

TRAINING TODAY NEWSLETTER

LONG TERM SERVICES & SUPPORTS

COUNTDOWN TO PERLSS

***THE NEW PERLSS SYSTEM WILL NOW BE AVAILABLE TO ALL PARTNERS
ON MONDAY SEPTEMBER 19, 2022.***

In preparation for this launch, several things will happen in the few weeks leading up to implementation and go live. You should expect to see more correspondence over the next few weeks providing important details. It is important that you read these correspondence and react accordingly.

It is imperative that training be completed to gain access to the system at go live. We will be validating access to the production environment ahead of time to ensure there are no issues. To be validated, you must have completed training. We will start validation with internal staff/ partners on 8/15/2022 and will run bulk user uploads with access validation weekly for 3 cycles. Therefore, you are encouraged to finish your training timely and allow us to work out any access issues ahead of go live to make day 1 of implementation a success for all of us.

If you have any issues with access or training please reach out at PERLSSTraining@deloitte.com

PLEASE NOTE

The TennCare Access Portal Training provided by TennCare Member Services is NOT PERLSS Training. That training is a live virtual training and covers the TennCare Access Portal.

Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains important information for all TPAES users. This document is for TPAES users only. Please do not distribute to the public.

TRAINING TODAY NEWSLETTER

LONG TERM SERVICES & SUPPORTS

PERLSS TRAINING INSIGHTS

- This training is to provide you the opportunity to learn how the system operates, it is not intended to provide you process and policy training.
- You are assigned trainings related to the roles provided to us by your employer.
- There may be additional information provided in the trainings that is not directly relevant to your daily job duties, but may be relevant in understanding how the system works more globally.
- TennCare is not “changing your responsibilities.”
- Your job duties are outlined by your employer.
- Just because you received training on a particular workflow doesn’t mean you are responsible for doing it. Again, your job duties are assigned by your employer.

PASRR TRAINING: AUGUST 2022

Be sure to sign up for the August 2022 training sessions to learn more about the PASRR process, offered by Maximus & TennCare.

Hospital Exemption and Categorical Determinations Case Scenarios

9:00-10:30AM CT | Tuesday, 8/16/22

Use the link to [register](#).

Payer Sources, Safety Determinations, ERC, and Skilled Services LOC Case Scenarios

9:00-10:30 AM CT | Wednesday, 8/17/22

Use the link to [register](#).

PERLSS: WHAT IS AN ORGANIZATIONAL ADMIN?

What is an “org admin”? Org admin is short for organizational administrator.

What does an org admin do? Org admins are points of contact (POCs) for LTSS when there are questions/issues on user profiles for your organization. Org admins submit and approve PERLSS access requests for their organization via ServiceNow (SNOW) and they set up and maintain user profiles for their organization in PERLSS

How do I become an org admin? To become an org admin for your organization, send an email to LTSS.Training@tn.gov to be set up as an org admin in SNOW.

Please forward to staff in your company that complete or submit TennCare (Medicaid) PAEs/PASRRs. This contains important information for all TPAES users. This document is for TPAES users only. Please do not distribute to the public.