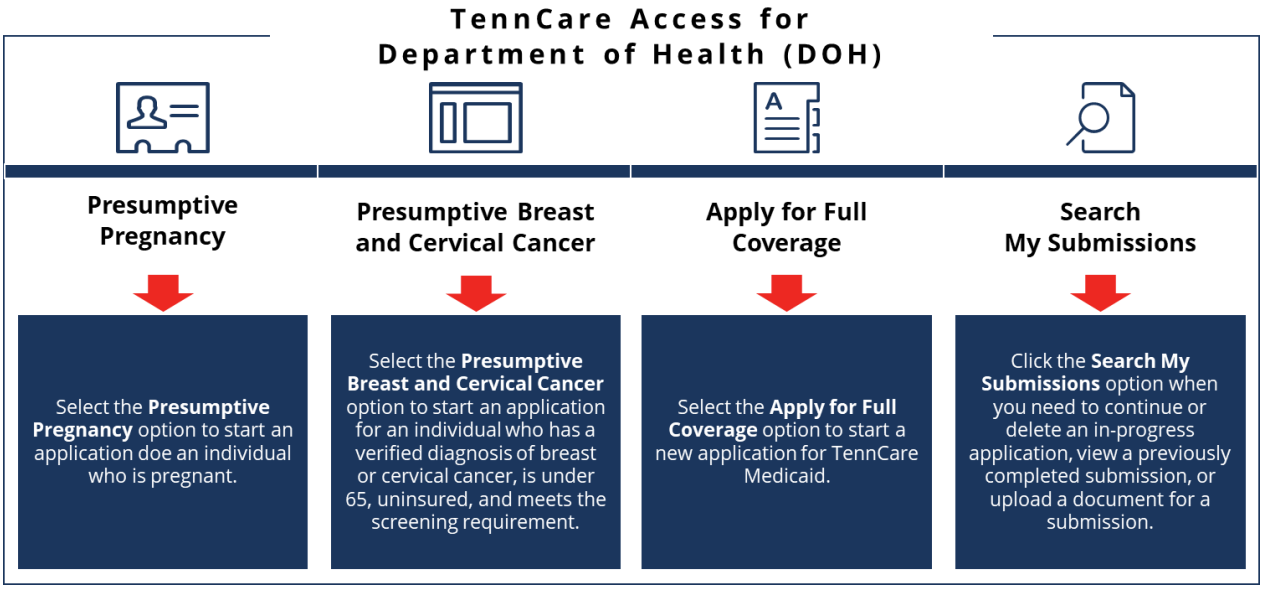
TennCare Access Functionality FAQs

Department of Health Locations

Starting **December 13th, 2021**, there are important changes to **TennCare Access**! If you started an application prior to December 13th, 2021 and were unable to finish it, you must restart the application on or after December 13th, 2021.

TennCare Access provides features that allow you to submit a presumptive pregnancy application, submit a presumptive breast and cervical cancer application, apply for full coverage for an applicant, and search for submissions.



This FAQ is broken out into the following sections with associated questions listed under each. Please click the link to access the section you need.

- Presumptive Pregnancy and Presumptive Breast and Cervical Cancer Applications
- Apply for Full Coverage
- Search My Submissions
- Getting Help

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Presumptive Pregnancy and Presumptive Breast and Cervical Cancer Applications

***Q*: Do I have to submit a presumptive application to submit a full-coverage application?**
A: No, you can submit a full-coverage application through the **Apply for Full Coverage** feature from the **Welcome to TennCare Access** page, even if no one in the household needs presumptive pregnancy or presumptive breast and cervical cancer coverage.

Before starting an application, remember to use TN Online Services to see if the applicant has coverage now. To view how to submit a full-coverage application in TennCare Access, please see the application videos on the TennCare Access Portal Training Documents webpage. Applicants can also apply online by creating a TennCare Connect account at www.tenncareconnect.tn.gov.

Q: Can I still use TennCare Access to submit a presumptive application?
A: Yes, you can still submit a presumptive application using the **Presumptive Pregnancy Application** or **Presumptive Breast and Cervical Cancer (BCC) Application** features from the **Welcome to TennCare Access** page. If an individual applying for presumptive coverage would like to submit a full-coverage application, select *Yes* to the **Is <Person> applying for ongoing coverage?** question on the **People in Your Home – Demographics** page.

Before starting an application for Presumptive Eligibility (PE), remember to use TN Online Services to see if the applicant has coverage now or has a recent PE approval.

***Q*: If an individual requests to add me as an Assisting Person, what Assisting Person type should I select?**
A: If the individual chooses to add you as an Assisting Person, you're asked to enter your information. Click the blue **Assisting Person Types** hyperlink to learn more about the types of assisting persons. When selecting your relationship to the individual, select the most appropriate Assisting Person Type relationship. Select

Other when your relationship with the individual doesn't fall into another Assisting Person category and you are helping them submit information to TennCare.

If you select the *Authorized Representative* relationship, responsibility options appear. Selecting the *Receive copies of your letters and other communications from us* box results in notices for **ALL** household members on the individual's case, including prescription and health insurance cards, being sent to your address.

Apply for Full Coverage

***Q:* Can I pause an application and come back to it later to finish submitting the application I had previously started?**
A: Yes, you can use the **Save & Exit** button to save the application. To return to an in-progress application, you can use the **Search My Submissions** feature to find the in-progress application and continue where you stopped the application.

Search My Submissions

***Q:* Can I search for a previously submitted application using TennCare Access?**
A: Yes, the **Search My Submissions** feature from the **Welcome to TennCare Access** page allows you to search for presumptive or full-coverage applications you have started or submitted through the TennCare Access portal.

***Q:* How do I upload a document for an individual's application or case?**
A: You can upload documents for new applicants applying for full coverage right after you submit their application using the **Upload Documents** button at the end of the application. Documents can also be uploaded on the **Search My Submissions** page through the **Upload** link in the **Search Results** table if TennCare has not started reviewing the application. If TennCare has started reviewing the application, the **Upload** link is not available, and you are not able to upload documents.

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***Q:* What if the Upload link is not available on the Search My Submissions page?**
A: This means TennCare has already started its review of the submitted application, and the applicant must wait until TennCare sends them a request for additional information. In the meantime, you can send us a document via fax or mail.

You can also help applicants respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at www.tenncareconnect.tn.gov. If TennCare has sent a request for additional information, applicants can log into their TennCare Connect account and click **My Documents** from the **Left Navigation Menu** to upload their information.

Getting Help

***Q:* Who do I contact if I have problems with my TennCare Access account?**
A: Email PartnerSupport.TennCare@tn.gov if you have trouble getting into your TennCare Access account.

***Q*: Where can I fax documents to TennCare?**
A: Verification documents can be faxed to 855-315-0669.

***Q*: Where can I mail documents to TennCare?**
A: Verification documents can be mailed to:

TennCare Connect
P.O. Box 305240
Nashville, TN 37230-5240

***Q:* What if I still need help?**
A: Email the Partner Support Unit at PartnerSupport.TennCare@tn.gov with any additional questions. You can also visit the TennCare Access Portal Training Documents webpage for videos and additional resources on how to use TennCare Access features.