



Long-Term Services and Supports

TEDS is the state's new eligibility determination system. TEDS modernizes and streamlines the approach for the eligibility determination and the eligibility appeal processes.

Lesson 01: TennCare Access Introduction

TEDS Portals

Worker Portal



Member Portal



Mobile App



TennCare Access



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The **Worker Portal** is a website that serves as a single point of entry for TennCare workers to register applications, complete data collection, perform case maintenance, renewals, file appeals, etc..

The **Member Portal** is a website where Tennesseans can perform several self-service actions 24-hours a day, seven days a week including apply for benefits, check and renew their benefits, report changes, upload documents for eligibility appeals, upload verifications, and view notices in the Member Portal. Applicants can still submit applications by phone, paper, and the Federally Facilitated Marketplace (FFM).

The **Mobile App** is an extension of the Member Portal. The app allows members to manage their cases from their phone. Members can access their benefit information, view and upload documents, view notices and letters, and report demographic changes such as an address change directly in the app.

Participating hospitals, the Department of Health (DOH), and Long-Term Services and Supports (LTSS) providers such as nursing facilities use **TennCare Access**. Participating hospitals can apply for presumptive eligibility on behalf of Former Foster Care recipients, pregnant women, infants and children under the age of 19, and

parents/caretaker relatives in TennCare Access. The DOH can also apply for presumptive eligibility on behalf of Breast and Cervical Cancer (BCC) patients and pregnant women in TennCare Access. TEDS determines presumptive eligibility in real-time. LTSS providers can use TennCare Access to view coverage details for a patient or outstanding verifications that a patient needs to submit.

Log In

TN Division of **TennCare** ¿Habla Español?

TennCare Connect Sign In

Username/Email Address *

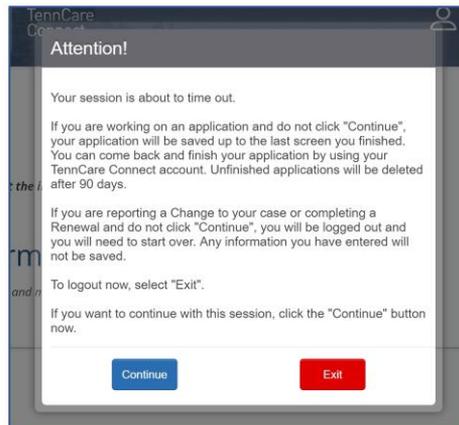
Password *
 I'm not a robot  reCAPTCHA
Privacy - Terms

[Login](#)

[Forgot Password](#) | [Forgot Username](#) | [Create An Account](#)



Timing Out



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The system automatically logs you out after 15 minutes of inactivity. You must complete all mandatory fields on a page and click **Next** to save the information you entered on a page.

TEDS doesn't automatically save your work for you. If the system times out or you log out before clicking **Next**, you must enter the information again.

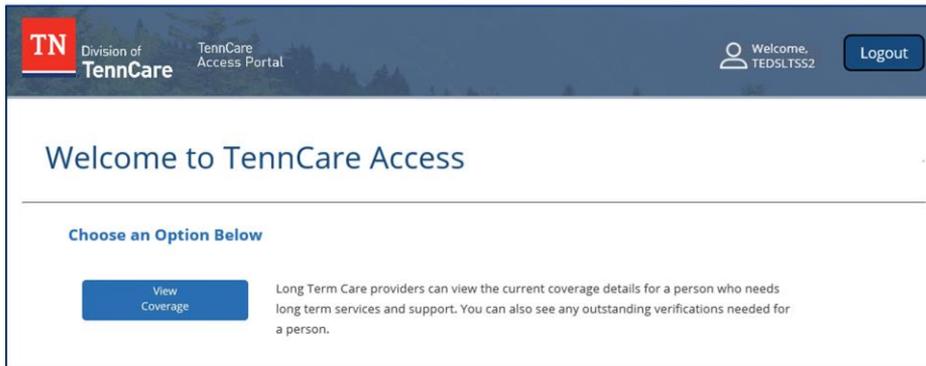
Log Out



The navigation bar features the TN logo (a red square with white 'TN' text) on the left, followed by the text 'Division of TennCare'. To the right of this is the 'TennCare Connect' logo. Further right is a user profile icon with the text 'Welcome, LTSSUSER2'. On the far right is a blue 'Logout' button with a green border.



Welcome to TennCare Access



The screenshot shows the top navigation bar of the TennCare Access Portal. On the left, there is a red square with 'TN' in white, followed by 'Division of TennCare' and 'TennCare Access Portal'. On the right, there is a user profile icon, the text 'Welcome, TEDSLT552', and a 'Logout' button. Below the navigation bar, the main content area has a heading 'Welcome to TennCare Access' and a section titled 'Choose an Option Below'. Under this section, there is a blue button labeled 'View Coverage' and a paragraph of text: 'Long Term Care providers can view the current coverage details for a person who needs long term services and support. You can also see any outstanding verifications needed for a person.'



TennCare Access Icons



To print the page you are currently viewing, click the **Printer** icon.

If you need help, click the **Question Mark** icon.

If you want to return to the previous page, click **Previous** at the bottom of the page. Do not click the previous button in your Internet browser or you will receive an error message.

If you want to save the information you entered on the page you're on and exit TennCare Access, click **Save & Exit**.

If you want to move on to the next page after you've completed all of the required fields, click **Next**.

Lesson 02: View Coverage

Long-Term Services and Supports (LTSS) providers and nursing facilities can use TennCare Access to view a summary of an applicant or member's current coverage, patient liability, and outstanding verifications.

Search for an LTSS Applicant or Enrollee

Search for an LTSS Applicant or Enrollee

Fields marked with (*) are mandatory and must be filled out before going to the next page.

Search Criteria

Please use the criteria below to search for a member and view the details of their coverage.

*First Name: Middle Initial: *Last Name:

*Date of Birth: 

OR

*Social Security Number: - -

OR

*Person ID:

 SEARCH



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You can use three different criteria to search for members on the **Search for an LTSS Applicant or Enrollee** page: name and date of birth, Social Security number, or person ID. A person ID is a unique number that TennCare uses to identify an individual. You can locate a member's person ID on their TennCare notices. When possible, search using the Social Security number or the person ID to narrow your search results.

Search Results

Search Results

Person Name	PersonID	Date Of Birth	View Results
Gary Scandalis	359044441	01/01/1950	View Coverage
Pam Theriault	359044497	01/01/1950	View Coverage

Showing 1 to 2 of 2 entries

◀ First ◀ Previous Next ▶ Last ▶▶



Once the search results appear, identify the individual you searched for and click the **View Coverage** hyperlink to view their coverage details.

If the individual you searched for does not appear in the **Search Results** table, they are not an LTSS applicant or enrollee. A message will appear at the bottom of the page that says, "Your search did not return any results. Please try a different criteria and search again." Follow your business processes and policy guidelines to determine whether the individual needs to apply for LTSS.

Coverage Details

Coverage Details

Search Results

Name:	Kendra Smith
Person ID:	389029974
Date of Birth:	08/31/1937



When the **Coverage Details** page appears, confirm the information in the **Search Results** section matches the individual you searched for. Either the **Application Summary** section or the **Current Coverage Summary** section will display.

Coverage Details: Application Summary

Coverage Details

Search Results

Name: Kendra Smith
Person ID: 389029974
Date of Birth: 08/31/1937

Application Summary

Application Received Date	Status
11/20/2018	Your application is being processed



The **Application Summary** section only displays if an application is pending and the data collection and eligibility determination processes are not complete. If the LTSS enrollee doesn't have a pending application and has an authorized TEDS case, the **Application Summary** section will not display.

Coverage Details: Current Coverage Summary

Coverage Details

Search Results

Name: Paul Walters
Person ID: 388036885
Date of Birth: 03/31/1938

Current Coverage Summary

Case Number	Current Coverage Type	Status	Coverage Begin Date	Coverage End Date	Redetermination Due Date
138489517	TenCare Medicaid - Institutional	Pending	--	--	--

Current Patient Liability

^ **Current Patient Liability:** \$ 0.00

Adjusted Gross Income: \$0.00
 Child Support/Mandatory Expenses: \$ 0.00
 VA Aid and Attendance Payment: \$ 0.00
 Personal Needs Allowance (PNA): \$ 50.00
 Community Spouse Income Maintenance Allowance (CSIMA): \$ 0.00
 Dependent Income Maintenance Allowance: \$ 0.00
 Medicare Premiums: \$ 0.00
 Health Insurance Premiums: \$ 0.00
 Incurred Medical Expenses Carry Forward Amount: \$ 0.00
 Incurred Medical Expenses (IME): \$ 0.00



Instead, the **Current Coverage Summary** section will display with their coverage information. The **Current Patient Liability** section shows the enrollee's patient liability information.

Coverage Details: Verifications Required

Verifications Required

Case Number	Verifications Required	Due Date
138457272	Burial Resource	11/18/2018
138457272	Financial Resources	11/18/2018
138457272	Life insurance	11/18/2018



The **Verifications Required** section displays if TennCare requested verifications or additional information for the applicant or enrollee's case.

View Coverage Example

TennCare Connect Homepage

TN Division of TennCare | TennCare Connect

Language: ¿Habla Español?

Welcome to TennCare Connect!

SIGN IN

! We've got some maintenance scheduled for TennCare Connect on Monday, April 16th between the hours of 6 AM and 7AM CST. If you can, be sure to submit any pending applications, changes, or renewals before this date.

The easiest way to access TennCare, CoverKids, and Medicare Savings Programs

TennCare Connect is an online tool for Tennesseans to apply for TennCare, Coverkids, and Medicare Savings Programs! After you're approved, you can also use TennCare Connect to manage your coverage. Click on the Apply Now button to begin.

APPLY NOW **CREATE ACCOUNT**



TennCare Connect Sign In

TN Division of **TennCare** ¿Habla Español?

TennCare Connect Sign In

Username/Email Address *

Password *

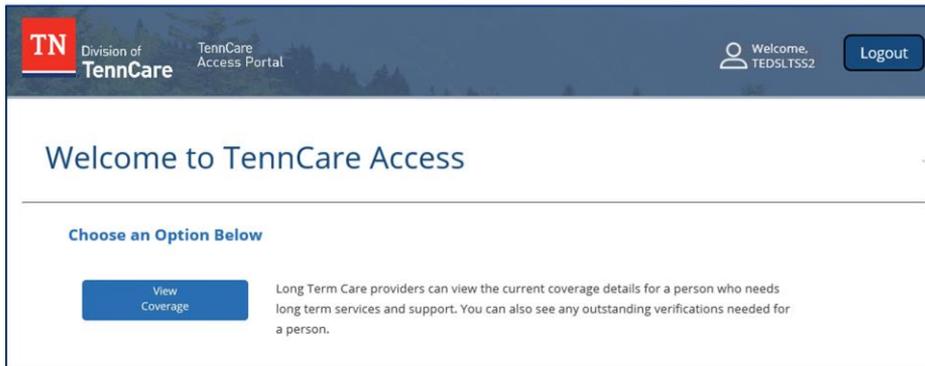
I'm not a robot  HCAPTCHA
Privacy - Terms

[Login](#)

[Forgot Password](#) | [Forgot Username](#) | [Create An Account](#)



Welcome to TennCare Access



The screenshot shows the user interface of the TennCare Access Portal. At the top left, there is a red square with the letters 'TN' in white, followed by the text 'Division of TennCare'. To the right of this, it says 'TennCare Access Portal'. On the top right, there is a user profile icon, the text 'Welcome, TEDSLT552', and a blue 'Logout' button. Below the header, the main content area has a white background with the heading 'Welcome to TennCare Access'. Underneath this heading is a horizontal line, followed by the text 'Choose an Option Below'. There is a blue button labeled 'View Coverage'. To the right of this button, there is a paragraph of text: 'Long Term Care providers can view the current coverage details for a person who needs long term services and support. You can also see any outstanding verifications needed for a person.'

Search for an LTSS Applicant or Enrollee (Blake Anderson)

Search for an LTSS Applicant or Enrollee

Fields marked with (*) are mandatory and must be filled out before going to the next page.

Search Criteria

Please use the criteria below to search for a member and view the details of their coverage.

*First Name: Middle Initial: *Last Name:

*Date of Birth: mm/dd/yyyy OR

*Social Security Number: OR

*Person ID:

Search Results

Search

Person Name	PersonID	Date Of Birth	View Results
Blake Anderson	385152690	08/22/1948	View Coverage

Showing 1 to 1 of 1 entries



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Red asterisks indicate fields you must complete to move on to the next page. Even if a field isn't required, always enter the information you have into the system for accurate results.

A table appears with the search results at the bottom of the page. When you search using an individual's Social Security number or person ID, you will receive one result.

Coverage Details (Blake Anderson)

Coverage Details

Search Results

Name: Blake Anderson
 Person ID: 385153690
 Date of Birth: 08/22/1948

Current Coverage Summary

Case Number	Current Coverage Type	Status	Coverage Begin Date	Coverage End Date	Redetermination Due Date
138437268	TennCare Medicaid - Institutional	Approved	10/20/2018	--	10/31/2019

Current Patient Liability

^ Current Patient Liability: \$ 0.00

Adjusted Gross Income: \$0.00
 Child Support/Mandatory Expenses: \$ 0.00
 VA Aid and Attendance Payment: \$ 0.00
 Personal Needs Allowance (PNA): \$ 50.00
 Community Spouse Income Maintenance Allowance (CSIMA): \$ 0.00
 Dependent Income Maintenance Allowance: \$ 0.00
 Medicare Premiums: \$ 0.00
 Health Insurance Premiums: \$ 120.00
 Incurred Medical Expenses Carry Forward Amount: \$ 0.00
 Incurred Medical Expenses (IME): \$ 0.00

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In this example, there is no **Application Summary** section since Mr. Anderson doesn't have any pending applications.

The **Current Coverage Summary** section summarizes the member's case information. You can see the case number, current coverage type, status, coverage begin date, coverage end date if the case is terminated, and the redetermination due date.

Mr. Anderson is currently receiving TennCare Medicaid – Institutional and the status of his case is Approved. His coverage began on October 20, 2018. Mr. Anderson's case has not been terminated, so the coverage end date does not display in the table. Since Mr. Anderson receives 12 months of continuous coverage, his coverage ends in October 2019. TEDS will send Mr. Anderson a renewal packet a few weeks prior to his coverage ending.

Search for an LTSS Applicant or Enrollee (Jackie Johnson)

Search for an LTSS Applicant or Enrollee

Fields marked with * are mandatory and must be filled out before going to the next page.

Search Criteria

Please use the criteria below to search for a member and view the details of their coverage.

*First Name: Middle Initial: *Last Name:

*Date of Birth:

OR

*Social Security Number:

OR

*Person ID:

Search Results

Search

Person Name	PersonID	Date Of Birth	View Results
Jackie Johnson	38153304	04/10/1937	View Coverage

Showing 1 to 1 of 1 entries

◀ First ◀ Previous Next ▶ Last ▶



Coverage Details (Jackie Johnson)

Coverage Details

Search Results

Name: Jackie Johnson
Person ID: 385153304
Date of Birth: 04/10/1937

Current Coverage Summary

Case Number	Current Coverage Type	Status	Coverage Begin Date	Coverage End Date	Redetermination Due Date
138457272	TennCare Medicaid - Institutional	Pending	--	--	--

Verifications Required

Case Number	Verifications Required	Due Date
138457272	Burial Resource	11/18/2018
138457272	Financial Resources	11/18/2018
138457272	Life Insurance	11/18/2018

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In this example, TennCare hasn't finishing processing Ms. Smith's application, so the table displays in the **Application Summary** section.

Ms. Johnson's case is Pending because TennCare requested three verifications: Burial Resource, Financial Resources, and Life Insurance. The **Due Date** field shows that these verifications are due by November 18, 2018.

Search for an LTSS Applicant or Enrollee (Kendra Smith)

Search for an LTSS Applicant or Enrollee

Fields marked with (*) are mandatory and must be filled out before going to the next page.

Search Criteria

Please use the criteria below to search for a member and view the details of their coverage.

*First Name: Middle Initial: *Last Name:

*Date of Birth:

OR

*Social Security Number:

OR

*Person ID:

Search Results

Search

Person Name	PersonID	Date of Birth	View Results
Kendra Smith	389029974	08/31/1937	View Coverage

Showing 1 to 1 of 1 entries



Coverage Details (Kendra Smith)

Coverage Details

Search Results

Name: Kendra Smith
Person ID: 389029974
Date of Birth: 08/31/1937

Application Summary

Application Received Date	Status
11/20/2018	Your application is being processed

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Since TennCare hasn't finishing processing Ms. Smith's application, a table displays in the **Application Summary** section.

End of Course