



## **Training Today Newsletter | April 2024**

The latest updates related to TennCare's Long-Term Services and Supports (LTSS)

### **Welcome Message**

This newsletter is delivered on a monthly basis and will include helpful tips on Pre-Admission Evaluations and Referrals for Long-Term Services and Supports (PERLSS) and important information on general LTSS Communications. In addition to these updates, this newsletter will also include helpful contact information and links to resources to help direct anyone that might have additional questions about the topics mentioned above.

Please forward to staff in your company that complete or submit TennCare

(Medicaid) PAEs/PASRRs. This contains important information for all PERLSS users. This newsletter is only for PERLSS users. Please do not distribute to the public. Thank you!

## TennCare News

**Redetermination Reminder:** It is important to help review members mail with them. If the member does not understand what the TennCare letters details, please have the member contact TennCare Connect: 855-259-0701. We encourage members to ensure that redetermination packets are being turned in by or prior to the due date, if possible. If the packet is not returned timely, there is a chance that the member will experience a loss of Medicaid and their current Medicaid benefits will end.

The LTSS Newsletter aims to keep you updated on major initiatives and processes. To find recent memos, forms, and other documents, please visit our LTSS Documents page: Click [here](#)

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## **Money Follows the Person and Transition from Qualified Institution to HCBS**

Managed Care Organizations (MCOs) have been actively enrolling members into Money Follows the Person (MFP) Demonstration Program as members discharge from Qualified Institutions to the community.

MCOs are seeking to collaborate with Qualified Institutions such as Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), Regional Mental Health Institutes (RMHI), Nursing Facilities (NF), Residential Treatment Centers (RTC), and hospitals when an individual has been identified to be able to receive care in Home and Community Based Services (HCBS).

Individuals who are eligible to enroll in MFP must be 18 years of age or older, reside in a Qualified Institution for 60 days, been enrolled in Medicaid and have needs that may be safely met in a community setting.

To create a smooth transition to HCBS for individuals who are not currently enrolled in a Long-Term Services and Supports (LTSS) program, MCOs ask that institutions contact the MCO prior to submitting a new referral to LTSS programs in order for the collaboration of transition to begin. TennCare's pre-admission evaluation and referral tracking system (PERLSS) allows for submission of a transition between programs vs new referrals to each program. This process is well-known to MCOs who desire to assist institutions in this process to prevent delays to reach the goal of transitioning individuals

to HCBS with or without MFP.

Qualified Institutions who have individuals as residents and are enrolled in CHOICES, ECF CHOICES or Statewide Waiver should contact the MCO Coordinator or Nurse Case Manager to collaborate on the discharge to HCBS and potential MFP enrollment. A new referral for LTSS is not necessary.

Please refer to the contact information below for each MCO in order to have the call routed to the correct location for action and request the department per Special Instructions column.

MCO	Phone	Special Instructions
United Healthcare	Customer Service 800-690-1606	Route call to ECF CHOICES/CHOICES Screening
Wellpoint	Customer Service 866-840-4991	Route call to ECF CHOICES/CHOICES Screening
BlueCare	Customer Service 888-747-8955	Route call to MFP Clinical Support

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**Maximus - Tennessee PASRR Registration**



## Tennessee PASRR

**EVENT ANNOUNCEMENT:** Register for Provider Training Sessions Taking Place in April!

TennCare and Maximus continue planning the next sessions in the popular Tennessee Pre-Admission Screening and Resident Review (PASRR) Provider Webinar Series! Be sure to join the Training team for these informative events, taking place on **Tuesday, April 23 and Wednesday, April 24.**

Tuesday, April 23 | PASRR 101

9:00 a.m. - 10:45 a.m. CT | Tuesday, 4/23/2024

[Click Here to Sign Up](#)

Tuesday, April 23 | LOC and Payer Source 101

1:00 p.m. - 2:30 p.m. CT | Tuesday, 4/23/2024

[Click Here to Sign Up](#)

Wednesday, April 24 | Walkthrough a LI Screen, Hospital Exemption and Categorical Determinations, and Status Changes

9:00 a.m. - 10:30 a.m. CT | Wednesday, 4/24/2024

[Click Here to Sign Up](#)

Wednesday, April 24 | Safety Determinations, ERC, and Skilled Services

1:00 p.m. - 2:30 p.m. CT | Wednesday, 4/24/2024

[Click Here to Sign Up](#)

**Questions?** 833.617.2777 or [TNPASRR@maximus.com](mailto:TNPASRR@maximus.com)

## Nursing Facility Discharge Forms

Please do not submit Nursing Facility discharge forms to the [CHOICESLTC.TennCare@tn.gov](mailto:CHOICESLTC.TennCare@tn.gov) mailbox. Any members that have discharged from the facility should be reported to the MCO for proper disenrollment. If your process is to submit the NF discharge form to Member Services, please continue those actions as we are only asking that those discharge forms not be sent to LTSS for processing.

## CHOICES Member Story



Meet Betty, a former airline pilot who used to soar through Europe. She now lives with multiple sclerosis, but Betty stays active with help from the CHOICES program, which is designed for older adults and individuals with physical disabilities. Betty is deeply thankful for the CHOICES program, which has brought the spark back into her life. Check out the video above to hear more about Betty's heartwarming journey.

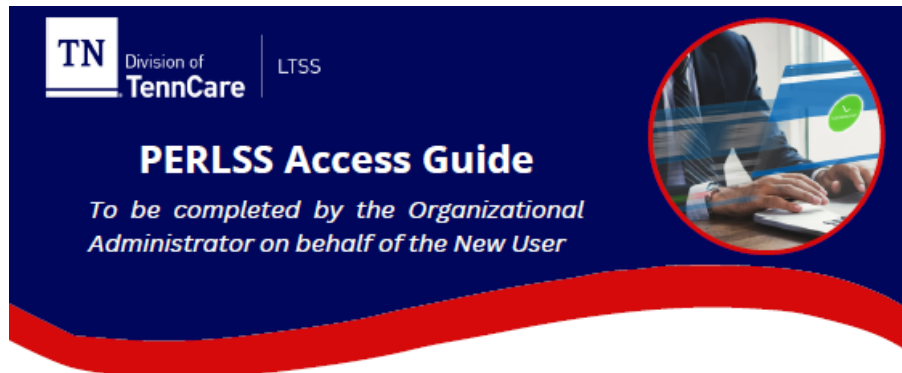
## System Access & Training for PERLSS

Organizational Admins - Please see helpful information below.

New User Set Up Form - [click here](#).

PERLSS Training Access Form - [click here](#).

PERLSS Production Access Form - [click here](#).

A blue banner with a red wavy bottom edge. On the left, the TN logo is followed by 'Division of TennCare' and 'LTSS'. The main title is 'PERLSS Access Guide' in large white letters, with the subtitle 'To be completed by the Organizational Administrator on behalf of the New User' below it. On the right, there is a circular inset image showing a person's hands typing on a laptop keyboard.

**TN** Division of **TennCare** | LTSS

## PERLSS Access Guide

To be completed by the Organizational Administrator on behalf of the New User

### PERLSS Access Steps

[If you are a NEW user start here:](#)

#### Step 1: ServiceNow (SNOW) Access

- Submit a SNOW Ticket Request to Add a New User.
- [Request Form](#) for Partner Users: New User Set Up (TennCare Access, MATS, Katie Beckett, LMS). For PERLSS access, please check LMS as an option. Other systems can also be checked if required. Katie Beckett should no longer be chosen as a stand-alone option. \*\*Sister State Agencies have a separate process to gain access.
- Once the request has been submitted, an AUP will be emailed to the user. Once the user signs the AUP, a RACFID (TNT number) is created within Service Now and the request is complete. Upon completion, notifications are delivered to requester and user to inform that the user now has a SNOW account. Once the username is set up, the request for LMS and PERLSS training will automatically generate when using the above stated catalog request.

[If you have SNOW Access and an existing User ID start here:](#)

#### Step 1: LMS Access

- Submit a request for access to the Learning Management System (LMS).
- [Request Form](#) (Configure Learning Management System (LMS) Access)
- The Org. Admin submits the LMS Request on behalf of the user based on the organization and the needed user role. The user will receive an email from [LTSS.Training@tn.gov](mailto:LTSS.Training@tn.gov) with a link to the training modules within the LMS. Once the user completes training, PERLSS access can be requested.

*\*LMS PERLSS training must be completed by all users to proceed*

#### Step 2: PERLSS Production Access

- Submit request for PERLSS access.
- [Request Form](#) (My TennCare Partner Access - PERLSS) and choose the user role for which the user completed PERLSS training.
- Once the request is completed, the user will receive notification of completion and they can log in to PERLSS.

*Questions? Contact System Support at [LTSS.SystemSupport@tn.gov](mailto:LTSS.SystemSupport@tn.gov).*

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**Quick Reminders!**



For PERLSS users that are no longer at your facility, please submit a TennCare Partner Access form and select "remove role". Thank you!

Service Catalog Knowledge Requests Quick Links Compliance

Home > Enterprise Catalog > Business Applications > MTL > My TennCare Partner Access - PERLSS

Search

### My TennCare Partner Access - PERLSS

Request, Change, or Remove specific access to the PERLSS Portal.

This form is used to request or modify access for users who need to use the PERLSS Portal. The Pre-admission Evaluation & Referrals for Long-Term Services & Support (PERLSS) Portal allows LTSS workers and partner entities to process Referrals, PAEs, and manage enrollment details of members.

**Requester Information**

\* Name of User

\* Preferred Contact Method for Questions

\* Requested by

\* Request Type

\* PERLSS - Tell us Organization and Role details

Actions	Please select the environment	Please tell us the user's organization type	Please tell us the user's organization
No data to display			

Business Justification

**Required information**

- Name of User
- Requested by
- Preferred Contact Method for Questions
- PERLSS - Tell us Organization and Role details
- Business Justification



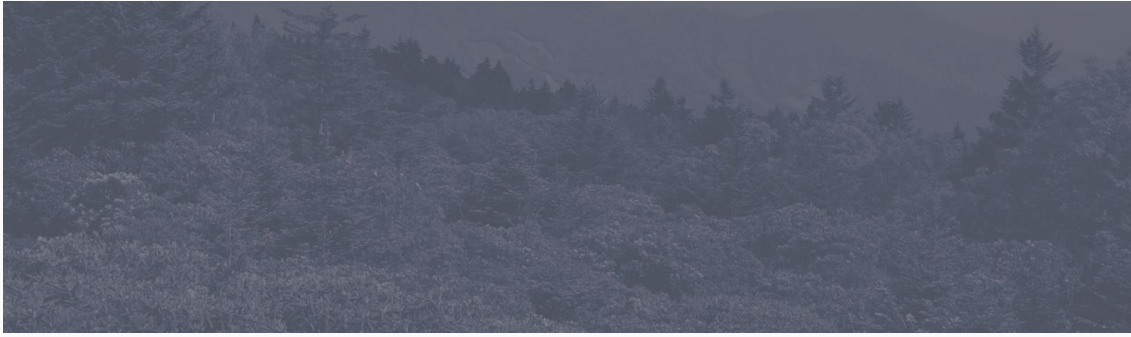
**LTSS Help Desk Contact:** 1-877-224-0219

(hours of operation 8:00 a.m. to 4:30 p.m. CST)

**Help Desk Email:** [LTC.Operations@tn.gov](mailto:LTC.Operations@tn.gov)

**LTSS Contact:** [LTSS.Training@tn.gov](mailto:LTSS.Training@tn.gov)

**Website:** [Long-Term Services & Supports \(tn.gov\)](http://Long-Term Services & Supports (tn.gov))



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