea Wright with TennCare asked how members prefer to respond by mail to the renewal process if they are not auto renewed.

- Members shared their preferred methods for renewal, which included paper forms and the TennCare Connect app.
 - One member noted the app can be slow for uploading documents compared to using a computer.
- One member explained that he has had to re-upload a custody case document every year for the last five years, preventing him from having a typical auto-renewal.
 - Tabitha explained that if someone else says the child is in their home, this could potentially be why this occurs but isn't sure of the root cause for this member.
 - Angela said they would like to look into this issue.
- Amy asked for feedback on the clarity of the language in notices. While one member found it "cut and dry," another expressed confusion over receiving mail that her address was updated when it had not changed.
 - Angela noted they are reviewing how often change notices are mailed and taking steps to limit notices if address changes are minor, like changing "Lane" to "LN."
 - Tabitha explained active steps are being taken to make this change in notice frequency, mentioning that understanding the language on those notices is of importance to TennCare.
- Chelsea from TennCare inquired if anyone signed up to receive text messages through TennCare Connect, asking how the process has been.
 - One member receiving text alerts noted they are helpful but can be repetitive, sending an individual text for each household member for the same notice.
- Another member noted that sometimes paper mail is hard to determine what is important or not.
 - Angela explained that if a letter is requesting action from a member, there will be a due date in the letter.
 - Tabitha mentioned that members can opt-out of having paper copies mailed to them if they prefer to have electronic communication.
- A member reported delays in receiving mail from TennCare, sometimes up to three weeks after the letter's date. This only happens to mail that comes from TennCare and has been experienced by her mother who is also on TennCare.
 - Angela said we would look into this issue.

- One member asked if there is a difference between ECF CHOICES benefits vs regular benefits, as mail she received mentions ECF CHOICES may provide additional coverage if she has it.
 - Tabitha noted ECF CHOICES includes a medical evaluation at application and provides extra support for certain long-term care members that are tailored to their needs.
- A member with two autistic children mentioned he had never heard of ECF CHOICES until today, explaining that this might be something they can help parents understand better.
 - Dana agreed that this sounds like an opportunity to have someone explain more about how members can benefit from ECF CHOICES and provide more information regarding services that are available.
- Dana thanked the group for the time today and asked the group if there is anything they want to discuss or hear in the January BAC Meeting.
 - One member suggested discussing the resources available for children with autism.
 - Amy explained that it would be helpful to understand what communications and resources these materials should be included in.
 - The member suggested a “Resources” section based on disabilities to identify potential programs and resources.

Meeting Adjournment

- Dana concluded the meeting by highlighting she will follow up with the BAC members to get additional feedback, insight, and provide an opportunity to request agenda items for the next meeting.
- Dana explained a gift card will be provided to the group for their participation.
- Dana thanked the group for their participation and reiterated that if there are any questions, reach out to her directly.
- The meeting was adjourned, and members left the call.