

Removing TennCare MyTennCare Login Access

1. Navigate to the [TennCare IS Service Portal](https://tenncare.servicenowservices.com/tcsp) page by clicking the hyperlink or entering "https://tenncare.servicenowservices.com/tcsp" into your browser.

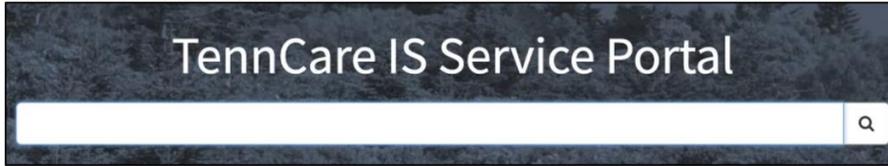


Figure 1: TennCare IS Service Portal

2. Enter "User Separation - Partner" in the search bar and click the magnifying glass icon or press **Enter**. The **User Separation - Partner** page will display.

A screenshot of the "User Separation - Partner" form. The form is titled "User Separation - Partner" and includes a subtitle "Use this form when a user is leaving your organization." Below the subtitle is a description: "This catalog item will trigger the removal of the user's application and server access, and turn the user's AD and ServiceNow accounts inactive. Additionally, this will result in the collection of all devices." The form contains several fields, each with an asterisk (*) indicating it is required: "Requested for" (a text input field with a magnifying glass icon and a dropdown arrow), "Requested by" (a dropdown menu with a magnifying glass icon), "Business phone" (a text input field), "Location" (a dropdown menu with a magnifying glass icon and a dropdown arrow, showing "1 BRIDGESTONE PARK, NASHVILLE"), "End date" (a date and time input field with a calendar icon), and "Description" (a text input field with a magnifying glass icon).

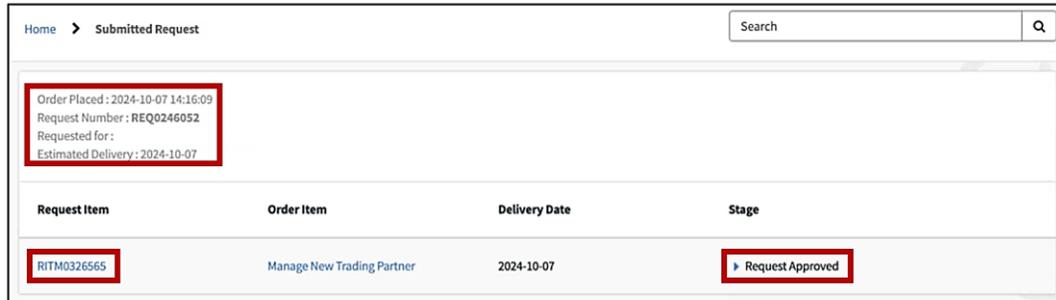
Figure 2: User Separation – Partner Ticket

3. On the **User Separation - Partner** page, enter the required information as indicated by an asterisk (*):
 - **Requested For** – Enter the name of the user whose access to the TennCare MyTennCare Login portal will be removed.
 - **Requested by** – Enter your name.
 - **Business Phone** – Enter the user's business phone number.
 - **Location** – This field will auto-populate the location.

- **End date** – Enter the effective date of separation (i.e., when access to the TennCare MyTennCare Login portal should be removed), using YYYY-MM-DD for the date and HH:MM:SS for the time (e.g., 2024-10-09 03:00:00).

4. Click the **Submit** button on the right side of the screen to submit the ticket.

After submitting the ticket, the **Submitted Request** page displays with the request details, including the Request Number and its status.



The screenshot shows a web interface for a 'Submitted Request'. At the top, there is a breadcrumb 'Home > Submitted Request' and a search bar. Below this, a summary box contains the following information: 'Order Placed : 2024-10-07 14:16:09', 'Request Number : REQ0246052', 'Requested for:', and 'Estimated Delivery : 2024-10-07'. Below the summary is a table with four columns: 'Request Item', 'Order Item', 'Delivery Date', and 'Stage'. The table contains one row with the following data: 'RITM0326565' in the Request Item column, 'Manage New Trading Partner' in the Order Item column, '2024-10-07' in the Delivery Date column, and 'Request Approved' in the Stage column. Red boxes highlight the summary box, the Request Item, and the Stage in the table.

Request Item	Order Item	Delivery Date	Stage
RITM0326565	Manage New Trading Partner	2024-10-07	Request Approved

Figure 3: Submitted Ticket Request Page

Upon ticket fulfillment, an email confirmation will be sent to the provider administrator. The user will no longer have access to the TennCare MyTennCare Login portal.