DATE: 09/01/2022

TO: LTSS Stakeholders

FROM: Kristeena Ashby, RN, Senior Assistant Deputy Chief of LTSS

CC: Katie Moss, Chief of LTSS
    Dallas Dowell, Assistant Deputy of LTSS Business Operations
    Karen Gonzales, RN, Assistant Deputy of LTSS Clinical Operations

SUBJECT: PERLSS Updates

Pre-Admission Evaluations and Referrals for Long-Term Services and Supports (PERLSS) will be available to all partners on Monday, September 19th, 2022. In preparation for this launch, several things will happen leading up to implementation and go live.

If you haven’t completed your PERLSS Training, please complete it ASAP. For users who completed training after 8/23/2022 and those who have not yet completed but will have completed by 9/5/2022, you will be added to a bulk user upload and will receive an email detailing how you can go about validating your production access. It will be important that you validate access expeditiously as the ability to validate production access will end on 9/9/2022.

If you completed your training before 8/23/2022, you should have already received an email to validate your production access. If you have not done so, please complete this ASAP as the opportunity to complete this validation will end 9/9/2022.

If your PERLSS Training is not complete by September 16th your access to PERLSS production will be delayed and you may not have the ability to take any actions in the system at go live. If you do not complete training at all, you will not have access and will not be able to take any actions in the new system.

Effective 9/01/2022, we will no longer provision any new user TPAES access, except for in emergent situations and on a case-by-case basis. As such, we have removed the access requests and our online trainings from the website.

Over the next two weeks, subsequent memos will come out and it’s very important to pay attention to the information in them. They will detail additional steps and timelines regarding TPAES shutdown and PERLSS go live.

If you have questions about PERLSS Training, please contact PERLSSTraining@deloitte.com

If you have questions about PERLSS access, please contact the LTSS Help Desk at 1-877-224-0219 or LTSS.Training@tn.gov.