



## How to Report Changes or Send Information to TennCare

This page tells you how to send us proof or information we need from you.

### To Report Changes

1. Call TennCare Connect at **855-259-0701**.
2. Use your online account for TennCare Connect at <https://tenncareconnect.tn.gov>
3. Use the TennCare Connect mobile app.

After you report a change, we may ask you for proof or more information. Be sure to keep the originals for your records and only send us a copy.

### Sending us Information

**When you send us your copy (or copies) you must:**

- **Send THIS page.** It includes a barcode and that will help us know you've sent something to us.
- **AND write your name, your date of birth and this number** on each additional page you send us.

**There are several ways to get this to us. You only have to pick one:**

1. Use your online account at <https://tenncareconnect.tn.gov>. With TennCare Connect you can also view your case information, update your records, renew your coverage when it's time and view your letters.

Haven't created an online account yet? Go to <https://tenncareconnect.tn.gov> and click on the Get Started button. After you create an account and have logged in, select Link My Case from the menu option at the top. You'll need to enter your Social Security Number (SSN) to link your case to your TennCare Connect account. Or you can enter your Person ID which is found in this letter next to your name.

2. Use the TennCare Connect mobile app. Using the app, you can take a photo of the file(s) we need and send it to us right from your phone! With TennCare Connect you can also view your case information, update your records and view your letters.

Haven't downloaded it yet? Go to the iTunes or Google Play store and look for TennCare Connect. After installing the app, create an account by clicking the Get Started button. You'll need to enter your Social Security Number (SSN) to link your case to your TennCare Connect account. Or you can enter your Person ID which is found in this letter next to your name.

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3. Fax it to: 855-315-0669

Be sure to keep the page that says your fax went through.

4. Mail it to: TennCare Connect

P.O. Box 305240

Nashville, TN 37230-5240