

# TennCare Partner Onboarding

**Audience:** TennCare Partner User Administration group

**Purpose:** Purpose: The purpose of this document is to guide **TennCare Partner User Admins** through the onboarding process for a **TennCare Partner**. This document will walk through the “New User Setup (TennCare Access, MATS, Katie Beckett, LMS)” catalog item within **TennCare ServiceNow**.


**Note: TennCare Partners** represent Non-State entities such as nursing homes, hospice facilities, health plans, and healthcare providers.

**Step 1:** Navigate to the TennCare ServiceNow Service Portal.

[https://tenncare.servicenowservices.com/tcsp/?id=mtl\\_sc\\_landing](https://tenncare.servicenowservices.com/tcsp/?id=mtl_sc_landing)

**Step 2:** Click on "New User Setup (TennCare Access, MATS, Katie Beckett, LMS)"

New User Setup (TennCare Access, MATS, Katie Beckett, LMS)



Request access to TennCare. This is the first step for requesting access for a new user.

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### New User Setup (TennCare Access, MATS, Katie Beckett, LMS)

Request access to TennCare. This is the first step for requesting access for a new user.

This form is only for new MyTennCare Partner users for your organization. Through MyTennCare Partner, you can request to be a user for TennCare Access, the Medical Appeals Tracking System (MATS), and Katie Beckett. If you already have a TennCare Username (it starts with "TNT"), do not use this form. Go back to the Dashboard and choose the appropriate portal. Do you need help? Tell us!

Need Help?  
TennCare Access Portal users email us at [PartnerSupport.TennCare@tn.gov](mailto:PartnerSupport.TennCare@tn.gov)  
Katie Beckett users email us at [LTC.Operations@tn.gov](mailto:LTC.Operations@tn.gov)  
MATS users email us at [TMM.Appeals@tn.gov](mailto:TMM.Appeals@tn.gov)

\* Indicates required

a

\* First Name ?

b

\* Middle Name ?

c

\* Last Name

Preferred Name

**Step 3:** Complete the new user setup form, including the required fields, which are identified with an “\*”.

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- a. First Name: New user's First Name –if the user has a nickname or preferred name, enter it here, as this is the first name used for the TennCare email address.
- b. Middle Name: New user's Middle Name –if the user does not have a middle name, use a letter or word as a placeholder, such as the user's first name or last name initial. Middle names are required for the creation of a TennCare email address.
- c. Last Name: New user's Last Name.

The screenshot shows a web form for TennCare Partner Onboarding. It includes fields for Email, Mobile Phone, Company, Manager, and Business Justification. Annotations d, e, and f are placed over the Email, Manager, and Company fields respectively.

\* Email ⓘ  
Enter user's email for future communications ✖

d

Mobile Phone

\* Company

f

\* Manager

e

\* Do you require access to MyTennCare Partner?

No

Business Justification

\* Business Justification ⓘ

- d. Email: New user's personal email –this is the email address the AUP will be routed to for signature.
- e. Manager: New user's functional team manager –this individual will be responsible for approving the user's requests. The user's manager should be the organizational administrator of the TennCare Department for which the resource will be working.
- f. Company: The company for which the new user works.

**Note:** If the user's company is not listed as an option, you will have to first complete the 'Create New Company' catalog item in ServiceNow. Completing this catalog item will trigger a process to add the desired company to the option list for the 'Company' field. You will be notified when the 'Create New Company' request has been completed via a ServiceNow email notification. You will then be able to complete the 'New User Setup (TennCarePartner)' catalog item and select the user's appropriate Company.

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- g. Do you already have a signed **AUP** to upload?:
  - o If you have a signed **AUP** for the new user, you are required to attach it to the form –click on the paper clip icon to attach the completed AUP.
- h. Do you require access to **MyTennCare Partner**?
  - o Select which box indicating the application(s) you need access to - Katie Beckett, MATS, LMS, TennCare Access.
- i. Click **Order Now** once all required fields have been completed.

**Step 4:** Once you have submitted the request, a new screen will come up. This screen will show the request number and the request’s current state. Record the request number to check the status within **TennCare ServiceNow**.

Order Placed : 2019-10-30 14:11:26  
Request Number : REQ0032179  
Estimated Delivery : 2019-10-31

Request Item	Order Item	Delivery Date	Stage
RITM0034547	New User Setup (Employee and Te...	2019-10-31	▶ ✓ ✓ ○ ○ ○

**Note:** Once the new user setup request has been submitted, the following steps will occur:

1. ‘New User TennCarePartner Approval’ group receives request via their approval queue –reviews and approves or rejects requests as necessary.
  - a. If request is approved, proceed to Step 2.

**Note:** If a signed Acceptable Use Policy (“AUP”) was attached to the request, proceed to **Step 4**.
  - b. If request is rejected, Requestor is notified and will be required to submit a new ‘New User Setup (TennCarePartner)’ catalog item, containing edits that address the reason for rejection.
2. A digital AUP document will be routed via email to the new user.
3. New user signs and submits AUP.
4. Returned AUP triggers RACFID creation.

**Note:** If a user already has a RACFID, it will be pulled into ServiceNow from AD. If not, the user will be provisioned a RACFID.

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5. TennCareServiceNow New User profile is created and the **RACFID** is populated within ServiceNow.
6. Once the aforementioned tasks are completed, the 'New User Setup (**TennCarePartner**)' request is completed.
7. Notifications are delivered to the requestor and the individual identified within the catalog item for being contacted.
8. Required access, e.g. email, JVPN, etc. can be requested as needed via standalone catalog items (i.e. "Request New Email", "Configure JVPN Account Access" in **TennCareServiceNow**).