

## Step-by-Step Instructional Guide for Hospital Presumptive Eligibility

*Updated: December 16, 2019*

If an individual does not already have TennCare Medicaid, qualified hospitals can help him apply for Hospital Presumptive Eligibility (PE). This guide explains Hospital PE in seven simple steps:

- Step 1:** Check for TennCare Enrollment
- Step 2:** Complete HPE Application
- Step 3:** Determine Eligibility for Hospital PE
- Step 4:** Issue Hospital PE Notice
- Step 5:** Complete TennCare Application
- Step 6:** File and Maintain Hospital PE Records
- Step 7:** Confirm Enrollment in TennCare Online Services

Staff of qualified entities (those facilities that may determine Hospital PE) should use this guide along with the Hospital PE FAQ to make PE assessments. For more information about the Hospital PE process, visit <http://www.tn.gov/tenncare/section/providers>.

For more information about general TennCare Medicaid policy, visit <https://www.tn.gov/tenncare/policy-guidelines/eligibility-policy.html>.

Specific questions regarding the policies and procedures of the Hospital PE process may be directed to [HospitalPE.TennCare@tn.gov](mailto:HospitalPE.TennCare@tn.gov).

### Step 1: Check for TennCare Enrollment

Verify first whether the applicant already has TennCare coverage by checking TennCare Online Services or other means. TennCare Access will reject an application if the individual is currently enrolled in TennCare Medicaid.

**Note:** An individual in TennCare Online Services is enrolled in TennCare if she has an open eligibility span with benefit plan Title 19 Medicaid, Immediate Eligibility, Presumptive Eligibility, Supplemental Security Income or TennCare Standard. If any other benefit plan displays, then the individual is not enrolled in TennCare and is therefore not precluded from eligibility for Hospital PE based on current eligibility status. However, the applicant will need to meet other requirements to enroll via Hospital PE.

Health care providers typically verify TennCare eligibility using the TennCare Online Services system. This system requires the patient's SSN in order to perform the eligibility lookup. Additionally, providers have several other options. First, those providers that use Emdeon, Passport, or similar vendors are often able to look up patients using name and date of birth. Second, providers can look up eligibility for United Healthcare members through either Optum Cloud or their RV e-services website using only the individual's name and DOB without needing

an SSN. Similarly, providers can do a name lookup using the BlueCross BlueShield of Tennessee portal. AmeriGroup does not allow for name lookups on its portal but allows providers to call its Customer Service Line at 1-800-454-3730 for assistance.

## Step 2: Complete HPE Application

Complete and submit the Hospital PE application in the TennCare Access Portal. Be sure to ask the applicant if they would like to submit the full application at this time. \*If you mark “yes”, you must complete the following 2 screens in order to fully submit the PE application. If you do not, the PE application will **not** be fully submitted.

If TennCare Access is unavailable, help the applicant complete the TennCare Application.

Make sure the applicant signs and dates the TennCare Application.

**Note:** If Hospital PE enrollees do not submit **COMPLETE** TennCare Applications after they apply for Hospital PE, they will lose their temporary eligibility.

## Step 3: Determine Eligibility for Hospital PE

Once all data is entered and submitted in TennCare Access, TennCare Access will determine the applicant’s Hospital PE eligibility. If TennCare Access is unavailable use the information on the TennCare Application to complete the Hospital PE Worksheet. Complete a separate Worksheet for each applicant listed on the TennCare Application. Do **not** request any proof or verifications from the applicant.

Also, note the following for each question on the Hospital PE Worksheet:

### Does the applicant live in Tennessee?

Check whether the applicant listed a Tennessee address on the TennCare Application. If so, answer “yes” in TennCare Access or on the Hospital PE Worksheet. Also answer “yes” if the applicant does not report a specific address (e.g., because he is homeless) – but the applicant is physically present in Tennessee and says he intends to remain here. Otherwise, answer “no.”

### Is the applicant a U.S. citizen or an eligible immigrant?

Check whether the applicant is a US Citizen or eligible immigrant.

We understand that the federal rules around immigrant eligibility are complicated. The following table may help applicants understand the question:

Answer “YES” to having eligible immigration status if applicant is a:	Answer “No” if applicant is a:
<ul style="list-style-type: none"> <li>• <b>Lawful Permanent Resident (LPR)</b> (i.e., person with a green card) who has been in that qualifying non-citizen status for <b>5 years or more</b> or who entered the U.S. prior to August 22, 1996;</li> <li>• LPR who previously had a one of the Humanitarian immigrant statuses listed below;</li> <li>• Abused immigrant with a VAWA petition* who has held qualifying status for <b>5 years or more</b>;</li> <li>• Immigrant paroled into the U.S. for at least one year who has been in the U.S. for 5 years or more;</li> <li>• Immigrant granted conditional entry prior to 4/1/1980.</li> <li>• <b>Immigrant who is a veteran or active duty military</b> (or spouse, un-remarried surviving spouse, or child of such an immigrant)**; or</li> <li>• <b>Humanitarian immigrant</b> who has been in that humanitarian status for <b>less than 7 years</b>, which includes***:               <ul style="list-style-type: none"> <li>• Refugees and asylees;</li> <li>• Amerasian immigrants;</li> <li>• Cuban or Haitian entrants;</li> <li>• Iraqi or Afghan special status immigrants;</li> <li>• Victims of a severe form of trafficking (with a “T” visa)****; and</li> <li>• Immigrants whose deportation is being withheld.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Undocumented immigrant;</li> <li>• Lawful permanent resident who has been an LPR. for <u>less than 5 years</u> and who is neither a veteran nor a humanitarian immigrant;</li> <li>• Abused immigrant with a VAWA petition* who has held qualifying status for less than 5 years;</li> <li>• Immigrant paroled into the U.S. for at least one year and who has been in the U.S. for less than 5 years;</li> <li>• Non-immigrant or non-resident alien (temporary residents); or</li> <li>• Other type of immigrant not listed in the column to the left.</li> </ul> <p><i><b>Note:</b> An unborn child may still be eligible for CoverKids if a pregnant woman answers “No” here. See the footnote to FAQ #58.</i></p>

\*An abused immigrant with a VAWA petition, his child(ren), and his parent(s) are subject to a five-year waiting period from the date they received the qualifying status.

\*\*In order for an immigrant veteran/active duty military member to qualify for Medicaid, she must be in any qualified alien status, including an LPR. Qualified alien veterans/active duty military members are eligible without a 5-year waiting period.

\*\*\* Any humanitarian immigrant who subsequently becomes an LPR is not subject to a 5-year waiting period or the 7-year limit.

\*\*\*\*7 year eligibility limit begins from the date the Office of Refugee Resettlement (ORR) certification or eligibility letter is issued

**Is the applicant a former foster child under age 26, pregnant woman, child under age 19, or parent/caretaker relative?**

Check the questions below to see whether the applicant falls into one or more eligibility groups described in the table below.

To review applicant for this category...	...the applicant must:
<p><b>a) Former Foster Care</b></p> <p><i>An individual now under age 26 who was in foster care and enrolled in TennCare at age 18.</i></p>	<p>have aged out of foster care at the age of 18 and been enrolled in TennCare Medicaid at the time.</p> <p><b>Also:</b> Check to see that applicant &lt; age 26 (based on date of birth)</p>
<p><b>b) Child &lt; 1</b></p> <p><b>c) Child 1-5</b></p> <p><b>d) Child 6-18</b></p>	<p>be under the age of 19</p>
<p><b>e) Parent/Caretaker Relative</b></p> <p><i>An individual related to a dependent child (by blood, adoption, or marriage) who lives with the child and has primary responsibility for the child's care. The child must be under 18 (or a full-time student if child is age 18).</i></p>	<p>be the primary caregiver to a child under the age of 18 or 21 and a full time student</p>
<p><b>f) Pregnant Woman</b></p>	<p>be pregnant</p>

If using the Hospital PE Worksheet, write the applicant's eligibility group (if any) in the second row of the box at the top of the Hospital PE Worksheet. If the applicant may qualify for more than one eligibility group, choose the group listed first in the table above (e.g., choose parent caretaker relative over pregnant woman if an applicant meets the definition of both).

**Is the applicant's household income each month less than the limit for her respective eligibility category?**

TennCare Access will determine if the applicant has income under the income limit for his household. Enter all individuals in the applicant's household and TennCare Access will determine the correct household size. If using the Hospital PE Worksheet, add up all members of the nuclear family, including stepparents and stepchildren to determine the application's household size. If the applicant is pregnant, also count the unborn babies – but only when calculating the household size for the pregnant woman herself. Do not

count the unborn babies in the household size of her spouse or anyone else in the household. This means that in some cases, different family members (pregnant women) may have different household sizes (than, for example a spouse or child). Write the household size in the second row of the box at the top of the Hospital PE Worksheet.

**Households:** For reference, the household includes the applicant and, if living with the applicant, the following individuals:

- The applicant's spouse;
- The applicant's natural, adopted, and step children under age 19 (or 21 if a full-time student);
- For applicants under age 19 (or 21 if a full-time student): the applicant's natural, adopted, or step parent; and
- For applicants under age 19, or 21 if a full-time student: the applicant's natural, adopted, and step siblings who are under age 19 (or 21 if a full-time student).

For example, a single 29-year-old woman who is pregnant with twins would be a household of three if she has no spouse or other children. If she were married and had two other minor children, then she would have a household of six (herself, her husband, her unborn twins, and her two other minor children), but the household size would be four for the husband and the two other minor children.

The same rules generally apply for mothers under age 19. In most cases, the household for the newborn would consist of the newborn, the minor mother, her spouse (if any), and any of her other children in the home. The newborn's household would not include any grandparents. Follow this approach when determining eligibility for Hospital PE.

For example, an unmarried, pregnant 17-year-old lives with her parents. The 17-year-old has no other children. When she gives birth, the newborn's household size would be two (the 17-year-old mother and the infant). The only income counted for the newborn's household would be the 17-year-old mother's. The grandparents would not be part of the newborn's household, and the grandparents' income would not be considered. Meanwhile, the 17-year-old's household would be four (including herself, her unborn child, and her parents).

**Monthly Income:** On the TennCare Application, the applicant should report the **before-tax** amounts of wages, salaries, and self-employed income received by adult household members. The applicant should also include unemployment, Social Security retirement, and Social Security Disability Income (SSDI) for household members. Supplemental Security Income (SSI) and child support are excluded from the household's income. If completing the application in TennCare Access, enter all income the applicant receives. TennCare Access will determine if the income is counted towards the applicant's eligibility determination.

For example, a 31-year-old mother receives \$1,400 per month in self-employed income as a nail technician. She also works part-time as a receptionist and earns \$400 each month before taxes in wages. In addition, she receives \$600 in child support for her eight-year-old son. Her countable income is \$1,800 (i.e., \$1,400 in self-employed income + \$400 in wages; the child support income is not countable).

Review all household income. Add up all the pre-tax income for everyone in the household (including stepparents). If completing the Hospital PE Worksheet do not include either SSI payments or child support in your calculation. If you are completing the application in TennCare Access, include all income the applicant receives, including SSI payments and Child Support.

Hospital PE eligibility, like TennCare Medicaid and CoverKids eligibility, is determined based on monthly income. The applicant might provide amounts that are not monthly. Use the online at <https://www.tn.gov/content/dam/tn/tenncare/documents/FederalPovertyLevelConverter.html> to convert income to a monthly amount.

Write the household's monthly income in the third row of the box at the top of the Hospital PE Worksheet.

Look at the table on the Hospital PE Worksheet with TennCare Income Limits. Find the dollar limit for the household size and eligibility group for this applicant.

**Has the application been approved for a Hospital PE period in the past two years?  
Or, if the applicant is pregnant, is this the applicant's first Hospital PE period during the current pregnancy?**

An individual cannot have more than one Hospital PE period in two calendar years unless the individual is pregnant. The TennCare Access will reject an application if the non-pregnant applicant has received a Hospital PE period in the past two years.

There is an exception for pregnant women: they can have one Hospital PE period per pregnancy (even if that exceeds one Hospital PE period in the past two calendar years). If you have a situation in which a pregnant woman is applying for Hospital PE and has had a period of Hospital PE in the past two calendar years, please email [HospitalPE.TennCare@tn.gov](mailto:HospitalPE.TennCare@tn.gov) for assistance.

**Note:** If you approve Hospital PE eligibility for the applicant, the effective date of coverage is the date you determine the Hospital PE eligibility in TennCare Access or make the determination and sign the Hospital PE Worksheet. For example: An applicant signs a Marketplace Application on January 3<sup>rd</sup>. The hospital employee signs the Marketplace Application, the Hospital PE Worksheet, and the Hospital PE Notice on January 5<sup>th</sup>. The applicant's Hospital PE period will begin on January 5<sup>th</sup>.

#### Step 4: Issue Hospital PE Notice

Print the TennCare Access application summary and eligibility determination for the applicant. TennCare will send the applicant a separate notice. If TennCare Access is unavailable, complete the Hospital PE Notice, then sign and date it. Give the Notice to the applicant.

Remind approved applicants they are getting only **temporary** TennCare coverage. TennCare must receive the signed TennCare Application in order to give the applicant ongoing coverage.

Also, remind denied applicants they can still apply again online at [www.tennconnect.tn.gov](http://www.tennconnect.tn.gov), by calling 855-259-0701 or by mail or fax using a paper application..

#### Step 5: Complete TennCare Application

If Hospital PE enrollees do not submit **COMPLETE** TennCare applications after they apply for Hospital PE, they will lose their temporary eligibility. .

#### There are 4 ways to apply:

1. Online at [www.tennconnect.tn.gov](http://www.tennconnect.tn.gov)
2. By calling TennCare Connect at 855-259-0701
3. Mail signed TennCare Applications to:

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

4. Fax signed TennCare Applications to 855-315-0669.

**Note:** Even if you deny the applicant, complete the TennCare Application. This ensures that TennCare will evaluate the applicant for all available programs rather than just TennCare.

If the TennCare Access portal is unavailable and you used the Hospital PE Worksheet to approve the Hospital PE, send the data for approved applicants to TennCare as quickly as possible.

**Note:** You do **not** need to send any information to TennCare for denied applicants.

TennCare will require an FPL percentage to be entered for every applicant. You will have to calculate this percentage based on the applicant's household income. An FPL converter is available at

<https://www.tn.gov/content/dam/tn/tenncare/documents/FederalPovertyLevelConverter.html>.

The table below displays the FPLs for household sizes through eight.

Household Size	Federal Poverty Level for 2019 (In Dollars)
1	\$ 1,041
2	\$ 1,410
3	\$ 1,778
4	\$ 2,146
5	\$ 2,515
6	\$ 2,883
7	\$ 3,251
8	\$ 3,620

### **Step 6: File and Maintain Hospital PE Records**

Place a copy of the TennCare Access PDF and Eligibility determination, Hospital PE Worksheet (if completed), Hospital PE Eligibility Notice (if completed), TennCare Application and Hospital PE Errata Sheet (if completed), for each Hospital PE applicant. You must keep records for both approved and denied applicants. Maintain these files in a secure location for at least seven (7) years.

### **Step 7: Confirm Enrollment in TennCare Online Services**

Check TennCare Online Services to validate that all information for individuals approved for Hospital PE appears correctly in the system 3-5 days after approving an individual for Hospital PE. If you find a data entry error, complete a Hospital PE Errata Sheet and fax it to TennCare at 855-315-0669.

The Hospital PE Errata Sheet allows hospitals to correct name misspellings or other keying errors they accidentally transmit to TennCare Online Services. When a hospital employee accidentally keys an error in TennCare Access or TennCare Online Services and transmits the information to TennCare, fax the Hospital PE Errata Sheet to TennCare at 855-315-0669. However, hospitals may not use this process to change a Hospital PE enrollee's health plan; rather, Hospital PE enrollees must call the TennCare Solutions Unit at (800) 878-3192 to change health plans. Additionally, an effective date of Hospital PE can be corrected if the hospital employee keyed the wrong date of determination in TennCare Online Services – but a hospital cannot retroactively change the effective date to a date prior to the actual PE determination date. To request a change to the effective date, the hospital must also include with the Hospital PE Errata Sheet a copy of the TennCare Access Approval or the Hospital PE Worksheet (which shows the actual date on which the hospital employee made the eligibility determination). Finally, a hospital cannot terminate a Hospital PE span.