

# Do You Need Help With Your Renewal Packet?

**Do you need help with your Renewal Packet?**

You can call TennCare Connect at **855-259-0701** for help with your Renewal Packet.

**Do you need help in person with your Renewal Packet?**

You can go to any DHS office in any of Tennessee's 95 counties. A trained staff person there will help you. Over 350 state employees are trained to help you. Click here to find the [DHS office](#) in your county or go to [www.tn.gov/humanservices](http://www.tn.gov/humanservices) and click Find our Offices at the bottom of the page.

**Are you getting nursing home care or Home and Community Based Services (HCBS) in CHOICES?**

You can contact your local community mental health center for help with your Renewal Packet. Many of those agencies are listed at this site [www.tamho.org](http://www.tamho.org)

Call your TennCare health plan (MCO) Care Coordinator. If you're not sure who that is or how to reach them, you can call your MCO. The number is on the back of your TennCare card. Tell them you need to talk to your CHOICES Care Coordinator for help with your TennCare Renewal Packet.

If you are in a nursing home, you can also ask your nursing home to help.

**Do you live in a nursing home or medical facility, but don't have CHOICES?**

Call your local Area Agency on Aging and Disability (AAAD) at **866-836-6678**. Tell them you need help with your TennCare Renewal Packet. You can also ask the nursing home to help.

**Do you need nursing home care but aren't in a nursing home or medical facility?**

Call your local Area Agency on Aging and Disability (AAAD) at **866-836-6678**. Tell them you need help with your TennCare Renewal Packet and you want to apply for nursing home care.

**Do you need HCBS in CHOICES but aren't getting the care now?**

Call your local Area Agency on Aging and Disability (AAAD) at **866-836-6678**. Tell them you need help with your TennCare Renewal Packet and want to apply for CHOICES home care.

**Are you getting HCBS in PACE or do you need HCBS in PACE?**

Call your PACE case manager directly or call PACE at **423-495-9114**.

**Are you getting HCBS through the Comprehensive Aggregate Cap (CAC), Statewide or Self-Determination waivers for people with intellectual disabilities?**

Call your ISC or, if you're in the Self-Determination waiver, call your case manager with the Department of Intellectual and Developmental Disabilities (DIDD). Or you can call DIDD at the number below:

If you live in west TN call **866-372-5709**

If you live in middle TN call **800-654-4839**

If you live in east TN call **888-531-9876**

**Do you need HCBS in a waiver for people with intellectual disabilities but aren't getting the care now?**

Call the Department of Intellectual and Developmental Disabilities (DIDD).

If you live in west TN call **866-372-5709**

If you live in middle TN call **800-654-4839**

If you live in east TN call **888-531-9876**

**Do you need or are you getting hospice care?**

Call your TennCare health plan (MCO). The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and you're getting or need hospice care.

**Do you have Medicare and get help or need help with Medicare cost sharing (QMB or SLMB)?**

Call the State Health Insurance Assistance Program (SHIP) at **877-801-0044**. Tell them you need help with your TennCare Renewal Packet, and that you want to get help or keep help with Medicare cost sharing (QMB or SLMB).

**Are you in an ICF/IID?**

You can ask the ICF/IID to help you with your TennCare Renewal Packet.