

Date: January 15, 2020
To: Medicaid Nursing Facilities
From: Kristeena Wilson, Assistant Deputy Chief, LTSS Operations
Re: Financial Eligibility Redetermination

The purpose of this memo is to provide an update regarding TennCare redetermination. As you know, all Medicaid agencies, including TennCare, are required to redetermine the eligibility of individuals enrolled in the program at least once a year. Redetermination had been on hold since 2018 to allow time for implementation of the new TennCare eligibility system (called “*TennCare Connect*”). Now that the system is fully operational, redetermination has resumed and beginning in February 2020, will include individuals receiving Long-Term Services and Supports (LTSS)—including Nursing Facility services in the CHOICES program.

While much of the process is the same, **there are important differences in the new redetermination process.** This memo highlights some of those differences. Training will begin this month that will provide more details for you and your staff.

Each month, renewal packets will be mailed to members, including members receiving LTSS who have been enrolled in TennCare at least 12 months but for whom eligibility has not otherwise been redetermined. Only a certain number of members will be mailed a renewal packet each month. Because redetermination has been on hold, it will take time for everyone to complete this process. After that, it will be ongoing. Continued eligibility is particularly important for LTSS members since gaps in coverage can result in the loss of services for members and payment for LTSS providers. We encourage NFs to work with their residents (and their family members or authorized representatives, as applicable) to help ensure that the redetermination process is completed timely.

Each month LTSS will send each MCO a report of their CHOICES members selected for eligibility redetermination that month. The MCO will inform each participating NF of their members who are residents in the facility and subject to redetermination each month and coordinate with the NF to provide updated and necessary assistance. It is important that you timely notify CHOICES members’ MCOs of all Medicaid admissions, discharges and transfers, so MCOs can provide you with this notification accurately and timely.

There are now **four (4) ways members can renew their coverage:**

1. **Use TennCare Connect.** Go to the TennCare Access Portal at <https://tenncareconnect.tn.gov> and complete the renewal online. This is the easiest way to complete the process. Simply log in to your account, search for the member, then click “Renew my Coverage”.

To assist in making the redetermination effort more efficient, effective 12/16/2019, the TennCare Access Portal (Partner Portal) has been updated to allow for NF partners to submit applications, renewal information, and upload requested documents. You will be trained on this new functionality (including how to apply, renew and upload documents) in the TennCare Access Portal beginning this month.

2. **Call *TennCare Connect*** for free at 855-259-0701 to renew their coverage over the phone.
2. **Mail** their completed and signed Renewal Packet to:

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

3. **Fax** their completed and signed Renewal Packet to: 855-315-0669

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

Please note that blank redetermination packets will not be available or accepted because all packets are prepopulated with data known about the member and his or her family. Importantly, when other members of the family also have TennCare, TennCare Connect will align redetermination for everyone in the family. One renewal packet will be sent for the family, and their renewals will always be in synch. Changes that are reported will also be processed for each family member, as appropriate.

Individuals will have 40 days to submit the renewal packet. If a packet is not submitted to TennCare within 40 days, the member will receive an eligibility termination notice, providing 20 days advance notice of termination of TennCare (including LTSS) eligibility. A packet can still be submitted during the 20-day advance notice period, and if received, the termination will not proceed pending review of the packet. TennCare LTSS will supply MCOs with reports identifying these members who have received a termination notice. When this occurs, MCOs will work with NFs to provide needed follow-up and assistance.

If a packet is not received by TennCare by the end of the 20-day advance termination notice period, the person's eligibility will end. This includes all authorizations and payment for NF services. TennCare will **not** be able to extend coverage, including for persons receiving LTSS unless a renewal packet or an appeal is timely received.

Note that Nursing Facilities must still follow all Federal guidelines related to safe and orderly discharge of an individual from your facility.

If a packet is submitted, but is not complete, and additional information is needed in order to complete the renewal process, it will be critical that the member provides this information timely. A notice will be mailed to the member (or authorized representative), requesting the specific information (e.g., proof or responses) needed. This information must be submitted within 20 days. It may be mailed, faxed, or uploaded online directly into the member's account through either a TennCare Connect account created by the member or through the NF's TennCare Access Portal. The redetermination process must be ***completed*** in order for the member to remain enrolled in TennCare and receive LTSS.

If a member fails to complete the redetermination process and coverage ends, they can submit the outstanding renewal documents within 90 days of the termination date and, if determined eligible, coverage will be retroactive to the date of termination.

This information will also be reviewed as part of the upcoming trainings that will begin this month. Thank you in advance for your attention, cooperation, and support. If you have questions, please direct them to the LTSS redetermination email address at ltss.redeterminations@tn.gov.

C: Patti Killingsworth, Assistant Commissioner and Chief of LTSS
Kim Hagan, Director, Member Services