

TennCare Access Functionality – Nursing Facility

Introduction

You can submit full-coverage applications, upload documents, view individuals' notices from TennCare, and submit renewals, changes, incurred medical expenses, and admit/discharge forms for existing members.

General Navigation


To log in to TennCare Access, visit <https://mylogin.tennCare.gov>. Enter your **Username/Email Address** and **Password**. Click **Login**.

On the **One Time Passcode** page, enter the One Time passcode that was sent to your email address and click **Verify**.

For further guidance on logging in, or accessing your One Time Passcode, refer to the [TennCare Access Login Reference Guide](#).

In the TennCare Access Portal, use the **Next** button, at the bottom of the page, to navigate to the next page. Use the **Back to previous page** link, at the top of the page, to navigate to a prior page. Click **Save & Exit** to save an application and complete it later.

The Progress Bar at the top of each page tells you how far you've progressed in your application. You can use the Progress Bar to go back to previous sections.

When you see an  icon next to a question, hover your mouse over the icon to read additional information about the question. Questions with a red asterisk are required. You can't click the **Next** button until all the required fields are complete.

On TennCare Access Portal pages, when a question refers to "you" or "your," answer the question for the applicant or member.

Questions and pages are based on answers to previous questions. Additional questions may appear on the page depending on your answers. Additional pages and navigation tabs may appear to gather further details for reported circumstances.

Throughout this document, **<Person>** represents the individual you've selected and is replaced with the individual's name when you're completing the page online.

You can add additional information related to your submission on the **Add Case Comments** page before finalizing your submission.

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Apply for Full Coverage

On the **Welcome to TennCare Access** homepage, through the **Apply for Full Coverage** feature, you can submit a full coverage application for an individual.

Start an Application

- Click Apply for Full Coverage.

On the **Apply For Coverage** page:

- Review the **Before You Begin** information and **Helpful Tips**.
- Click **Next**.

On the **Getting Health Care with TennCare** page:

- Review the Health Care Coverage you can get with us information.
- Click **Next**.

On the **Household Information** page:

- In the **Head of Household Demographics** section:

- Enter the **Head of Household’s** name.
NOTE: The Head of Household is the person who is mostly responsible for taking care of this TennCare Connect account and the health insurance.
- Select the preferred spoken and written language.
- Select *No* for if the person is homeless or living in a shelter.
- Select if the person gets mail through the Secretary of State’s Safe at Home program.
 - Use this table to determine the next step(s).

If...	Then...
Yes	<ul style="list-style-type: none"> Enter the Safe At Home Mail ID. NOTE: This is the number the person gets through the Secretary of State’s Office. Select what county the person receives benefits in.

If...	Then...
	<ul style="list-style-type: none"> Proceed to Step 8.
No	<ul style="list-style-type: none"> Continue to Step 7.

7 In the **Head of Household Home Address** section:

- Select *US* from the **Address Format** drop-down menu.
- Enter the Nursing Facility's name in the **Address Line 1** field.
- Enter the Nursing Facility's street address in the **Address Line 2** field.
- Enter the **City**.
- Verify the pre-populated **State**.
- Enter the **Zip Code**.
- Select the **County**.

8 In the **Head of Household Mailing Address** section:

- Answer if the applicant's mailing address is the same as the Nursing Facility address where they live.
- Use this table to determine the next step(s).

If the selection was...	Then...	
Yes	<ul style="list-style-type: none"> Continue to Step 9. 	
No	In the Head of Household Mailing Address section:	
	<ul style="list-style-type: none"> Select the Address Format. 	
	If the selection was...	Then...
	<i>US</i>	<ul style="list-style-type: none"> Enter the Head of Household's mailing address in the Address Line 1 field. Enter the City. Verify the pre-populated State. Enter the Zip Code.

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If the selection was...	Then...	
		<ul style="list-style-type: none"> Select the County. Continue to Step 9.
	<i>Military</i>	<ul style="list-style-type: none"> Enter the Head of Household's address in the Address Line 1 field. Select if the address is <i>APO - Air/Army Post Office</i> or <i>FPO - Fleet Post Office</i>. Select if the address is <i>AA - Armed Forces America, AE - Armed Forces Africa, Canada, Europe Middle East, or AP - Armed Forces Pacific</i>. Enter the Zip Code. Continue to Step 9.

9 In the **Head of Household Contact Information** section:

- Answer the contact information questions.

10 In the **Assisting Person** section:

- Select if the applicant wants to add the partner portal user as the assisting person (someone to help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage).
- Use this table to determine the next step(s).

If the selection was...	Then...	
Yes	<ul style="list-style-type: none"> Continue to Step 11. 	
No	<ul style="list-style-type: none"> Select if the applicant wants to add an assisting person other than the partner portal user. 	
	If the selection was...	Then...
	Yes	<ul style="list-style-type: none"> Continue to Step 11.

If the selection was...	Then...	
	No	<ul style="list-style-type: none"> Proceed to Step 17.

11 In the **Assisting Person** section:

- Select how long the applicant wants the person to be their assisting person.
- Select the assisting person's relationship to the applicant.
- Use this table to determine the next step(s) based on the relationship.

If the selection was...	Then...	
<i>Power of Attorney, Legal Guardian, or Conservator</i>	<ul style="list-style-type: none"> Review the warning message. Continue to Step 12. 	
<i>Authorized Representative</i>	<ul style="list-style-type: none"> Select the responsibilities and permission granted to the Assisting Person in the Assisting Person Responsibilities section. Review any warning messages. Continue to Step 12. 	
<i>Other</i>	<ul style="list-style-type: none"> Enter the applicant's relationship in the Other Relationship field. 	
	If the assisting person is...	Then enter...
	<i>The partner portal user</i>	<ul style="list-style-type: none"> The name of the Nursing Facility employee.
	<i>A friend or family member</i>	<ul style="list-style-type: none"> The relationship between the applicant and the Assisting Person.
	<ul style="list-style-type: none"> Continue to Step 12. 	

12 Select **By checking this box and typing my name below, I am electronically signing as the assisting person.**

13 Type the assisting person's name in the **Signature** field.

14 In the **Assisting Person Name** section:

- Enter the assisting person's **Name, Organization Name**, and **ID Number** (if applicable).

NOTE: If the assisting person is the partner portal user, review the pre-populated name.

15 In the **Assisting Person Address** section:

- Select the **Address Format**.
- Use this table to determine the next steps based on the **Address Format**.

If the selection was...	Then...
<i>US</i>	<ul style="list-style-type: none"> • Enter the assisting person's address in the Address Line 1 field. • Enter the City. • Verify the pre-populated State. • Enter the Zip Code. • Continue to Step 16.
<i>Military</i>	<ul style="list-style-type: none"> • Enter the assisting person's address in the Address Line 1 field. • Select if the address is <i>APO - Air/Army Post Office</i> or <i>FPO - Fleet Post Office</i>. • Select if the address is <i>AA - Armed Forces America, AE - Armed Forces Africa, Canada, Europe Middle East, or AP - Armed Forces Pacific</i>. • Enter the Zip Code. • Continue to Step 16.

16 In the **Assisting Person Contact** section:

- Enter the assisting person's email address and phone number(s).
- Select the best time to call during the week.

17 Click **Next**.

On the **Address Validation** pop-up window:

18 Verify the reported address information.

- Use this table for guidance on the next step(s) based on the addresses reported.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

If the person reported a...	Then...
Home Address	In the Household Physical Address section: <ul style="list-style-type: none"> • Select the address you entered with the appropriate Nursing Facility name. • Continue to Step 19.
Mailing Address	In the Household Mailing Address section: <ul style="list-style-type: none"> • Select the appropriate address for the entered Mailing Address. • Continue to Step 19.
Address for an assisting person	In the Assisting Person Address section: <ul style="list-style-type: none"> • Select the appropriate address for the entered Assisting Person address. • Continue to Step 19.

19 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

20 Click **Next**.

Add People

On the **People in Your Home** page for the head of household:

- 1 Review the information at the top of the page about who should and should not be included on the application and the pre-populated **Head of Household** name.
- 2 In the **Personal Information** section:
 - Verify the pre-populated name is correct.

- 3 In the **Alternative Name Information** section:
 - Select if the person has been known by another name.
 - If Yes, enter the name.
- 4 In the **Personal Details** section:
 - Select the person's **Gender** and enter their **Date of Birth**.
- 5 In the **Applying for Coverage** section:
 - Select if the person is applying for coverage.
 - Use this table to determine the next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Review the information about Social Security numbers and complete the Social Security Information section. Continue to Step 6.
No	<ul style="list-style-type: none"> Review the information about Social Security numbers and complete the Social Security Information section. Proceed to Step 8.

- 6 In the **Citizenship** section:
 - Select if the person is a United States citizen or national.
 - Use this table to determine the next step(s).

If the selection was...	Then...	
No	<ul style="list-style-type: none"> Continue to Step 7. <p>NOTE: Questions about immigration information appear later in the application process.</p>	
Yes	<ul style="list-style-type: none"> Select if the person is a naturalized or derived US citizen. 	
	If the selection was...	Then...

If the selection was...	Then...	
	Yes	<ul style="list-style-type: none"> Enter the Alien Number and Naturalization Certificate Number. Continue to Step 7.
	No	<ul style="list-style-type: none"> Continue to Step 7.

7 In the **Living Arrangement** section:

- Select the person's living arrangement.
- Select if the person is a Tennessee resident.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Answer the additional questions about the person's Tennessee residency. Continue to Step 8.
No	<ul style="list-style-type: none"> Continue to Step 8.

8 In the **Race** section:

- Select the person's race.
- Select if the person is a member of a federally recognized tribe.
 - If Yes, enter the name of the tribe, select if they have ever gotten a service from the Indian Health Service, a tribal program, or urban Indian health program, or through a referral from one of these programs, or if they are eligible to get these services.

9 In the **Ethnicity** section:

- Select the person's ethnicity.

10 Click **Next**.

Additional pages and questions may populate depending on age and citizenship status of the applicant.

11 Use this table for guidance on next step(s) based on the pages and questions that populate.

If...	Then...
Additional information or immigration information is required	<ul style="list-style-type: none"> Continue to Step 12 for guidance on answering the additional questions.
No additional information or immigration information is required	<ul style="list-style-type: none"> Proceed to Step 18.

On the **Additional Details** page:

12 You may see additional questions related to Former Foster Care, pregnancy, or medical services based on the age and citizenship status of the applicant.

- Use this table to complete each section that displays on this page. Once all sections are complete, or if no sections populate, continue to [Step 13](#).

If the following section displays...	Then...		
Former Foster Care	<ul style="list-style-type: none"> Select if the person was in foster care at age 18 or older and receiving Medicaid. <p>NOTE: Only individuals who are applying for coverage are displayed and can be selected.</p>		
	If...	Then...	
	Yes	<ul style="list-style-type: none"> Additional questions may populate. 	
		If they turned 18...	Then...
		After 1/1/2023 and are the only individual on the case	<ul style="list-style-type: none"> Continue Step 13.
		After 1/1/2023 and there are additional people on the case	<ul style="list-style-type: none"> Continue to the next section or Step 13.

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If the following section displays...	Then...	
		Before 1/1/2023 <ul style="list-style-type: none"> Continue to the next section or Step 13.
	No	<ul style="list-style-type: none"> Continue to the next section or Step 13.
Pregnancy	<ul style="list-style-type: none"> If a female between the ages of 10 and 55 is on the application, select if the person is pregnant or has been pregnant in the last 12 months. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Continue to the Past Pregnancy section.
	Yes	<ul style="list-style-type: none"> Select if the person is still pregnant.
		If... Then...
		No <ul style="list-style-type: none"> Enter their pregnancy end date. Continue to the Past Pregnancy section.
		Yes <ul style="list-style-type: none"> Select how many babies this person is expecting from this pregnancy. Enter the person's due date. Continue to the Past Pregnancy section.
	<p>In the Past Pregnancy section:</p> <ul style="list-style-type: none"> Select if the person has any other pregnancies in the last 12 months to report. <ul style="list-style-type: none"> If Yes, answer the additional questions. <ul style="list-style-type: none"> Select how many babies this person was expecting from this pregnancy. Enter the person's pregnancy end date. Continue to the next section or Step 13. 	

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If the following section displays...	Then...
Medical Services	<ul style="list-style-type: none"> Answer if the person has received medical services in the past 3 months. <ul style="list-style-type: none"> If Yes, enter the earliest date the medical services were received. Continue to the next section or Step 13.
Emergency Medical Services	<ul style="list-style-type: none"> Answer if the person has experienced an emergency health problem and needs help paying for emergency services. Continue to the next section or Step 13.

13 Click **Next**.

14 Use this table to determine next step(s).

If the following page displays...	Then...
Summary of People in Your Home	<ul style="list-style-type: none"> Proceed to Step 18.
Immigration Information	<ul style="list-style-type: none"> Continue to Step 15.

On the **Immigration** page:

15 In the **Immigration Information** section:

- Review the information.
- Select if the person has eligible immigration status.
- Use this table to determine next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Select the person's immigration status and answer any additional questions.

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If the selection was...	Then...
	<ul style="list-style-type: none"> Select the person's Immigration Document Type and enter details about the immigration document. Continue to Step 16.
<i>No or I prefer not to answer</i>	<ul style="list-style-type: none"> Continue to Step 16.

16 In the **Military Information** section:

- Use the table to determine how to complete this section.

If the person is...	Then...
17 years old or older	<ul style="list-style-type: none"> Select if the person's spouse is a veteran or active-duty member. Continue to Step 17.
18 years old or older	<ul style="list-style-type: none"> Select if the person is a veteran or active-duty member. Continue to Step 17.
Under the age of 18 years old	<ul style="list-style-type: none"> Select if the person is an unmarried dependent child of a veteran or an active-duty member of the U.S. military. Continue to Step 17.

17 Click **Next**.


On the **Summary of People in Your Home** page:

18 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. <p>NOTE: To make changes to the Head of Household's language, address, or assisting person information you must return to the Head of Household section of the</p>

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To...	Then...
	<p>Progress Bar. Click the  at the top of the page for Head of Household.</p> <ul style="list-style-type: none"> • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>NOTE: There is not an option to remove the head of household.</p> <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another Person + to add information about the other people in the household using steps 1 – 18 in the Add People section. • Click Next until you return to the summary page.

19 Click **Next**.

20 Use this table to determine the next step(s).

If the following page displays...	Then...
Relationships	<ul style="list-style-type: none"> • Continue to Step 1 of the Add Household Information section.
School and Employment	<ul style="list-style-type: none"> • Continue to Step 5 of the Add Household Information section.
Other Health Insurance	<ul style="list-style-type: none"> • Proceed to Step 7 of the Add Household Information section.
Application Summary	<ul style="list-style-type: none"> • Proceed to the Finish and Submit Application section.

Add Household Information

On the **Relationships** page:

1 In the **Relationships** section:

- Select the relationship between each pair of household members.

NOTE: The corresponding relationship displays under the question based on the selection.

2 Use this table to determine the next step(s).

If there is...	Then...
A child in the household	<ul style="list-style-type: none"> • Continue to Step 3.
Not a child in the household	<ul style="list-style-type: none"> • Proceed to Step 4.

3 In the **Primary Caregiver** section:

- Select if someone in the home is the child's primary caregiver.
 - If Yes, select who.

NOTE: Up to two people can be selected as primary caregivers for each child.

4 Click **Next**.

5 Use the table to determine the next steps.

If the following page displays...	Then...
School and Employment	<ul style="list-style-type: none"> • Continue to Step 6.
Other Health Insurance	<ul style="list-style-type: none"> • Proceed to Step 8.

On the **School and Employment** page:

6 Use the table to determine the next step.

If the question(s) are about...	Then...
<i>School</i>	<ul style="list-style-type: none"> • Select if the person is under age 22 and enrolled in school. • Continue to Step 7.

If the question(s) are about...	Then...
<i>Employment</i>	<ul style="list-style-type: none"> Select if the person works full time. Continue to Step 7.
<i>School & Employment</i>	<ul style="list-style-type: none"> Select if the person is under age 22 and enrolled in school. Select if the person works full time. Continue to Step 7.

7 Click **Next**.

On the **Other Health Insurance** page:

- 8 Select if anyone in the household is currently enrolled in health insurance other than TennCare, CoverKids, or Medicare.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Continue to Step 9.
No	<ul style="list-style-type: none"> Proceed to Step 10.

9 In the **Health Insurance Details** section:

- Select the health insurance policy holder.

NOTE: If you selected *Someone outside of the home*, enter the **First** and **Last Name** of the policy holder, their **Date of Birth**, and their **SSN**.
- Select what kind of health insurance they have and answer the additional questions about the health insurance.
 - If they have a child, select if they were required to enroll in/purchase health insurance for themselves for the child to have health insurance.
- If the type of coverage is *Employer Insurance*, answer if the insurance is a state employee benefit plan.
- Select if this plan covers maternity benefits.

- Select who is covered by the health insurance.

10 Click **Next**.

11 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Health Insurance	<ul style="list-style-type: none"> • Verify the reported information. • Continue to Step 12.
Tax Filing	<ul style="list-style-type: none"> • Proceed to Add Tax Information.

On the **Summary of Other Health Insurance** page:

12 Verify all reported information in the summary tables is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another + to enter another health insurance policy using Steps 5 – 11 in the Add Household Information section. • Click Next to return to the summary page.

13 Click **Next**.

Add Tax Information

On the **Tax Filing** page:

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1 Select if anyone in the household plans to file a federal income tax return the next time taxes are due.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Proceed to Step 4.
Yes	<ul style="list-style-type: none"> • Select who plans to file taxes. • Continue to Step 2.

2 Use this table to determine the next step(s).

If the tax filer...	Then...
Has a spouse in the household	<ul style="list-style-type: none"> • Select if they plan to file jointly. • Continue to Step 3.
Does not have a spouse, but has multiple people in their household	<ul style="list-style-type: none"> • Continue to Step 3.
Is the only person in the household	<ul style="list-style-type: none"> • Proceed to Step 4.

3 In the **Tax Dependents in the Household** section:

- Select if the person has any tax dependents in the household.
 - If Yes, select who.

4 Click **Next**.

Additional pages and questions display to collect additional tax information, based on the reported information.

5 Use this table to complete the additional pages. Once all applicable pages are completed, continue to [Step 6](#).

If the following page displays...	Then...
Tax Deductions	On the Tax Deductions page: <ul style="list-style-type: none"> • Select if the person has any tax deductions.

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If the following page displays...	Then...	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next.
	Yes	<p>In the Tax Deductions section:</p> <ul style="list-style-type: none"> Select the Type and enter the Monthly Amount the person pays that can be deducted on a federal income tax return. <ul style="list-style-type: none"> If <i>Other</i> is selected, enter the Name of other Expense. If <i>Alimony Paid</i> is selected, enter the Alimony Order Date. Click Add Another + to add additional deductions. Click Remove to remove a deduction. <ul style="list-style-type: none"> Review the warning pop-up window and click Remove again. Click Next.
Tax Dependents Outside Household	<p>On the Tax Dependents Outside Household page:</p> <ul style="list-style-type: none"> Select if the person plans to claim any tax dependents who do not live in the household. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next.
	Yes	<p>In the Tax Dependents Outside of the Household section:</p> <ul style="list-style-type: none"> Enter the Name, Date of Birth, and Relationship to the <Person> for each tax dependent outside of the household.

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If the following page displays...	Then...	
		<p>NOTE: A warning message appears if the individual added a tax dependent outside the household who is also the same individual listed as a tax dependent inside the household. The pop-up asks the member to review the information provided and doesn't block them from proceeding in the flow.</p> <ul style="list-style-type: none"> Click Add + to add additional dependents. Click Remove to remove a dependent. <ul style="list-style-type: none"> Review the warning pop-up window and click Remove again. Click Next.
Joint Filer Outside Household	On the Joint Filer Outside Household page: <ul style="list-style-type: none"> Select if the person is filing taxes jointly with someone who lives outside the household. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next.
	Yes	In the Joint Filer Outside the Household section: <ul style="list-style-type: none"> Enter the Name, Social Security Number and Date of Birth of the joint filer outside of the household. Click Next.
Tax Filer Outside Household	On the Tax Filer Outside Household page: <ul style="list-style-type: none"> Select if anyone in the household is being claimed as a dependent by someone outside of the household. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next.

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If the following page displays...	Then...	
	Yes	<p>In the Tax Filer Outside the Household section:</p> <ul style="list-style-type: none"> Select who is being claimed as a tax dependent by someone outside of the home. Enter the Name of the tax filer outside the household and their Relationship to the dependent. Click Next.

6 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Tax Information	<ul style="list-style-type: none"> Continue to Step 7.
Employment	<ul style="list-style-type: none"> Proceed to Add Income.

On the **Summary of Tax Information** page:

7 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. On the Warning pop-up window: <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another Tax Filer + to enter another tax filer.

To...	Then...
	<ul style="list-style-type: none"> Select who plans to file on the Tax Information page and use Steps 5 – 7 in the Add Tax Information section to add their information. Click Next to return to the summary page.

8 Click **Next**.

Add Income

On the **Employment** page:

1 Select if anyone in the household has a job now or will start a new job this month.

NOTE: If there is a pregnant woman or child listed on the application, this question also asks about any jobs they've had any in the last 3 months.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 5.
Yes	<ul style="list-style-type: none"> Select who has the job. <ul style="list-style-type: none"> If Yes, and if there is a pregnant woman or child on the application, select if the person has lost this job and enter the date they lost it. Continue to Step 2.

2 In the **Employer** section:

- Enter the **Employer Name**.

3 In the **Employer Address** section:

- Enter the employer's address information and phone number.
- Enter when the person started this job.

4 In the **Payment Information** section:

- Select if the payment amount is per hour or per paycheck.
- Use this table to determine the next step(s).

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If the selection was...	Then...
<i>Amount You Make Per Hour</i>	<ul style="list-style-type: none"> Enter the average number of hours the person works each week. Enter the amount the person makes per hour. Continue to Step 5.
<i>Amount You are Paid each Paycheck</i>	<ul style="list-style-type: none"> Select how often the person gets paid. Enter the amount the person is paid each paycheck. Continue to Step 5.

- Click **Next**.
- Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Employment	<ul style="list-style-type: none"> Continue to Step 7.
Self-Employment	<ul style="list-style-type: none"> Proceed to Step 9.

On the **Summary of Employment** page:

- Verify all reported information in the summary table is correct.
 - Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. On the Warning pop-up window: <ul style="list-style-type: none"> Review the message and click Remove again.

To...	Then...
Add a record	<ul style="list-style-type: none"> Click Add Another + to add information about another job using Steps 1 – 7 in the Add Income section. Click Next to return to the summary page.

8 Click **Next**.

On the **Self-Employment** page:

9 Select if anyone in the household is self-employed.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 12.
Yes	<ul style="list-style-type: none"> Select who is self-employed. Continue to Step 10.

10 In the **Self-Employment** section:

- Enter the **Business Name**.
- Select what type of self-employment the person has.
 - If you select *Other*, enter a description of the business.
- Enter their net income for the month.

11 In the **Co-Owners** section:

- Select if anyone co-owns the business.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 12.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership.

If the selection was...	Then...
	<ul style="list-style-type: none"> Select the co-owner in the second row of the Co-Owner table. <ul style="list-style-type: none"> If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column. Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Self-Employment	<ul style="list-style-type: none"> Continue to Step 14.
Other Income	<ul style="list-style-type: none"> Proceed to Step 16.

On the **Summary of Self-Employment** page:

14 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.

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To...	Then...
Add a record	<ul style="list-style-type: none"> Click Add Another + to add more self-employment information using Steps 9 – 14 in the Add Income section. Click Next to return to the summary page.

15 Click **Next**.

On the **Other Income** page:

16 Select if anyone in the household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about.

NOTE: If there is a pregnant woman or child listed on the application, this question also asks about any other income they've received any in the last 3 months.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 19.
Yes	<ul style="list-style-type: none"> Select who is receiving the income. Continue to Step 17.

17 In the **Other Income** section:

- Select what type of other income they receive.

NOTE: Read about the types of income that do not need to be reported.

- Use this table to determine the next step(s) based on the income type.

If the other income type is...	Then...
<ul style="list-style-type: none"> <i>Annuity</i> <i>Cash Support</i> <i>Census</i> <i>Child Support Income</i> <i>Pension</i> <i>Sick/Disability Pay</i> 	<ul style="list-style-type: none"> Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. <p>NOTE: If you selected <i>SSI (Supplemental Security Income)</i>, the Frequency can't be updated.</p>

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If the other income type is...	Then...
<ul style="list-style-type: none"> • <i>SSI (Supplemental Security Income)</i> • <i>Tribal Income</i> • <i>Unemployment Insurance</i> • <i>Workers Compensation</i> • <i>Other Income</i> 	<ul style="list-style-type: none"> • Proceed to Step 19.
<i>Alimony</i>	<ul style="list-style-type: none"> • Enter the Alimony Order Date. • Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. • Proceed to Step 19.
<i>Social Security</i>	<ul style="list-style-type: none"> • Select what type of Social Security income is received. • Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. <p>In the In-Kind Support and Maintenance section:</p> <ul style="list-style-type: none"> • Select if someone other than a parent or spouse helps pay for the person's food each month. • Select if someone other than a parent or spouse helps pay for where the person lives. • Continue to Step 18.
<i>Veterans Benefits</i>	<ul style="list-style-type: none"> • Select what type of veteran benefit is received.

If the other income type is...	Then...
	<ul style="list-style-type: none"> Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. Proceed to Step 19.

18 Use this table to determine the next step(s) based on the answers to the **In-Kind Support and Maintenance** questions.

If the selection was...	Then...
No to both questions	<ul style="list-style-type: none"> Continue to Step 19.
Yes to either question	<ul style="list-style-type: none"> Enter the Amount. Select the Expense Type. Enter the Amount Paid by People in the Home and the Amount Paid by People Outside the Home. Select if the person lives with any other adults besides a spouse. Enter how much the person pays for the expense. Enter how many people live in the person's home. Continue to Step 19.

19 Click **Next**.

20 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Income	<ul style="list-style-type: none"> Continue to Step 21.
Other Health Care Questions	<ul style="list-style-type: none"> Proceed to Add Other Health Care Information.

On the **Summary of Other Income** page:

21 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another + to add more information about income using Steps 16 - 21 in the Add Income section. • Click Next to return to the summary page.

22 Click **Next**.

Add Other Health Care Information

On the **Other Health Care Questions** page:

- 1 Review the sections and questions on the page. If someone in the household wants any of these types of care, select **Yes**.

Additional questions populate in each section when **Yes** is selected to tell us who is requesting this type of care or reporting medical bills.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.

- 2 Use this table for guidance on completing the additional questions. Once the page is complete, continue to [Step 3](#).

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If the selection was Yes in the...	Then...
Getting Help with Medicare Costs section	<ul style="list-style-type: none"> Tell us who wants help.
Supplemental Security Income section	<ul style="list-style-type: none"> Tell us who receives Social Security benefits and has received Supplemental Security Income (SSI) checks in the past.
Breast or Cervical Cancer section	<ul style="list-style-type: none"> Review the warning message and tell us who wants care.
Medical Bills section NOTE: This section only displays when there is a pregnant woman or child in the household.	<ul style="list-style-type: none"> Tell us who has medical bills.
Medical Facility (like a Hospital) section	<ul style="list-style-type: none"> Tell us who wants care. Enter their admit date and the name of the hospital. <p>IMPORTANT: Only select this option if you expect your patient will be admitted to the hospital for 30 consecutive days.</p>
Nursing Home section	<ul style="list-style-type: none"> Tell us who wants care. Enter the name of the nursing facility.
Hospice Care section	<ul style="list-style-type: none"> Tell us who wants care.
Home and Community Based Services (HCBS) section	<ul style="list-style-type: none"> Tell us who wants care.
Employment and Community First (ECF) CHOICES section	<ul style="list-style-type: none"> Tell us who wants care.
Intermediate Care for Individuals with Intellectual Disabilities section	<ul style="list-style-type: none"> Tell us who wants care.

3 Use this table to determine the next step.

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If the person answered...	Then...
Yes to any questions on the Other Health Care Questions page	<ul style="list-style-type: none"> Continue to Step 4.
No to all the questions on the Other Health Care Questions page	<ul style="list-style-type: none"> Proceed to Step 6.

- In the **Expenses** section:
 - Select if anyone in the household has shelter or utility expenses, dependent care expenses, or child support expenses.
- In the **Resources** section:
 - Select if anyone in the household has resources like financial accounts, vehicles, property, burial resources, or life insurance.
- Click **Next**.
- Use this table to determine the next step(s).

If the following page displays...	Then...
Shelter or Utility Expenses	<ul style="list-style-type: none"> Continue to Add Expenses.
Financial Resources	<ul style="list-style-type: none"> Proceed to Add Resources.
Medical Bills	<ul style="list-style-type: none"> Proceed to Step 24 in the Add Expenses section.
Application Summary	<ul style="list-style-type: none"> Proceed to Finish and Submit Application.

Add Expenses

When telling TennCare about who is responsible for paying expenses, the people who are listed in the drop-down menu might change depending on the type of benefits each individual is being evaluated for.

If no one is listed in the drop-down menu, TennCare doesn't need this expense information to evaluate the applicant's eligibility.

On the **Shelter or Utility Expense** page:

1 Select if anyone in the household has any shelter or utility expenses.

- Use this table to determine the next step.

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Proceed to Step 3.
Yes	<ul style="list-style-type: none"> • Select who is responsible for paying the shelter or utility expenses. • Continue to Step 2.

2 In the **Shelter or Utility Expense** section:

- Select what shelter or utility expense the person pays.
- Select how often they pay the expense.
- Enter how much they usually pay.

3 Click **Next**.

4 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Shelter or Utility Expense	<ul style="list-style-type: none"> • Continue to Step 5.
Dependent Care Expense	<ul style="list-style-type: none"> • Proceed to Step 7.

On the **Summary of Shelter or Utility Expense** page:

5 Verify all reported information in the summary table is correct.

- Use the table on the next page for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change.

To...	Then...
	<ul style="list-style-type: none"> • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another + to add another shelter or utility expense using Steps 1 - 5 in the Add Expenses section. • Click Next to return to the summary page.

6 Click **Next**.

On the **Dependent Care Expense** page:

7 Select if anyone in the household has any dependent care expenses.

- Use this table to determine the next step.

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Proceed to Step 9.
Yes	<ul style="list-style-type: none"> • Select who is responsible for paying the dependent care expenses. • Continue to Step 8.

8 In the **Dependent Care Expense** section:

- Select who the expense is for.
 - If it is someone outside of the household, enter their **Name**.
- Enter how much the person pays for this care.
- Select how often the person pays for this care.

9 Click **Next**.

10 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Dependent Care Expense	<ul style="list-style-type: none"> Continue to Step 11.
Mandatory Payments	<ul style="list-style-type: none"> Proceed to Step 13.

On the **Summary of Dependent Care Expense** page:

11 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add another dependent care expense using Steps 7 – 11 in the Add Expenses section. Click Next to return to the summary page.

12 Click **Next**.

On the **Mandatory Payments** page:

13 Select if anyone in the household has any mandatory payments.

- Use this table to determine the next step.

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 15.
Yes	<ul style="list-style-type: none"> Select who is responsible for the payments.

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If the selection was...	Then...
	<ul style="list-style-type: none"> Continue to Step 14.

14 In the **Court Ordered Payments or Fees** section:

- Select what kind of payments the person makes.
- Enter how much the person pays.

15 Click **Next**.

16 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Mandatory Payments	<ul style="list-style-type: none"> Continue to Step 17.
Access to Other Coverage	<ul style="list-style-type: none"> Proceed to Step 20. <p>NOTE: This page displays depending on the household's income.</p>
Medical Bills	<ul style="list-style-type: none"> Proceed to Step 24.
Financial Resources	<ul style="list-style-type: none"> Proceed to Add Resources.

On the **Summary of Mandatory Payments** page:

17 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.

To...	Then...
Add a record	<ul style="list-style-type: none"> Click Add Another + to add another mandatory payment expense using Steps 13 – 17 in the Add Expenses section. Click Next to return to the summary page.

18 Click **Next**.

19 Use this table to determine the next step(s).

If the following page displays...	Then...
Access to Other Coverage	<ul style="list-style-type: none"> Continue to Step 20. <p>NOTE: This page displays depending on the household's income.</p>
Medical Bills	<ul style="list-style-type: none"> Proceed to Step 24.
Financial Resources	<ul style="list-style-type: none"> Proceed to Add Resources.

On the **Access to Other Coverage** page:

20 Select if anyone in the household has access to health insurance through a job or a family member's job but isn't enrolled.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 22.
Yes	<ul style="list-style-type: none"> Select who could be enrolled in other insurance through a family member's employer. Continue to Step 21.

21 In the **Access to Other Coverage** section:

- Enter additional information about the other health insurance and who can provide more information about it.
- Enter the premium amount for the health insurance plan.

- Select how often the premium will be paid.

22 Click **Next**.

23 Use this table to determine the next step(s).

If the following page displays...	Then...
Medical Bills	<ul style="list-style-type: none"> • Continue to Step 24.
Financial Resources	<ul style="list-style-type: none"> • Proceed to Add Resources.

On the **Medical Bills** page:

24 Select if someone has received medical care, dental care, or medicine in the last 3 months and has bills (paid or unpaid) for that care or medicine, or if someone has paid for this kind of care out of pocket this month.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Proceed to Step 26.
Yes	<ul style="list-style-type: none"> • Select who is responsible for the payments. • Continue to Step 25.

25 In the **Medical Bills** section:

- Select what kind of bill the person pays for.
 - Use this table for guidance on entering information.

NOTE: The questions change based on the type of medical bill you select.

If the other medical bill type is...	Then...
<ul style="list-style-type: none"> • <i>Acupuncture</i> • <i>Charges for medical care include in tuition fee of a college or private school which is paid each month</i> • <i>Doctor</i> • <i>Health Insurance Premium</i> 	<ul style="list-style-type: none"> • Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill.

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If the other medical bill type is...	Then...
<ul style="list-style-type: none"> <i>Hospital</i> <i>Long-term Care Facility Bed Hold</i> <i>Medicare Part A, B, C, or D</i> <i>Nursing Facility Costs</i> <i>Nursing Services</i> <i>Organ Transplant Expenses</i> <i>Other</i> <i>Over the Counter Medicines</i> <i>Personal expenses while traveling for medical care like parking fees and tolls</i> <i>Prescription</i> <i>Prosthetic Device</i> <i>Psychiatric Care</i> <i>Service Animal</i> <i>Special Education for Handicapped</i> <i>Substance Abuse Treatment</i> 	<ul style="list-style-type: none"> Enter how much of the bill has already been paid. Continue to Step 26.
<i>Dental</i>	<ul style="list-style-type: none"> Select who received the care, how often the bill is paid, and the date the person received the care. Enter the total amount of the medical bill. Continue to Step 26.
<i>Transportation you need to get medical care like bus, taxi, train, or plane fares</i>	<ul style="list-style-type: none"> Select who received the care, how often the bill is paid, and the date the person received the care.

If the other medical bill type is...	Then...
	<ul style="list-style-type: none"> • Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Enter how many miles the person traveled for this appointment. • Continue to Step 26.

26 Click **Next**.

27 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Medical Bills	<ul style="list-style-type: none"> • Continue to Step 28.
Financial Resources	<ul style="list-style-type: none"> • Proceed to Add Resources.
Application Summary	<ul style="list-style-type: none"> • Proceed to Finish and Submit Application.

On the **Summary of Medical Bills** page:

28 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a medical bill record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.

To...	Then...
Add a record	<ul style="list-style-type: none"> Click Add Another + to add another medical bill using Steps 24 – 28 in the Add Expenses section. Click Next to return to the summary page.

29 Click **Next**.

Add Resources

When telling TennCare about who owns resources, the people who are listed in the drop-down menu might change depending on the type of benefits each person is being evaluated for.

If no one is listed in the drop-down menu, TennCare doesn't need this resource information to evaluate the applicant's eligibility.

On the **Financial Resources** page:

1 Select if anyone in the household has financial resources.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 6.
Yes	<ul style="list-style-type: none"> Select who has the resource. Continue to Step 2.

2 In the **Financial Resources** section:

- Select what kind of financial resource the person has.
Additional questions populate based on the financial resource type.
- Use this table for guidance when answering the additional questions.

If the person reported...	Then also...
<ul style="list-style-type: none"> <i>Checking Account</i> 	<ul style="list-style-type: none"> Enter information about the resource. Continue to Step 3.

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If the person reported...	Then also...
<ul style="list-style-type: none"> • <i>Health Reimbursement Account</i> • <i>Individual Development Account</i> • <i>Keogh Account</i> • <i>Loan</i> • <i>Patient/Resident Trust Account</i> • <i>Savings Account</i> 	
<i>Annuity</i>	<ul style="list-style-type: none"> • Enter information about the resource. • Proceed to Step 5.
<i>Individual Retirement Account</i>	<ul style="list-style-type: none"> • Select if the person must retire or end employment to access the account. • Enter information about the resource. • Continue to Step 3.
<i>Pension Fund or Retirement Account</i>	<ul style="list-style-type: none"> • Select if the person must retire or end employment to access the account. • Enter information about the resource. • Proceed Step 5.
<i>Qualified Tuition Savings Plan (529 Plans)</i>	<ul style="list-style-type: none"> • Select the person is the <i>Beneficiary</i> or <i>Donor</i>. • Enter information about the resource. • Proceed to Step 5.
<i>Trust Fund</i>	<ul style="list-style-type: none"> • Select the Trust Type, enter the trustee, select if the person is the beneficiary of the trust, and if the person owns the trust. • Enter additional information about the resource.

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If the person reported...	Then also...
	<ul style="list-style-type: none"> Continue to Step 3.
Any other resource	<ul style="list-style-type: none"> Enter the value of the resource. Proceed to Step 5.

3 In the **Bank or Company** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

4 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
 - If the correct institution is not found, click **I Can't Find My Bank** and enter the bank information.
 - Enter the **Bank or Company Name**.
 - Enter the **Address, City, State** and **Zip Code**.

5 In the **Co-Owners** section:

- Select if anyone owns the financial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 6.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table.

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If the selection was...	Then...
	<p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 6.

6 Click **Next**.

7 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Financial Resource	<ul style="list-style-type: none"> • Continue to Step 8.
Vehicles	<ul style="list-style-type: none"> • Proceed to Step 10.

On the **Summary of Financial Resources** page:

8 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a financial resource record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another + to add another financial resource using Steps 1 - 8 in the Add Resources section.

To...	Then...
	<ul style="list-style-type: none"> Click Next to return to the summary page.

9 Click **Next**.

On the **Vehicles** page:

10 Select if anyone in the household owns a vehicle.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 13.
Yes	<ul style="list-style-type: none"> Select who owns the vehicle. Continue to Step 11.

11 In the **Vehicle Information** section:

- Enter as much information about the vehicle as possible.
 - Select what kind of vehicle the person has and enter additional information about the vehicle.
 - Select how the person uses the vehicle.
 - Enter how much the vehicle is worth.

12 In the **Co-Owners** section:

- Select if anyone owns this vehicle with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 13.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table.

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If the selection was...	Then...
	<p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 13.

13 Click **Next**.

14 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Vehicles	<ul style="list-style-type: none"> Continue to Step 15.
Property	<ul style="list-style-type: none"> Proceed to Step 17.

On the **Summary of Vehicles** page:

15 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a vehicle record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add another vehicle using Steps 10 - 15 in the Add Resources section. Click Next to return to the summary page.

16 Click **Next**.

On the **Property** page:

17 Select if anyone in the household owns property.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Proceed to Step 21.
Yes	<ul style="list-style-type: none"> • Select who owns the property. • Continue to Step 18.

18 In the **Property Details** section:

- Select what kind of property the person owns.
- Select what the property is used for.
- Use this table to determine the next step(s) based on the property type.

If the person reported property...	Then...
That is not used as a <i>Home</i> or <i>Rental/income Producing Property</i>	<ul style="list-style-type: none"> • Continue to the next bullet to enter how much is owed and the property value.
Used as a <i>Home</i>	<ul style="list-style-type: none"> • Select if they live there. <ul style="list-style-type: none"> ◦ If <i>No</i>, select if they intend to return. • Continue to the next bullet to enter how much is owed and the property value.
Used as a <i>Rental/Income-Producing Property</i>	<ul style="list-style-type: none"> • Enter additional information about the property. • Continue to the next bullet to enter how much is owed and the property value.

- Enter how much is owed on the property.
- Enter the value of the property.

19 In the **Property Address** section:

- Enter the address of the property the person owns.

20 In the **Co-Owners** section:

- Select if anyone owns the property with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 21.
Yes	<ul style="list-style-type: none"> • Verify the pre-populated name in the first row of the Co-Owner table. • Enter their % Ownership. • Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 21.

21 Click **Next**.

22 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Property	<ul style="list-style-type: none"> • Continue to Step 23.
Burial Resources	<ul style="list-style-type: none"> • Proceed to Step 25.

On the **Summary of Property** page:

23 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a property record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to return to add another property using Steps 17 - 23 in the Add Resources section. Click Next to return to the summary page.

24 Click **Next**.

On the **Burial Resources** page:

25 Select if anyone in the household has made burial arrangements.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 30.
Yes	<ul style="list-style-type: none"> Select who owns the burial resource. Continue to Step 26.

26 In the **Burial Resource** section:

- Select what kind of burial resource the person has.
- Select who the burial resource is for.
- Answer the additional questions about the burial resource.

27 In the **Bank or Company that Holds this Burial Resource** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

28 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
 - If the correct institution is not found, click **I Can't Find My Bank** and enter the information.
 - Enter the **Bank or Company Name**.
 - Enter the **Address, City, State** and **Zip Code**.

29 In the **Co-Owners** section:

- Select if anyone owns the burial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 30.
Yes	<ul style="list-style-type: none"> • Verify the pre-populated name in the first row of the Co-Owner table. • Enter their % Ownership. • Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 30.

30 Click **Next**.

31 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Burial Resources	<ul style="list-style-type: none"> Continue to Step 32.
Life Insurance	<ul style="list-style-type: none"> Proceed to Step 34.

On the **Summary of Burial Resources** page:

32 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a burial resource record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add another burial resource using Steps 25 - 32 in the Add Resources section. Click Next to return to the summary page.

33 Click **Next**.

On the **Life Insurance** page:

34 Select if anyone in the household has life insurance.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 37.
Yes	<ul style="list-style-type: none"> Select who has life insurance. Continue to Step 35.

35 In the **Life Insurance Information** section:

- Select what kind of life insurance the person has.
- Use this table for guidance when completing the **Life Insurance Information** section.

If the selection was...	Then...
<i>Term or Group Life Insurance</i>	<ul style="list-style-type: none"> • Enter the face value of the life insurance policy and the policy number if available. • Continue to Step 36.
<i>Whole or Universal Life Insurance</i>	<ul style="list-style-type: none"> • Enter the face value of the policy, the cash surrender value of the policy, and the policy number if available. • Continue to Step 36.

36 In the **Life Insurance Company Information** section:

- Enter the **Company Name, Address, and Phone Number**.

37 Click **Next**.

38 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Life Insurance	<ul style="list-style-type: none"> • Continue to Step 39.
Other Resources	<ul style="list-style-type: none"> • Proceed to Step 41.

On the **Summary of Life Insurance** page:

39 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a life insurance record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.

To...	Then...
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add additional life insurance using Steps 34 – 39 in the Add Resources section. Click Next to return to the summary page.

40 Click **Next**.

On the **Other Resources** page:

41 Select if anyone in the household has any other resources.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 44.
Yes	<ul style="list-style-type: none"> Select who has the other resource. Continue to Step 42.

42 In the **Other Resources** section:

- Select what type of other resource the person has.
- Use this table for guidance on completing the **Other Resources** section.

If the resource is...	Then...
<ul style="list-style-type: none"> <i>Livestock</i> <i>Non Business Equipment</i> <i>Oil and Mineral Rights</i> <i>Other</i> 	<ul style="list-style-type: none"> Select the use of the resource. Answer the additional questions about the resource. Continue to Step 43.
<ul style="list-style-type: none"> <i>Business/Self-Employment Equipment</i> 	<ul style="list-style-type: none"> Answer the questions about the resource.

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If the resource is...	Then...
<ul style="list-style-type: none"> Disaster Assistance Household Goods/Personal Effects 	<ul style="list-style-type: none"> Continue to Step 43.

43 In the **Co-Owners** section:

- Select if anyone owns the other resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 44.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table. NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column. Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 44.

44 Click **Next**.

45 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Resources	<ul style="list-style-type: none"> Continue to Step 46.
Transferred Resources	<ul style="list-style-type: none"> Proceed to Step 48.

On the **Summary of Other Resources** page:

46 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add another resource record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add more resources using Steps 41 - 46 in the Add Resources section. Click Next to return to the summary page.

47 Click **Next**.

On the **Transferred Resources** page:

48 Select if anyone in the household has sold, traded, or given away resources in the last five years.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Proceed to Step 50.
Yes	<ul style="list-style-type: none"> Select who has sold, traded, or gave away resources. Continue to Step 49.

49 In the **Sold, Traded, or Given Away Resources** section:

- Select what type of resources the person has.
- Select the specific type of *Burial Resource*, *Life Insurance*, *Liquid Resource*, *Other Resources*, *Real Property*, *Trust*, or *Vehicle Resource* the person has.
- Enter the name of the person or organization that they sold, traded, or gave away

the resource to.

- Enter the date it was sold, traded, or given away.
- Enter the value of the resource at the time it was sold, traded, or given away.
- Enter how much money was received for the resource.

50 Click **Next**.

51 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Transferred Resources	<ul style="list-style-type: none"> • Continue to Step 52.
Application Summary	<ul style="list-style-type: none"> • Proceed to Finish and Submit Application.

On the **Summary of Transferred Resources** page:

52 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a transferred resource record.

To...	Then...
Edit a record	<ul style="list-style-type: none"> • Click Edit next to the information you need to change. • Make the change on a previous page. • Click Next until you return to the summary page.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message and click Remove again.
Add a record	<ul style="list-style-type: none"> • Click Add Another + to return to add another transferred resource using Steps 48 – 52 in the Add Resources section. • Click Next to return to the summary page.

53 Click **Next**.

Finish and Submit Application

On the **Application Summary** page:

- 1 Use the drop-down arrows to expand and review each section of the application.
 - If anything needs to be added or corrected, click the section in the Progress Bar to return to the summary page and update answers before submitting the application.
- 2 Click **Next**.

On the **Add Case Comments** page:

- 3 Enter any additional comments for the application.
- 4 Click **Next**.

On the **Choose Health Plan** page:

- 5 In the **Health Plans** section:
 - Review the information with the applicant.
 - Select which health plan they'd prefer.
- 6 Click **Next**.

On the **Before you Submit** page:

- 7 In the **Voter Registration** section:
 - Select if the member wants to apply to register to vote.
- 8 In the **Renewing Your Coverage** section:
 - Select if they want to give permission to use tax and employment information to try to renew eligibility automatically.

If...	Then...
Yes	<ul style="list-style-type: none"> • Select how many years they give permission to try to renew eligibility automatically. • Continue to Step 9.
No	<ul style="list-style-type: none"> • Continue to Step 9.

- 9 In the **Permission to Check Your Resources** section:

- Select if they want to give TennCare permission to use a credit reporting agency to check their resources before asking for proof of their resources.

10 Click **Next**.

On the **Sign Your Application** page:

11 In the **Rights, Responsibilities and Penalties** section:

- Review the information with the applicant.

12 In the **Your Right to Privacy** section:

- Review the information with the applicant.

13 In the **Non-discrimination** section:

- Review the information with the applicant.

14 In the **Electronic Signature** section:

- Review the information with the applicant.

15 In the **Patient or Responsible Party** section:

- Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party.**
- Type the applicant's name in the **Signature** field.

16 In the **TennCare Access Portal User's Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing this Application as the TennCare Access Portal user.**
- Type your name in the **Signature** field.

17 Click **Submit**.

On the **We have your Application!** page:

- Locate the tracking number at the top of the page and give it to the applicant.

18 In the **Confirmation of Your Submission** section:

- Review the information with the applicant.

19 In the **What Happens Next** section:

- Review the information with the applicant.

20 In the **Change how you get Letters** section:

- Review the information with the applicant.

21 In the **Print Your Application** section:

- Click **Print** to print a copy of the application for the applicant.
- Click **Upload Documents** to upload documents with the application.
 - Use the [Upload Documents](#) section of this guide for guidance on uploading documents.

22 Click **Next** to return to the TennCare Access homepage.

Search Submissions

On the **Welcome to TennCare Access** homepage, using the **Search My Submissions** feature, you can continue an in-progress application, view a previously submitted application, change, renewal, or Admit/Discharge Form, and upload a document for a submitted application, change, or renewal.

You can click **Search** without entering any information to get a list of all the actions you've submitted or have in-progress.

Searching For an Application, Change, Renewal, or Admit/Discharge Form

- 1 Click **Search My Submissions**.

On the **Search My Submissions** page:

- 2 In the **Search Criteria** section:
 - Enter any of the following:
 - **First or Last Name**
NOTE: You don't have to use the individual's full name to get search results. You can get search results by using part of an individual's name or any of the other search criteria alone.
 - **Social Security Number (SSN)**
 - **Submission Status**
 - **Submission Type**
NOTE: If you select a submission type, you must enter the associated submission number.
 - **Submission Date Range**
- 3 Click **Search**.

The **Search Results** table displays with the results of the search.
- 4 In the **Search Results** section:
 - Review all reported information in the **Search Results** table.
 - Click **View** to review a submitted Full Coverage Application, Change Report, Renewal, or Admit Discharge Form.
 - Click **Continue** to continue an in-progress application.

- Click **Upload** to upload documents associated to the application.
Refer to the [Upload Documents](#) section of this document for further guidance on uploading documents.

Delete an In-Progress Application

- 1 Click **Search My Submissions**.

On the **Search My Submissions** page:

- 2 In the **Search Criteria** section:
 - Enter any of the following:
 - **First or Last Name**
NOTE: You don't have to use the individual's full name to get search results. You can get search results by using part of an individual's name or any of the other search criteria alone.
 - **Social Security Number (SSN)**
 - **Submission Status**
 - **Submission Type**
NOTE: If you select a submission type, you must enter the associated submission number.
 - **Submission Date Range**

- 3 Click **Search**.

The **Search Results** table displays with the results of the search.

- 4 In the **Search Results** section:
 - Review all reported information in the **Search Results** table.
 - Click the **Remove** icon next to an in-progress application in the **View Submission** column listed in the **Search Results** table.
 - Review the warning message on the page.
 - Click **Remove** to delete the in-progress application.

Upload Documents

There are two ways to upload proof for a submission.

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1 Use this table to determine how to start uploading documents.

To Upload Documents...	Then...
With the person’s submission	<p>Use the Upload Documents button displayed on the Submission page.</p> <p>On the Submission page:</p> <ul style="list-style-type: none"> Click Upload Documents. Continue to Step 2.
After the person’s submission has been completed	<p>Use the Search My Submissions feature.</p> <p>On the Search My Submissions page, an upload option displays for any submissions TennCare has not started reviewing.</p> <p>For these submissions, the individual can provide proof right away or wait for TennCare to review the submission and send a letter to the individual telling them what’s needed.</p> <p>Once the individual receives this letter, you can use the TennCare Access Portal to upload documents.</p> <ul style="list-style-type: none"> Click Search to view all the submissions you’ve submitted through the TennCare Access Portal. <p>NOTE: To narrow your search results, you can enter information like the First Name, Last Name, SSN, Submission Status, Submission Type, and Submission Date Range.</p> <p>In the Search Results table:</p> <ul style="list-style-type: none"> Find the submission you want to upload documents for. Click the Upload option in the Upload Documents column. Continue to Step 2.

On the **My Documents** page:

2 In the **Documents We Need** section:

- Review the information.
- Click the **Types of Proof** hyperlink for guidance on what verifications can be accepted.

3 In the **Your Recent Submissions** section:

- Review the table to see what recent submissions require verification.
- Click **Upload Proof** in the **Action** column to upload verifications for the appropriate **Head of Household**.

On the **My Documents** page:

4 In the **Upload a Document for Application T#####** section:

- Select the **Proof Type** from the drop-down menu.
- Select the **Document Type** from the drop-down menu.
NOTE: If you don't see your document type, choose the closest matching type from the drop-down menu.
- Click **Choose File** to search for a file on the computer.
NOTE: You can also drag and drop the file into the drag and drop section.
- Select the document from the file pop-up window.
NOTE: Only .tiff, .bmp, .jpeg, or .pdf types of files are allowed.

5 Click **Open**.

6 In the **Upload a Document for Application T#####** section:

- Review the documents that have already been uploaded.
 - Click **View** to review documents.
NOTE: Partners can only see what they have uploaded. Partners will not be able to see what a member, or other partners, have uploaded through TennCare Connect.
 - Click **Remove** to delete documents.
- Click **Add Another** and repeat [Steps 4 - 5](#) to upload more documents for the same **Proof Type**.

7 Click **Submit**.

The green *Document Upload Successful!* message appears.

8 In the **Your Recent Submissions** section:

- Verify the **Status** is *Document under review*.
- Click **Add another document** to upload additional verifications.
- Return to [Step 4](#) for additional guidance on adding another document.

9 Click **Back to TennCare Access**.

Admit/Discharge Form for Long-Term Care Facility

On the **Welcome to TennCare Access** homepage, using the **Admit/Discharge Form for Long-Term Care Facility** feature, you can complete a 2350 *Form* for a submitted application.

Submit an Admit/Discharge Form

On the **Welcome to TennCare Access** homepage:

- 1 Click **Admit/Discharge Form for Long-Term Care Facility**.

On the **Admit/Discharge Form Member Search** page:

- 2 In the **Search Criteria** section:
 - Enter the **First Name, Last Name**, and **Date of Birth** or **Social Security Number**, or **Person ID**.
- 3 Click **Search**.
- 4 In the **Search Results** section:

If the individual...	Then...
Cannot be found	<ul style="list-style-type: none"> • Click the Apply For Coverage hyperlink in the Search Results section to begin a full coverage application for the individual. • Refer to the Apply for Full Coverage section of this document for further guidance. <p>NOTE: Complete the application first and submit the <i>Admit/Discharge</i> form the next day.</p>
Is pending for or receiving Institutional Medicaid or SSI Cash coverage	<ul style="list-style-type: none"> • Select the individual to report an admission or discharge using the <i>Admit/Discharge</i> form. • Continue to Step 5.
Is not pending for or receiving Institutional	<ul style="list-style-type: none"> • Review the <i>STOP. This form can't be submitted because this person is not receiving Institutional Medicaid coverage</i>.

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If the individual...	Then...	
Medicaid or SSI Cash coverage	<p><i>Fill out an application and tell us this person needs nursing home care message.</i></p> <p>NOTE: Institutional Medicaid is also known as Long-Term Services and Supports or HCBS/CHOICES.</p> <ul style="list-style-type: none"> Click Back to TennCare Access Welcome Page to return to the homepage. Click View TennCare Connect Account to search for the person's coverage information. 	
	If the individual is...	Then...
	Currently receiving coverage	<p>Report a change to request long-term services and support care.</p> <ul style="list-style-type: none"> Refer to the Report a Change section of this document for further guidance.
	Not currently receiving coverage	<p>Return to the homepage and click Apply for Full Coverage to begin an application on behalf of the individual.</p> <ul style="list-style-type: none"> Refer to the Apply for Full Coverage section of this document for further guidance. <p>NOTE: Complete the application first and submit the <i>Admit/Discharge</i> form the next day.</p>

5 Click **Next**.

On the **Patient Information** page:

6 In the **Patient Information** section:

- Review the information.

7 In the **Admission or Discharge** section:

- Select if reporting an admission or discharge for the individual.

8 Click **Next**.

On the **Nursing Facility Information** page:

9 In the **Nursing Facility Address** section:

- Enter the nursing facility name.
- Click **Search**.
- Review the search results.
- Select the correct nursing facility.
 - If the correct nursing facility is not found, click **I can't find my nursing facility**.
 - Enter the **Name of Nursing Facility**.
 - Enter the **Address Line 1**.
 - Enter the **City**.
 - Verify the pre-populated **State**.
 - Enter the **Zip Code**.

10 Use this table to determine the next steps:

If the person is being...	Then...	
Admitted	In the Admission Information section: <ul style="list-style-type: none"> • Enter the Admission Date. • Answer any additional questions that are applicable. • Click Next. • Continue to Step 11. 	
Discharged	In the Discharge Information section: <ul style="list-style-type: none"> • Select the Reason for Discharge. 	
	If the response is...	Then...
	<i>Death</i>	<ul style="list-style-type: none"> • Enter the Date of Death. • Click Next.

If the person is being...	Then...
	<p><i>Home, Transferred to HCBS, or Transferred to another facility</i></p> <ul style="list-style-type: none"> • Enter the Discharge Date. • Select if the person has a new address to report. <ul style="list-style-type: none"> ○ If <i>No</i>: <ul style="list-style-type: none"> ▪ Continue to Step 11. ○ If <i>Yes</i>: <ul style="list-style-type: none"> ▪ Enter the new address in Address Line 1. <p>NOTE: If the selection was <i>Transferred to another facility</i>, enter the facility name in Address Line 1 and the street address in Address Line 2.</p> <ul style="list-style-type: none"> ▪ Enter the City. ▪ Verify the pre-populated State. ▪ Enter the Zip Code. ▪ Continue to Step 11.

11 Click **Next**.

On the **Address Validation** pop-up window:

12 Verify the reported address information.

NOTE: If a second nursing facility address is being reported due to a transfer, verify both addresses.

13 Select the appropriate address.

14 Click **Submit**.

On the **Nursing Facility Information** page:

15 Click **Next**.

On the **Signing the Admit/Discharge Form** page:

16 In the **Responsibilities, Rights, and Penalties** section:

- Review the information with the applicant.

17 In the **Your Right to Privacy** section:

- Review the information with the applicant.

18 In the **Non-discrimination** section:

- Review the information with the applicant.

19 In the **Electronic Signature** section:

- Review the information with the applicant.

20 In the **Patient or Responsible Party** section:

- Select **By checking this box and typing my name below, I am electronically signing this admit/discharge form as the patient.**
- Type the individual's name in the **Signature** field.

21 In the TennCare Access Portal User's Signature section:

- Select **By checking this box and typing my name below, I am electronically signing this admit/discharge form as the TennCare Access user.**
- Type in your name in the **Signature** field.

22 Click **Submit**.

On the **Success! Your 2350 Form has been sent to TennCare!** page:

23 In the **Confirmation of Your Submission** section:

- Review the information with the individual.

24 In the **What Happens Next** section:

- Review the information with the individual.

25 In the **Print this 2350 Form (Admit/Discharge Form)** section:

- **NOTE:** You can click **Print** to print a copy of the form for the individual.

26 Click **Return to TennCare Access Home** to return to the **Welcome to TennCare Access** page, or click **Go to Search My Submissions** to go to the **Search My Submissions** page.

Incurred Medical Expenses

On the **Welcome to TennCare Access** homepage, using the **Incurred Medical Expenses** feature, you can submit incurred medical expenses (IME) for members who are eligible.

To be eligible to submit an IME form, the member must have one of the following Categories of Eligibility:

- Institutional Medicaid Aged
- Institutional Medicaid Blind
- Institutional Medicaid Disabled
- SSI - SSI Cash Recipient
- ECF Working Disabled
- ECF At Risk
- SST

Submit an Incurred Medical Expense

On the **Welcome to TennCare Access** homepage:

- 1 Select **Incurred Medical Expenses**.

On the **Search a Member** page:

- 2 In the **Search Criteria** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
- 3 Click **Search Member**.

In the **Search Results** section:

If the individual...	Then...
Cannot be found	<ul style="list-style-type: none"> Click the Full Coverage Application hyperlink in the Search Results section to begin a full coverage application for the individual. Refer to the Apply for Full Coverage section of this document for further guidance.
Is eligible to complete the Incurred Medical Expense form	<ul style="list-style-type: none"> Click the Incurred Medical Expenses hyperlink. NOTE: If the individual is eligible on multiple cases, all their cases will appear in the Search Results table. Review each listing and determine the appropriate case the Incurred Medical Expense. Continue to Step 4.
Is not eligible to complete the Incurred Medical Expense form	<ul style="list-style-type: none"> Review the <i>This form can't be submitted for this case because this person is not eligible to add Incurred Medical Expenses.</i> Click Back to TennCare Access Welcome Page to return to the homepage. Click View TennCare Connect Account to search for the person's coverage information.

NOTE: Denied cases will not be displayed in the search results.

On the **Incurred Medical Expenses Information** page:

4 In the **Member Information** section:

- Review the pre-populated **Person Responsible for the Bill, Client ID, and Case Number**.

5 In the **Existing Medical Expenses** section:

- Review any existing information for incurred medical expenses submitted in the past 3 months for this member.
- Use the table to determine the next step(s).

To...	Then...
Add a new incurred medical expense	<ul style="list-style-type: none"> Click Add Incurred Medical Expense. Continue to Step 6.
Exit the Incurred Medical Expenses form	<ul style="list-style-type: none"> Click Exit.

On the **Incurred Medical Expense Details** page:

6 In the **Medical Expense Information** section:

- Select the **Incurred Medical Expense Type** from the drop-down menu.
- Select the **Frequency** from the drop-down menu.
- Enter the **Date of Service**.

7 In the **Upload a Medical Expense Document** section:

- Click **Choose File** to search for a file on your computer or drag and drop the file into the upload section.

NOTE: Once the document is uploaded, click **View** to review the document, click **Remove** to remove the document you uploaded, or click **Add Another +** to upload another file.

8 Click **Next**.

On the **Incurred Medical Expenses Summary** page:

9 In the **Incurred Medical Expenses Summary** section:

- Verify all reported information in the summary table is correct.
- Use this table for guidance on how to edit, remove, or add an incurred medical expense.

To...	Then...
Edit an added expense	<ul style="list-style-type: none"> Click Edit next to the information you need to change. Make the change on a previous page. Click Next until you return to the summary page.

To...	Then...
Remove an added expense	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. <p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message and click Remove again.
Add another expense	<ul style="list-style-type: none"> Click Add Another + to return to add another expense using Steps 6-9 in the Submit an Incurred Medical Expense section. Click Next to return to the summary page.

10 Click **Next**.

On the **Signing the Incurred Medical Expense** page:

11 In the **Responsibilities, Rights, and Penalties** section:

- Review the information with the patient.

12 In the **Your Right to Privacy** section:

- Review the information with the patient.

13 In the **Non-discrimination** section:

- Review the information with the patient.

14 In the **Electronic Signature** section:

- Review the information with the patient.

15 In the **Patient or Responsible Party** section:

- Select **By checking this box and typing my name below, I am electronically signing this Incurred Medical Expense Form as the patient.**
- Type the patient's name in the **Signature** field.

16 In the **TennCare Access Portal User's Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing this Incurred Medical Expense Form as the TennCare Access user.**
- Type in your name in the **Signature** field.

17 Click **Submit**.

On the **Success! Your Incurred Medical Expense Form has been sent to TennCare!** page:

18 In the **Confirmation of Your Submission** section:

- Review the information with the patient.

19 In the **Track Your Submission** section:

- Review the information with the patient.

20 In the **Print this Incurred Medical Expense Form** section:

- **NOTE:** You can click **Print** to print a copy of the form for the patient.

21 In the **What Happens Next** section:

- Review the information with the patient.

22 Click **Return to TennCare Access Home** to return to the **Welcome to TennCare Access** page or click **Go to Search My Submissions** to go to the **Search My Submissions** page.

Access a Member's TennCare Connect Account

On the **Welcome to TennCare Access** homepage, using the **View TennCare Connect Account** feature, you can search for a member who is has applied for, or is currently receiving, TennCare coverage to view their coverage details, case details, and letters, report a change, submit a renewal, and upload documents.

Access a Member's TennCare Connect Account

- 1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
- 3 Click **Search**.
- 4 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page, you can:

- View a member's case details like who is in the case, head of household information, and assisting person information.
- [Access more information about the member's coverage details.](#)
- Use the options in the left navigation menu to:
 - [Report a change for a member.](#)
 - [View a member's letters.](#)
 - [View submissions like applications, changes, or renewals you've submitted through the TennCare Connect account.](#)
 - [Upload documents requested by TennCare for a member.](#)
 - [View uploaded documents.](#)

- [Renew a member's coverage.](#)

View Coverage Information

- 1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
NOTE: When searching for a child, use the Head of Household's information to perform the search. The child will be listed on the Head of Household's **Coverage Overview** page. From the **Coverage Overview** page partners can make changes or submit renewals for a child.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
- 3 Click **Search**.
- 4 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

- 5 In the **Household Coverage Details** section:
 - Review the members of the household listed. Each listing provides details about the individual's current coverage. The head of household will always be listed first.
 - Click the to expand the table and review additional information about the different cases the individual is associated to.
 - Review the **Case Number**, **Coverage Type**, **Coverage Status**, and **Health Plan**.
 - Click the **Coverage Details** hyperlink to review more details about the individual's coverage for the specific case.

On the **Coverage Details** page:

- 6 In the **Household Member Information** section:

- Review the information.
- 7 In the **TennCare Coverage Information** section:
- Review the information about the person’s approval or denial.
- 8 Use this table to continue reviewing the **Coverage Details** page. Once you’ve reviewed all the information on the page, continue to [Step 9](#).

If there is...	Then...
An Other Health Insurance section	<ul style="list-style-type: none"> • The member has indicated they have other health insurance information. • Review the information.
An Appeal Information section	<ul style="list-style-type: none"> • The member has appeal information. • Review the information.
A Katie Beckett Part A Premium Amount section	<ul style="list-style-type: none"> • The member has been approved for Katie Beckett Part A and has premium amount information. • Review the information.
A Health Plan section	<ul style="list-style-type: none"> • The member is approved for coverage and has an assigned health plan. • Review the information.

- 9 Click **Back to previous page** to return to the **Coverage Overview** page.

Report a Change for a Member

You can use the **View TennCare Connect Account** feature to report the following changes:

- Contact information:
 - Address, phone number, or language
 - Assisting persons
- Household members:
 - Personal information:
 - SSN, residency, and citizenship status

- Someone moving in or out
 - Pregnancy
- Household Information:
 - Relationships
 - Other health insurance
- Tax Information:
 - Tax filers, deductions, and dependents
- Income and Employment information:
 - Jobs
 - Self-employment
 - Other income (such as pensions or Social Security)
- Other benefits information:
 - Hospice care
 - Medicare coverage
 - LTSS/CHOICES Care
 - Treatment for breast and/or cervical cancer
- Expenses information:
 - Living expenses, medical bills, or mandatory payments
- Resource information:
 - Bank accounts
 - Home or property
 - Vehicles
- End Coverage
- Katie Beckett:
 - Initiate a Katie Beckett Referral
 - Update an existing Katie Beckett Referral

Use these steps to report a change.

On the **TennCare Access Homepage**:

1 Click **View TennCare Connect Account**.

On the **View TennCare Connect Account** page:

- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- 3 Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household**.
- 4 Click **Search**.
- 5 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

6 Click **Report a Change** in the menu that displays on the left side of the page.

On the **Report a Change** page:

7 Click **Report a Change** in the **Action** column of the **Report a Change** table.

On the **Report My Changes** page:

- 8 Select the types of changes you want to report.
- 9 Click **Next**.
- 10 Depending on the options you selected, pages appear for you to edit information. Use this table to determine how to make the appropriate changes.

For guidance on reporting changes to...	Then refer to the following section...
Contact Information	Report Changes for Contact Information
Household Members	Report Changes for Household Members
Household Information	Report Changes for Household Information

For guidance on reporting changes to...	Then refer to the following section...
Tax Information	Report Changes for Tax Information
Income & Employment	Report Changes for Income and Employment
Other Benefits	Report Changes for Other Benefits
Katie Beckett	Report Changes for Katie Beckett
Expenses	Report Changes for Expenses
Resources	Report Changes for Resources
End Coverage	End Coverage for a Member

Report Changes for Contact Information

On the **Summary of Household Information** page:

- 1 Review the existing information.
- 2 Use this table to determine the next steps based on what you need to change.

To...	Then...
Edit contact information	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Household Information page:</p> <ul style="list-style-type: none"> Review the current information and make necessary changes. Click Next. <p>On the Address Verification pop-up window:</p> <ul style="list-style-type: none"> Select the appropriate address. Click Next. <p>On the Household Information page:</p> <ul style="list-style-type: none"> Click Next.

To...	Then...
	<ul style="list-style-type: none"> Proceed to Step 4.
Add an Assisting Person	<ul style="list-style-type: none"> Click Add Assisting Person +. <p>On the Household Information page:</p> <ul style="list-style-type: none"> Add the assisting person's information. Click Next. <p>On the Address Verification pop-up window:</p> <ul style="list-style-type: none"> Select the appropriate address. Click Next. Proceed to Step 4.
Remove an Assisting Person	<ul style="list-style-type: none"> Click Remove next to the Assisting Person. Continue to the Remove an Assisting Person section.

Remove an Assisting Person

3 Use the table to determine how to remove the assisting person.

If you're removing...	Then...
An assisting person you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 4.
An existing assisting person	<p>On the Remove <Person's> Assisting Person pop-up window:</p> <ul style="list-style-type: none"> Enter the date when they stopped being the assisting person. Click Submit. Continue to Step 4.

On the **Summary of Household Information** page:

4 Click **Next**.

On the **Summary of Household Information** page:

5 Review the information in the **What Changed?** column.

- Repeat the guidance in [Step 2](#) to make additional changes, if necessary, until all the information is correct.

6 Click **Next**.

7 Use this table to determine the next steps.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> • Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> • Proceed to Finish and Submit changes.

Report Changes for Household Members

On the **Summary of People in Your Home** page:

1 Review the existing information.

2 Use this table to determine the next steps based on what you need to change.

To...	Then...
Edit a person's existing information	<ul style="list-style-type: none"> • Click Edit for the appropriate person to make changes. <p>NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.</p> <p>On the People in Your Home page:</p> <ul style="list-style-type: none"> • Verify the current information and make necessary changes. • Click Next. • Proceed to Step 6.
Add a Person	<ul style="list-style-type: none"> • Click Add Another Person +. <p>On the People in Your Home page:</p> <ul style="list-style-type: none"> • Add the additional person's information.

To...	Then...
	<ul style="list-style-type: none"> Click Next. Answer any additional questions that populate. Click Next. Proceed to Step 6.
Remove a Person	<ul style="list-style-type: none"> Click Remove next to the appropriate person. Continue to Remove a Household Member.

Remove a Household Member

3 Use the table to determine how to remove the household member.

If you're removing...	Then...
A household member you added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> Review the warning message. Click Remove. Proceed to Step 6.
An existing household member	<ul style="list-style-type: none"> Continue to Step 4.

On the **Moved Out of the Home** pop-up window:

4 Select the reason the person is no longer in the home.

- Use the table to complete the pop-up window.

If the reason is...	Then...
<i>Death</i>	<ul style="list-style-type: none"> Enter the Date of Death. Continue to Step 5.
<i>Moved out of Household</i>	<ul style="list-style-type: none"> Enter the date when the person left the home. <p>NOTE: Make sure to review the tax information for the person who moved out before submitting the changes.</p>

If the reason is...	Then...	
	If...	Then...
	You know their new address	<ul style="list-style-type: none"> Select the Address Format. Enter the Address information. Continue to Step 5.
	You do not know their new address	<ul style="list-style-type: none"> Continue to Step 5.

5 Click **Submit**.

On the **Summary of People in Your Home** page:

6 Review the information in the **What Changed?** column.

- Use the guidance in [Step 2](#) to make additional changes, if necessary, until all the information is correct.
- Once all the information is correct, continue to Step 7.

7 Click **Next**.

8 Use this table to determine the next step.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> Proceed to Finish and Submit changes.

Report Changes for Household Information

Different pages display in this section depending on the information TennCare has on file. Once all the pages have been reviewed or completed, proceed to Step 5.

1 Use this table to determine the next steps based on the page that displays:

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If the following page displays...	Then...	
Relationships	<ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Continue using the table to complete the next page that displays or proceed to Step 5. 	
School and Employment	<ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Continue using the table to complete the next page that displays or proceed to Step 5. 	
Summary of Other Health Insurance	On the Summary of Other Health Insurance page:	
	<ul style="list-style-type: none"> Review the existing information. 	
	If...	Then...
	Editing existing information	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Other Health Insurance page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 3.
Other Health Insurance	Removing existing information	<ul style="list-style-type: none"> Click Remove next to the appropriate person. Continue to Remove a Health Insurance Record.
	On the Other Health Insurance page:	
	<ul style="list-style-type: none"> Add the new information. 	

If the following page displays...	Then...
	<ul style="list-style-type: none"> • Answer any additional questions that populate. • Click Next. • Proceed to Step 3.

Remove a Health Insurance Record

2 Use the table for guidance on removing the record.

If you're removing...	Then...
A record added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 3.
An existing record	On the Remove <Person>'s Other Health Coverage pop-up window: <ul style="list-style-type: none"> • Enter the date the health insurance coverage ended. • Click Submit. • Continue to Step 3.

On the **Summary of Other Health Insurance** page:

3 Review the information in the **What Changed?** column.

- Use the guidance in [Step 1](#) to make additional changes, if necessary, until all the information is correct.
- Once all the information is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next step.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> Proceed to Finish and Submit Changes.

Report Changes for Tax Information

- Use this table to determine the next steps based on what you need to change.

To...	Then...
Edit existing tax information	<p>On the Summary of Tax Information page:</p> <ul style="list-style-type: none"> Review the existing information. Click Edit for the appropriate person to make changes. <p>On the Tax Filing page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. <p>On the Tax Deductions page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. <p>On the Tax Dependents Outside Household page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. <p>On the Joint Filer Outside Household page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. <p>On the Tax Filer Outside Household page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next.

To...	Then...
	<ul style="list-style-type: none"> Once all the Tax information pages are complete, proceed to Step 3.
Add new tax information	<p>On the Tax Filing page:</p> <ul style="list-style-type: none"> Add the new tax information. Click Next. <p>On the Tax Deductions page:</p> <ul style="list-style-type: none"> Add the new information. Click Next. <p>On the Tax Dependents Outside Household page:</p> <ul style="list-style-type: none"> Add the new information. Click Next. <p>On the Joint Filer Outside Household page:</p> <ul style="list-style-type: none"> Add the new information. Click Next. <p>On the Tax Filer Outside Household page:</p> <ul style="list-style-type: none"> Add the new information. Click Next. Once all the Tax information pages are complete, proceed to Step 3. For additional guidance on adding tax information refer to Add Tax Information section of the Apply For Full Coverage section of this document.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the appropriate person. <p>NOTE: You cannot remove individuals who are listed as dependents. Remove is grayed out for dependents.</p>

To...	Then...
	<ul style="list-style-type: none"> Continue to Remove a Household Member's Tax Information.

Remove a Household Member's Tax Information

2 Use the table to determine how to remove the tax information.

If you are removing...	Then...
A record added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 3.
An existing record	On the Remove <Person>'s Tax Filer Information pop-up window: <ul style="list-style-type: none"> Enter the tax filing end date. Click Submit. Continue to Step 3.

On the **Summary of Tax Information** page:

3 Review the information in the **What Changed?** column.

- Use the guidance in [Step 1](#) to make additional changes, if necessary, until all the information is correct.

4 Click **Next**.

5 Use this table to determine the next step.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> Proceed to Finish and Submit Changes.

Report Changes for Income and Employment

If the member has existing employment information, review and verify the current information before submitting changes.

1 Use this table to determine the next steps.

If the following page displays...	Then...	
Employment	<ul style="list-style-type: none"> Select who has a job now or will start a new job this month. Complete the Employment page for the new employment record. Proceed to Step 3. 	
Summary of Employment	On the Summary of Employment page: <ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. On the Employment page: <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 3.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Employment page for the additional employment record. Click Next. Proceed to Step 3.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the appropriate record.

If the following page displays...	Then...	
		<ul style="list-style-type: none"> Continue to Remove an Employment Record.

Remove an Employment Record

2 Use the table to remove the employment record.

To remove...	Then...
An existing employment record	<p>On the Remove <Person>'s Employment pop-up window:</p> <ul style="list-style-type: none"> Enter the date the employment ended. Enter the date of the person's final paycheck. Enter the amount on the final paycheck. Click Submit. Continue to Step 3.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the message. Click Remove. Continue to Step 3.

On the **Summary of Employment** page:

3 Review the information in the **What Changed?** column.

- Use guidance in [Step 1](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next steps based on what you need to change.

If the following page displays...	Then...	
Self-Employment	<ul style="list-style-type: none"> • Select if anyone in your household is self-employed. • Complete the Self-Employment page for the new employment record. • Proceed to Step 7. 	
Summary of Self-Employment	On the Summary of Self-Employment page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> • Click Edit for the appropriate person to make changes. On the Self-Employment page: <ul style="list-style-type: none"> • Verify the current information and make necessary changes. • Click Next. • Proceed to Step 7.
	Adding another record	<ul style="list-style-type: none"> • Click Add Another. • Complete the Self-Employment page for the additional employment record. • Click Next. • Proceed to Step 7.
	Removing a record	<ul style="list-style-type: none"> • Click Remove next to the appropriate record. • Continue to Remove a Self-Employment Record.

Remove a Self-Employment Record

6 Use the table for guidance on removing a record.

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If you're removing...	Then...
An existing self-employment record	<p>On the Remove <Person>'s Self-Employment Income pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the self-employment income ended. • Click Submit. • Continue to Step 7.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 7.

On the **Summary of Self-Employment** page:

7 Review the information in the **What Changed?** column.

- Use guidance in [Step 5](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 8.

8 Click **Next**.

9 Use this table to determine the next steps based on what you need to change.

If the following page displays...	Then...
Other Income	<ul style="list-style-type: none"> • Select if anyone in your household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about, or if they received any other income in the last 3 months. • Complete the Other Income page for the new employment record. • Proceed to Step 11.
	On the Summary of Self-Employment page:

If the following page displays...	Then...	
Summary of Other Income	<ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Other Income page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 11.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Other Income page for the additional record. Click Next. Proceed to Step 11.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove an Other Income Record.

Remove an Other Income Record

10 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing other income record	<p>On the Remove <Person>'s Other Income pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the other income ended. • Click Submit. • Continue to Step 11.
A record you added during this change	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 11.

On the **Summary of Other Income** page:

11 Review the information in the **What Changed?** column.

- Use guidance in [Step 9](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next step.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> • Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> • Proceed to Finish and Submit Changes.

Report Changes for Other Benefits

On the **Other Health Care Questions** page:

1 Verify the current information and make any necessary changes.

NOTE: Additional questions may populate based on changes you make. Complete all the required fields.

2 Click **Next**.

- Once all the **Other Benefits** information is correct, use this table to determine the next steps.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> Proceed to Finish and Submit Changes.

Report Changes for Katie Beckett

- Use the table to determine the appropriate steps for changing Katie Beckett information.

If the following page displays...	Then...	
Katie Beckett Referral	<ul style="list-style-type: none"> Select who is applying for Katie Beckett. Complete the Katie Beckett Referral page for the new referral. Continue to Step 2. 	
Summary of Katie Beckett Referral	On the Summary of Katie Beckett Referral page: <ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. On the Katie Beckett Referral page: <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Continue to Step 2.
	Adding another record	<ul style="list-style-type: none"> Click Add Another.

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If the following page displays...	Then...	
		<ul style="list-style-type: none"> • Complete the Katie Beckett Referral page for the additional record. • Click Next. • Continue to Step 2.

- 2 Once all the **Katie Beckett** information is correct, use this table to determine the next steps.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> • Continue through the Report my Changes pages.
No more changes	<ul style="list-style-type: none"> • Proceed to Finish and Submit Changes.

Report Changes for Expenses

If the member has existing expenses information, review and verify the current information before submitting changes.

- 1 Use this table to determine the next steps.

If the following page displays...	Then...	
Shelter or Utility Expense	<ul style="list-style-type: none"> • Select if anyone in your household has any shelter or utility expenses. • Complete the Shelter or Utility Expense page for the new employment record. • Proceed to Step 3. 	
Summary of Shelter or Utility Expense	On the Summary of Shelter or Utility Expense page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...

If the following page displays...	Then...	
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Shelter or Utility Expense page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 3.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Shelter or Utility Expense page for the additional record. Click Next. Proceed to Step 3.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Shelter or Utility Expense.

Remove Shelter or Utility Expense

- Use the table for guidance on removing a record.

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If you're removing...	Then...
An existing Shelter or Utility Expense record	On the Remove <Person>'s Shelter or Utility Expense pop-up window: <ul style="list-style-type: none"> • Enter the date of the final payment for the expense. • Click Submit. • Continue to Step 3.
A record you added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 3.

On the **Summary of Shelter or Utility Expense** page:

- Review the information in the **What Changed?** column.
 - Use guidance in [Step 2](#) to make additional changes, if necessary, until all the information is correct.
 - Once everything is correct, continue to Step 4.
- Click **Next**.
- Use this table to determine the next steps.

If the following page displays...	Then...	
Dependent Care Expense	<ul style="list-style-type: none"> • Select who is responsible for the care. • Complete the Dependent Care Expense page for the new record. • Proceed to Step 7. 	
Summary of Dependent Care Expense	On the Summary of Dependent Care Expense page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...

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If the following page displays...	Then...	
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Dependent Care Expense page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 7.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Dependent Care Expense page for the additional record. Click Next. Proceed to Step 7.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Dependent Care Expense.

Remove Dependent Care Expense

6 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing dependent care expense record	<p>On the Remove <Person>'s Dependent Care Expense pop-up window:</p> <ul style="list-style-type: none"> Enter the date of the final payment for the expense. Click Submit. Continue to Step 7.

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If you're removing...	Then...
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 7.

On the **Summary of Dependent Care Expense** page:

- 7 Review the information in the **What Changed?** column.
 - Use guidance in [Step 5](#) to make additional changes, if necessary, until all the information is correct.
 - Once the information is correct, continue to Step 8.
- 8 Click **Next**.
- 9 Use this table to determine the next steps.

If the following page displays...	Then...	
Mandatory Payments	<ul style="list-style-type: none"> Select if anyone in your household has mandatory payment expenses. Complete the Mandatory Payments page for the new record. Proceed to Step 11. 	
Summary of Mandatory Payments	<p>On the Summary of Mandatory Payments page:</p> <ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Mandatory Payments page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes.

If the following page displays...	Then...	
		<ul style="list-style-type: none"> Click Next. Proceed to Step 11.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Mandatory Payments page for the additional record. Click Next. Proceed to Step 11.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Mandatory Payment Expense.

Remove Mandatory Payment Expense

10 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing mandatory payment expense record	<p>On the Remove <Person>'s Mandatory Payment pop-up window:</p> <ul style="list-style-type: none"> Enter the date of the final payment for the mandatory payment expense. Click Submit. Continue to Step 11.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 11.

On the **Summary of Mandatory Payments** page:

11 Review the information in the **What Changed?** column.

- Use guidance in [Step 9](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next steps.

If the following page displays...	Then...	
Access to Other Coverage	<ul style="list-style-type: none"> • Select if the person has access to health insurance. • Complete the Access to Other Coverage page for the new record. • Proceed to Step 15. 	
Summary of Access to Other Coverage	On the Summary of Access to Other Coverage page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> • Click Edit for the appropriate person to make changes. On the Access to Other Coverage page: <ul style="list-style-type: none"> • Verify the current information and make necessary changes. • Click Next. • Proceed to Step 15.
	Adding another record	<ul style="list-style-type: none"> • Click Add Another. • Complete the Access to Other Coverage page for the additional record. • Click Next. • Proceed to Step 15.

If the following page displays...	Then...	
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Access to Other Coverage.

Remove Access to Other Coverage

14 Use the table for guidance on deleting a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Access to Other Coverage Information pop-up window:</p> <ul style="list-style-type: none"> Enter the date that the person's health coverage ended. Click Submit. Continue to Step 15.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 15.

On the **Summary of Access to Other Coverage** page:

15 Review the information in the **What Changed?** column.

- Use guidance in [Step 13](#) to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 16.

16 Click **Next**.

17 Use this table to determine the next step.

If there are...	Then...
More changes to make	<ul style="list-style-type: none"> Continue through the Report My Changes pages.
No more changes	<ul style="list-style-type: none"> Proceed to Finish and Submit Changes.

Report Changes for Resources

If the member has existing resources information, review and verify the current information before submitting changes.

- 1 Use this table to determine the next steps.

If the following page displays...	Then...	
Financial Resources	<ul style="list-style-type: none">• Select if anyone in your household has financial resources to add.• Complete the Financial Resources page for the new record.• Proceed to Step 3.	
Summary of Financial Resources	On the Summary of Financial Resources page: <ul style="list-style-type: none">• Use the table to determine the next step(s).	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none">• Click Edit for the appropriate person to make changes. On the Financial Resources page: <ul style="list-style-type: none">• Verify the current information and make necessary changes.• Click Next.• Proceed to Step 3.
	Adding another record	<ul style="list-style-type: none">• Click Add Another.• Complete the Financial Resources page for the additional record.

If the following page displays...	Then...	
		<ul style="list-style-type: none"> Click Next. Proceed to Step 3.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Financial Resource.

Remove Financial Resource

2 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Financial Resource pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the financial resource. Click Submit. Continue to Step 3.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 3.

On the **Summary of Financial Resources** page:

3 Review the information in the **What Changed?** column.

- Use guidance in [Step 1](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next steps.

If the following page displays...	Then...	
Vehicles	<ul style="list-style-type: none"> • Select if anyone in your household has vehicles to report. • Complete the Vehicles page for the new record. • Proceed to Step 7. 	
Summary of Vehicles	On the Summary of Vehicles page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> • Click Edit for the appropriate person to make changes. On the Vehicles page: <ul style="list-style-type: none"> • Verify the current information and make necessary changes. • Click Next. • Proceed to Step 7.
	Adding another record	<ul style="list-style-type: none"> • Click Add Another. • Complete the Vehicles page for the additional record. • Click Next. • Proceed to Step 7.
	Removing a record	<ul style="list-style-type: none"> • Click Remove next to the record. • Continue to Remove Vehicle Record.

Remove Vehicle Record

6 Use the table for guidance on remove a record.

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If you're removing...	Then...
An existing record	On the Remove <Person>'s Vehicle pop-up window: <ul style="list-style-type: none"> • Enter the last date that the person owned the resource. • Click Submit. • Continue to Step 7.
A record you added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 7.

On the **Summary of Vehicles** page:

- 7 Review the information in the **What Changed?** column.
 - Use guidance in [Step 5](#) to make additional changes, if necessary, until all the information is correct.
 - Once the information is correct, continue to Step 8.
- 8 Click **Next**.
- 9 Use this table to determine the next steps.

If the following page displays...	Then...	
Property	<ul style="list-style-type: none"> • Select if anyone in your household has property to report. • Complete the Property page for the new record. • Proceed to Step 11. 	
Summary of Property	On the Summary of Property page: <ul style="list-style-type: none"> • Use the table to determine the next step(s). 	
	If you are...	Then...

If the following page displays...	Then...	
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Property page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 11.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Property page for the additional record. Click Next. Proceed to Step 11.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Property Record.

Remove Property Record

10 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Property pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit. Continue to Step 11.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message.

If you're removing...	Then...
	<ul style="list-style-type: none"> Click Remove. Continue to Step 11.

On the **Summary of Property** page:

11 Review the information in the **What Changed?** column.

- Use guidance in [Step 9](#) to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next steps.

If the following page displays...	Then...	
Burial Resources	<ul style="list-style-type: none"> Select if anyone in your household has burial resources to report. Complete the Burial Resources page for the new record. Proceed to Step 15. 	
Summary of Burial Resources	On the Summary of Burial Resources page: <ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. On the Burial Resources page: <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 15.

If the following page displays...	Then...	
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Burial Resources page for the additional record. Click Next. Proceed to Step 15.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Burial Resource Record.

Remove Burial Resource

14 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Burial Resource pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit. Continue to Step 15.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 15.

On the **Summary of Burial Resources** page:

15 Review the information in the **What Changed?** column.

- Use guidance in [Step 13](#) to make additional changes, if necessary, until all the information is correct.

- Once the information is correct, continue to Step 16.

16 Click **Next**.

17 Use this table to determine the next steps.

If the following page displays...	Then...	
Life Insurance	<ul style="list-style-type: none"> Select if anyone in your household has life insurance information to report. Complete the Life Insurance page for the new record. Proceed to Step 19. 	
Summary of Life Insurance	On the Summary of Life Insurance page: <ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. On the Life Insurance page: <ul style="list-style-type: none"> Review the current information, make necessary changes, and answer unanswered questions. Click Next. Proceed to Step 19.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Life Insurance page for the additional record. Click Next. Proceed to Step 19.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Life Insurance Record.

Remove Life Insurance Record

18 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Burial Life Insurance pop-up window:</p> <ul style="list-style-type: none"> • Enter the last date that the person owned the life insurance. • Click Submit. • Continue to Step 19.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 19.

On the **Summary of Life Insurance** page:

19 Review the information in the **What Changed?** column.

- Use guidance in [Step 17](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 20.

20 Click **Next**.

21 Use this table to determine the next steps.

If the following page displays...	Then...
Other Resources	<ul style="list-style-type: none"> • Select if anyone in your household has other resources. • Complete the Other Resources page for the new record. • Proceed to Step 23.
	On the Summary of Other Resources page:

If the following page displays...	Then...	
Summary of Other Resources	<ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Other Resources page:</p> <ul style="list-style-type: none"> Verify the current information and make necessary changes. Click Next. Proceed to Step 23.
	Adding another record	<ul style="list-style-type: none"> Click Add Another. Complete the Other Resources page for the additional record. Click Next. Proceed to Step 23.
	Removing a record	<ul style="list-style-type: none"> Click Remove next to the record. Continue to Remove Other Resource Record.

Remove Other Resource Record

22 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Burial Other Resource pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit.

If you're removing...	Then...
	<ul style="list-style-type: none"> Continue to Step 23.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 23.

On the **Summary of Other Resources** page:

23 Review the information in the **What Changed?** column.

- Use guidance in [Step 21](#) to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 24.

24 Click **Next**.

25 Use this table to determine the next steps.

If the following page displays...	Then...	
Transferred Resources	<ul style="list-style-type: none"> Select if anyone in your household has transferred resources. Complete the Transferred Resources page for the new record. Proceed to Step 27. 	
Summary of Transferred Resources	On the Summary of Transferred Resources page:	
	<ul style="list-style-type: none"> Use the table to determine the next step(s). 	
	If you are...	Then...
	Changing an existing record	<ul style="list-style-type: none"> Click Edit for the appropriate person to make changes. <p>On the Transferred Resources page:</p>

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If the following page displays...	Then...	
		<ul style="list-style-type: none"> • Verify the information and make necessary changes. • Click Next. • Proceed to Step 27.
	Adding another record	<ul style="list-style-type: none"> • Click Add Another. • Complete the Transferred Resources page for the additional record. • Click Next. • Proceed to Step 27.
	Removing a record	<ul style="list-style-type: none"> • Click Remove next to the record. • Continue to Remove Transferred Resource Record.

Remove Transferred Resource Record

26 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Transferred Resource pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the information changed. • Select the box to certify the person no longer has any resources they have sold, traded, or given away in the last 5 years. • Click Submit. • Continue to Step 27.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message.

If you're removing...	Then...
	<ul style="list-style-type: none"> Click Remove. Continue to Step 27.

On the **Summary of Transferred Resources** page:

27 Review the information in the **What Changed?** column.

- Use guidance in [Step 25](#) to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 28.

28 Click **Next**.

Finish and Submit Changes

On the **Change Summary** page:

- Use the drop-down arrows to expand and review each section of the application.
 - If anything needs to be added or corrected, click the section in the Progress Bar to return to the summary page and update answers before submitting the application.
- Click **Next**.

On the **Add Case Comments** page:

- Enter any additional comments for the change.
- Click **Next**.

On the **Before you Submit** page:

- In the **Voter Registration** section:
 - Select if the applicant wants to apply to register to vote.
- In the **Renewing Your Coverage** section:
 - Select if they want to give permission to use tax information to try to renew eligibility automatically.
- Click **Next**.

On the **Sign your Change** page:

8 In the **Rights, Responsibilities and Penalties** section:

- Review the information with the member.

9 In the **Your Right to Privacy** section:

- Review the information with the member.

10 In the **Non-discrimination** section:

- Review the information with the member.

11 In the **Electronic Signature** section:

- Review the information with the member.

12 Use this table to determine the next step(s).

If there is...	Then...
An Assisting Person	<p>In the Assisting Person Signature section:</p> <ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing this Application as an Assisting Person. • Type the Assisting Person's name in the Signature field. <p>In the Patient or Responsible Party section:</p> <ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing as the patient or responsible party. • Type the member's name in the Signature field. <p>In the TennCare Access Portal User's Signature section:</p> <ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing this Application as the TennCare Access Portal user. • Type your name in the Signature field. • Continue to Step 13.

If there is...	Then...
Not an Assisting Person	<p>In the Patient or Responsible Party section:</p> <ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing as the patient or responsible party. • Type the member's name in the Signature field. <p>In the TennCare Access Portal User's Signature section:</p> <ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing this Application as the TennCare Access Portal user. • Type your name in the Signature field. • Continue to Step 13.

13 Click **Submit**.

On the **Thanks for updating your information!** page:

- Locate the change tracking number at the top of the page and give it to the individual.

14 In the **What Happens Next** section:

- Review the information with the member.

15 In the **Print Your Change Report** section:

- Click **Print** to print a copy of the change report for the individual.
- Click **Upload Documents** to upload documents with the change report.
 - Use the [Upload Documents](#) section of this guide for guidance on uploading documents.

16 Click **Next** to return to the **Coverage Overview** page.

End Coverage for a Member

On the **End Coverage** page:

- 1 Review the information about how to end coverage.
- 2 In the **End Coverage** section:
 - Review the information with the member.
 - Select the member who wants to end their coverage.
IMPORTANT: If the member decides they do not want to end coverage, select **I do not want to end coverage for anyone at this time.**
- 3 Click **Next**.
- 4 On the **Alert** pop-up window:
 - Click **End Coverage**.
- 5 Refer to the [Finish and Submit Changes](#) section of this document to finalize the change.

View Letters

- 1 Click **View TennCare Connect Account** on the TennCare Access homepage.
- On the **View TennCare Connect Account** page:
- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
 - 3 Click **Search**.
 - 4 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.


On the **Coverage Overview** page:

- 5 Click **My Letters** in the menu that displays on the left of the page.

On the **My Letters** page:

- 6 Review the information about letters.

NOTE: You can click **Search** without entering any information to get a list of all the letters the member has received from TennCare.

- 7 Select the **Type of Letter** you'd like to search for.
- 8 Enter a **Begin Date** and **End Date** for the date range you'd like to search.
- 9 Click **Search**.
- 10 Click  in the **View** column next to the letter you want to view.
A PDF version of the notice appears in a new window.

View My Submissions

- 1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

- 2 In the Search for a Member section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
- 3 Click **Search**.
- 4 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.


On the **Coverage Overview** page:

- 5 Click **My Submissions** in the menu that displays on the left of the page.

On the **My Applications, Reported Changes, Renewals & Appeals** page:

- 6 Review the information about all the applications, changes, renewals, and appeals the member has submitted to TennCare using their TennCare Connect account.

NOTE: Applications are only shown if the member has applied using a TennCare Connect account, finished setting up their account, and linked it to their TennCare case.

- 7 Click  in the **View** column to view a PDF copy of each application, change, or renewal submitted.

Upload Documents using a Member's TennCare Connect Account

- 1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**
- 3 Click **Search**.
- 4 In the **Search Results** section:
 - Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

- 5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

- 6 In the **Documents We Need** section:
 - Review the information.
 - Click the **Types of Proof** hyperlink for guidance on what verifications can be accepted.
 - Review the table to see what recent submissions require verification.
 - Click **Upload Proof** in the **Action** column.

NOTE: The **My Documents** page refreshes.
- 7 In the **Upload a Document** section:
 - Review the table to see what proof type needs to be uploaded and the due date.
- 8 In the **<Person>'s Proof of <Proof Type>** section:

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- Select the **Document Type** from the drop-down menu.
- Click **Choose File** to search for a file on your computer.
NOTE: You can also drag and drop the file into the drag and drop section.
- Select the document from the file pop-up window.
NOTE: Only .tiff, .bmp, .jpeg, or .pdf types of files are allowed.

9 Click **Open**.

10 In the **Upload a Document** section:

- Review the documents you've already uploaded.
- Click **Add Another** and repeat [Steps 6 - 10](#) to upload more documents.

11 Click **Submit**.

The green *Document Upload Successful!* message appears.

12 In the **Case Documents We Need** section:

- NOTE:** This section title may change depending on the type of case you are working on.
- Verify the **Status** shows *Document under review*.
 - Click **Add another document** to upload additional verifications.

13 Click **Back to TennCare Access**.

View Documents

Uploaded Using a Member's TennCare Connect Account

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household**.

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.


On the **Coverage Overview** page:

5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

6 Click **Uploaded Documents**.

7 In the **My Uploaded Documents** section:

- Click  in the **View Document** column to view a PDF copy of each document uploaded using the TennCare Connect account.

NOTE: Partners can only see what they have uploaded. Partners will not be able to see what a member, or other partners, have uploaded through TennCare Connect.

Submitted Via Mail or Fax

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

6 Click **Documents on My Case**.

7 In the **All Documents We've Received** section:

- Review the information in the table about documents submitted via mail or fax.

Renew a Member's Coverage

On the **Welcome to TennCare Access** homepage, through the **View TennCare Connect Account** feature, you can submit a renewal for a member. During your review, make sure to always update any information that is no longer accurate, and answer any unanswered questions to provide as much information as possible.

Start a Renewal

On the **Welcome to TennCare Access** page:

- 1 Click **View TennCare Connect Account**.

On the **View TennCare Connect Account** page:

- 2 In the **Search for a Member** section:
 - Enter the member's **Date of Birth** and **Social Security Number** and/or **Person ID**.
 - Select **By checking this box, I certify that this member has given me permission to view and update their case information including information about other people in their household**.
- 3 Click **Search**.
- 4 Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

When a member is due for a renewal, an alert displays at the top of the **Coverage Overview** page that contains the renewal due date.

- 5 Click **Renew My Coverage** in the left toolbar to start a renewal.

On the **Renew My Coverage** page:

- 6 In the **Action** column:
 - Click **Renew My Coverage**.

IMPORTANT: If a renewal has already been submitted for the member, a warning message displays. Stop! Do **not** submit duplicate renewals.

On the **Renew My Benefits** page:

- Review the **Before You Begin** information and **Helpful Tips**.

Head of Household


Review the information on file for the Head of Household and their assisting person if they have one.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Head of Household and Assisting Person

On the **Summary of Household Information** page:

- Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every row on the summary page before you can move forward.

On the **Household Information** page:

- In the **Head of Household Demographics** section:
 - Verify the current information and make necessary changes.
- In the **Head of Household Home Address** section:
 - Verify the current information and make any necessary changes.
- In the Head of Household Mailing Address section:
 - Verify the current information and make necessary changes.
- In the Head of Household Contact Information section:
 - Verify the current information and make necessary changes.
 - Verify the selection for if you are completing the renewal for yourself, or someone else.

If the selection is...	Then...
<i>Self</i>	<ul style="list-style-type: none"> Select if an assisting person needs to be added.

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If the selection is...	Then...	
	If...	Then...
	No	<ul style="list-style-type: none"> Proceed to Step 10.
	Yes	<ul style="list-style-type: none"> Proceed to Step 17 in the Add Assisting Person section.
<i>Assisting Person</i>	<ul style="list-style-type: none"> Complete or verify the information in the assisting person section. 	
	If...	Then...
	There is existing assisting person information	<ul style="list-style-type: none"> Continue to Step 6.
	New assisting person information needs to be added	<ul style="list-style-type: none"> Proceed to Step 17 in the Add Assisting Person Information section.

6 In the Assisting Person Information section:

- Verify the information and make any necessary changes.
- Use this table to determine the next step(s) based on the reported relationship.

If the selection was...	Then...
<i>Power of Attorney, Legal Guardian, or Conservator</i>	<ul style="list-style-type: none"> Verify the current information and make necessary changes. Continue to the next bullet.
<i>Authorized Representative</i>	<ul style="list-style-type: none"> Verify the responsibilities and permission granted to the Assisting Person in the Assisting Person Responsibilities section. Continue to the next bullet.

If the selection was...	Then...
<i>Other</i>	<ul style="list-style-type: none"> Verify the member's relationship in the Other Relationship field. Continue to the next bullet.

- Use this table to determine the next step(s).

If the person completing the renewal is...	Then...
<i>Self</i>	<ul style="list-style-type: none"> Proceed to Step 10.
<i>Assisting Person</i>	<ul style="list-style-type: none"> Select By checking this box and typing my name below, I am electronically signing as the assisting person. Type the assisting person's name in the Signature field. Continue to Step 7.

- In the Assisting Person Name section:
 - Verify the current information and make necessary changes.
- In the Assisting Person Address section:
 - Verify the current information and make necessary changes.
- In the Assisting Person Contact section:
 - Verify the current information and make necessary changes.
- Click **Next**.

On the **Address Validation** pop-up window:

- Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is...	Then...
A home address	In the Household Physical Address section: <ul style="list-style-type: none"> Select the appropriate address for the entered address. Continue to Step 12.
A mailing address	In the Household Mailing Address section: <ul style="list-style-type: none"> Select the appropriate address for the entered address. Continue to Step 12.
New or existing address for an assisting person	In the Assisting Person Address section: <ul style="list-style-type: none"> Select the appropriate address for the entered address. Continue to Step 12.


12 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

13 Click **Next**.

On the **Summary of Household Information** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

15 Use this table to determine the next steps.

To...	Then...
Continue with the renewal after all the household information is correct	<ul style="list-style-type: none"> Click Next. Proceed to People.

To...	Then...
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add an Assisting Person	<ul style="list-style-type: none"> Click Add Assisting Person + to add information about someone who is helping complete this renewal or helping with their case. <p>An assisting person is someone who can help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage.</p> <p>NOTE: You can only add an assisting person to a case that doesn't have an existing assisting person.</p> <ul style="list-style-type: none"> Continue to Add Assisting Person.
Remove an Assisting Person	<ul style="list-style-type: none"> Click Remove next to the Assisting Person's information. Proceed to Remove Assisting Person.

Add Assisting Person

On the **Household Information** page:

16 In the Head of Household Demographics section:

- Verify the current information and make necessary changes.

17 In the Head of Household Home Address section:

- Verify the current information and make necessary changes.

18 In the **Head of Household Mailing Address** section:

- Verify the current information and make necessary changes.

19 In the **Head of Household Contact Information** section:

- Verify the current information and make necessary changes.
- Verify the selection for if you are completing the renewal for yourself, or someone else.

If the selection is...	Then...
<i>Self</i>	<ul style="list-style-type: none"> • Select <i>Yes</i> for if an assisting person needs to be added. • Continue to Step 20.
<i>Assisting Person</i>	<ul style="list-style-type: none"> • Continue to Step 20.

20 In the **Assisting Person Information** section:

- Select how long the member wants the person to be their assisting person.
- Select the assisting person's relationship to the member.
- Use this table to determine the next step(s) based on the relationship.

If the selection was...	Then...	
<i>Power of Attorney, Legal Guardian, or Conservator</i>	<ul style="list-style-type: none"> • Review the warning message. • Continue to the next bullet. 	
<i>Authorized Representative</i>	<ul style="list-style-type: none"> • Select the responsibilities and permission granted to the Assisting Person in the Assisting Person Responsibilities section. • Continue to the next bullet. 	
<i>Other</i>	<ul style="list-style-type: none"> • Enter the applicant's relationship in the Other Relationship field. 	
	If the assisting person is...	Then...
	<i>The partner portal user</i>	<ul style="list-style-type: none"> • The name of the Nursing Facility employee.
	<i>A friend or family member</i>	<ul style="list-style-type: none"> • The relationship between the applicant and the Assisting Person.

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If the selection was...	Then...
	<ul style="list-style-type: none"> Continue to the next bullet.

- Use the table to determine the next step(s).

If the person completing the renewal is...	Then...
<i>Self</i>	<ul style="list-style-type: none"> Continue to Step 21.
<i>Assisting Person</i>	<ul style="list-style-type: none"> Select By checking this box and typing my name below, I am electronically signing as the assisting person. Type the assisting person's name in the Signature field. Continue to Step 21.

21 In the **Assisting Person Name** section:

- Enter the assisting person's **Name, Organization Name, and ID Number** (if applicable).

22 In the **Assisting Person Address** section:

- Select the **Address Format**.
- Use this table to determine the next steps based on the **Address Format**.

If the selection was...	Then...
<i>US</i>	<ul style="list-style-type: none"> Enter the assisting person's address in the Address Line 1 and Address Line 2 field. Enter the City. Verify the pre-populated State. Enter the Zip Code. Continue to Step 23.
<i>Military</i>	<ul style="list-style-type: none"> Enter the assisting person's address in the Address Line 1 and Address Line 2 field.

If the selection was...	Then...
	<ul style="list-style-type: none"> • Select if the address is <i>APO - Air/Army Post Office</i> or <i>FPO - Fleet Post Office</i>. • Select if the address is <i>AA - Armed Forces America, AE - Armed Forces Africa, Canada, Europe Middle East, or AP - Armed Forces Pacific</i>. • Enter the Zip Code. • Continue to Step 23.

23 In the **Assisting Person Contact** section:

- Enter the assisting person's email address and phone number(s).
- Select the best time to call during the week.

24 Click **Next**.

On the **Address Validation** pop-up window:

25 Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is...	Then...
A home address	In the Household Physical Address section: <ul style="list-style-type: none"> • Select the appropriate address for the entered address. • Continue to Step 26.
A mailing address	In the Household Mailing Address section: <ul style="list-style-type: none"> • Select the appropriate address for the entered address. • Continue to Step 26.
New address for an assisting person	In the Assisting Person Address section:

If there is...	Then...
	<ul style="list-style-type: none"> Select the appropriate address for the entered address. Continue to Step 26.


26 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

27 Click **Next**.

On the **Summary of Household Information** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

29 The steps for adding an assisting person are complete. Return to [Step 15](#) to determine your next step(s).

Remove Assisting Person

30 Use the table to determine how to remove the assisting person.

If you're removing...	Then...
An existing assisting person	<p>On the Remove <Person>'s Assisting Person page:</p> <ul style="list-style-type: none"> Enter the date the person stopped being the assisting person. Click Submit. <p>NOTE: If you removed information by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 31.
A newly added assisting person	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message.

If you're removing...	Then...
	<ul style="list-style-type: none"> Click Remove. Continue to Step 31.

31 The steps for removing an assisting person are complete. Return to [Step 15](#) to determine the next step(s).

People


Review the information that is on file for people in the home and add any new people.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review People in Your Home

On the **Summary of People in Your Home** page:

- Click **Review** to review the information on file.

The **Review Complete?** column shows a  to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **People in Your Home** page:

- Review the information at the top of the page about who should and should not be included on the application.
- In the **Personal Information** section:
 - Verify the current information.

NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.
- In the **Alternative Name Information** section:
 - Verify the current information and make necessary changes.
- In the **Personal Details** section:
 - Verify the current information.

NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.

6 In the **Applying for Coverage** section:

- Verify the current information and make necessary changes.

7 In the **Social Security Information** section:

- Verify the current information.

NOTE: Information in gray cannot be edited. If this information is incorrect, the member will need to call the Social Security Administration (SSA).

8 In the **Citizenship** section:

- Verify the current information and make necessary changes.

9 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

10 In the **Race** section:

- Verify the current information and make necessary changes.

11 In the **Ethnicity** section:

- Verify the current information and make necessary changes.

12 Click **Next**.

13 Use this table to determine the next steps.


If the following page displays...	Then...
Additional Details	<ul style="list-style-type: none"> • Verify the current information and make necessary changes. <p>NOTE: If this person is pregnant, or was pregnant in the past 12 months, select if they are still pregnant and verify the pregnancy information.</p> <ul style="list-style-type: none"> • Click Next. • Continue to Step 14.
Immigration	On the Immigration page:

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If the following page displays...	Then...
	<ul style="list-style-type: none"> • Verify the current information, make necessary changes, and answer unanswered questions. • Click Next. • Continue to Step 14.
Summary of People in Your Home	<ul style="list-style-type: none"> • Continue to Step 14.

On the **Summary of People in Your Home** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

15 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> • Click Next. • Proceed to Household Information.
Review another record	<ul style="list-style-type: none"> • Repeat the steps Review People in Your Home. <p>NOTE: You must review the information for everyone in the household.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> • Click Edit to make additional changes to the person's information. • Make the change on a previous page. • Click Next to return to the summary page.
Add a household member	<ul style="list-style-type: none"> • Click Add Another Person + to add another member to the household. • Proceed to Add Another Person.

To...	Then...
Remove a household member	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. NOTE: You cannot remove the head of household. Remove is greyed out for the head of household. Proceed to Remove a Household Member.

Add Another Person

On the **People in Your Home** page:

16 In the **Personal Information** section:

- Enter the person's **First** and **Last Name**.

17 In the **Alternative Name Information** section:

- Select if the person has been known by another name.
 - If Yes, enter the name.

18 In the **Personal Details** section:

- Select the person's **Gender** and enter their **Date of Birth**.

19 In the **Applying for Coverage** section:

- Select if the person is applying for coverage.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Review the information about Social Security numbers and complete the Social Security Information section. Continue to Step 20.
No	<ul style="list-style-type: none"> Review the information about Social Security numbers and complete the Social Security Information section. Proceed to Step 21.

20 In the **Citizenship** section:

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- Select if the person is a United States citizen or national.
- Use this table to determine the next step(s).

If the selection was...	Then...	
No	<ul style="list-style-type: none">Continue to Step 21. <p>NOTE: Questions about immigration information appear later in the renewal process.</p>	
Yes	<ul style="list-style-type: none">Select if the person is a naturalized or derived US citizen.	
	If the selection was...	Then...
	Yes	<ul style="list-style-type: none">Enter the Alien Number or Naturalization Certificate Number.Continue to Step 21.
	No	<ul style="list-style-type: none">Continue to Step 21.

21 In the **Living Arrangement** section:

- Select the person's living arrangement.
- Select if the person is a Tennessee resident.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 22.
Yes	<ul style="list-style-type: none"> • Answer the additional questions about the person's Tennessee Residency. • Continue to Step 22.

22 In the **Race** section:

- Select the person's race.
- Select if the person is a member of a federally recognized tribe.

- If Yes, enter the name of the tribe, select if they have ever gotten a service from the Indian Health Service, a tribal program, or urban Indian health program, or through a referral from one of these programs, or if they are eligible to get these services.

23 In the **Ethnicity** section:

- Select the person's ethnicity.

24 Use this table to determine the next step(s).

If the following page displays...	Then...
Additional Details	<ul style="list-style-type: none"> • Continue to Step 25.
Immigration	<ul style="list-style-type: none"> • Proceed to Step 29.
Summary of People in Your Home	<ul style="list-style-type: none"> • Proceed to Step 32.

On the **Additional Details** page:

25 You may see additional questions related to Former Foster Care and pregnancy based on the age and citizenship status of the applicant.

- Use this table to complete each section that displays on this page. Once all sections are complete, continue to [Step 27](#).

If the following section displays...	Then...		
Former Foster Care	<ul style="list-style-type: none"> • Select if the person was in foster care at age 18 or older and receiving Medicaid. <p>NOTE: Only individuals who are applying for coverage are displayed and can be selected.</p>		
	If...	Then...	
	Yes	<ul style="list-style-type: none"> • Additional questions may populate. 	
		If they turned 18...	Then...
		After 1/1/2023 and are the only individual on the case	<ul style="list-style-type: none"> • Continue to Step 26.

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If the following section displays...	Then...		
		After 1/1/2023 and there are additional people on the case	<ul style="list-style-type: none">Continue to the next section or Step 26.
		Before 1/1/2023	<ul style="list-style-type: none">Continue to the next section or Step 26.
	No	<ul style="list-style-type: none">Continue to the next section or Step 26.	
Pregnancy	<ul style="list-style-type: none">If a female between the ages of 10 and 55 is on the application, select if the person is pregnant or has been pregnant in the last 12 months.		
	If...	Then...	
	No	<ul style="list-style-type: none">Continue to the Past Pregnancy section.	
	Yes	<ul style="list-style-type: none">Select if the person is still pregnant.	
		If...	Then...
		No	<ul style="list-style-type: none">Enter their pregnancy end date.Continue to the Past Pregnancy section.
		Yes	<ul style="list-style-type: none">Select how many babies this person is expecting from this pregnancy.Enter the person's due date.
	In the Past Pregnancy section:		
<ul style="list-style-type: none">Select if the person has any other pregnancies in the last 12 months to report.<ul style="list-style-type: none">If Yes, answer the additional questions.<ul style="list-style-type: none">Select how many babies this person was expecting from this pregnancy.Enter the person's pregnancy end date.			

If the following section displays...	Then...
	<ul style="list-style-type: none"> Continue to the next section or Step 26.
Medical Services	<ul style="list-style-type: none"> Answer if the person has received medical services in the past 3 months. <ul style="list-style-type: none"> If Yes, enter the earliest date the medical services were received. Continue to the next section or Step 26.
Emergency Medical Services	<ul style="list-style-type: none"> Answer if the person has experienced an emergency health problem and needs help paying for emergency services. Continue to the next section or Step 26.

26 Click **Next**.

27 Use this table to determine next step(s).

If the following page displays...	Then...
Immigration Information	<ul style="list-style-type: none"> Continue to Step 28.
Summary of People in Your Home	<ul style="list-style-type: none"> Proceed to Step 31.

On the **Immigration** page:

28 In the **Immigration Information** section:

- Review the information.
- Select if the person has an eligible immigration status.
- Use this table to determine next step(s).

If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Select the person's immigration status and answer any additional questions. Select the person's Immigration Document Type and enter details about the immigration document.

If the selection was...	Then...
	<ul style="list-style-type: none"> Continue to Step 29.
No or I prefer not to answer	<ul style="list-style-type: none"> Continue to Step 29.

29 In the **Military Information** section:


- Use the table to determine how to complete this section.

If the person is...	Then...
17 years old or older	<ul style="list-style-type: none"> Select if the person's spouse is a veteran or active-duty member. Continue to Step 30.
18 years old or older	<ul style="list-style-type: none"> Select if the person is a veteran or active-duty member. Continue to Step 30.
Under the age of 18	<ul style="list-style-type: none"> Select if the person is an unmarried dependent child of a veteran or an active-duty member of the U.S. military. Continue to Step 30.

30 Click **Next**.

On the **Summary of People in Your Home** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

32 The steps for adding a household member are complete. Return to [Step 15](#) to determine the next step(s).

Remove a Household Member

33 Use the table to determine how to delete the household member.

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If you're removing...	Then...
A household member you added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> Review the warning message. Click Remove. Proceed to Step 36.
An existing household member	<ul style="list-style-type: none"> Continue to Step 34.

On the **Moved Out of the Home** pop-up window:

34 Select the reason the person is no longer in the home.

- Use the table to complete the pop-up window.

If the reason is...	Then...	
<i>Death</i>	<ul style="list-style-type: none"> Enter the Date of Death. Continue to Step 35. 	
<i>Moved out of Household</i>	<ul style="list-style-type: none"> Enter the date when the person left the home. 	
	If...	Then...
	You know their new address	<ul style="list-style-type: none"> Select the Address Format. Enter the Address information. Continue to Step 35.
	You do not know their new address	<ul style="list-style-type: none"> Continue to Step 35.

35 Click **Submit**.

NOTE: If a record was removed by mistake, click **Undo**.

36 The process for removing a household member is complete. Return to [Step 15](#) to determine the next step(s).

Household Information

Review the additional information on file for people in the home and add any new information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

- 1 Use this table to determine the next step(s).

If the following page displays...	Then...
Relationships	<ul style="list-style-type: none"> Continue to Review Relationship Information.
School and Employment	<ul style="list-style-type: none"> Proceed to Review School and Employment Information.
Other Health Insurance	<ul style="list-style-type: none"> Proceed to Review Other Health Insurance Information.

Review Relationship Information

On the **Relationships** page:

- 2 Use this table for guidance on the next step(s).

If...	Then...	
There are multiple existing people on the case	In the Relationships section:	
	<ul style="list-style-type: none"> Verify the relationships listed are correct and make any necessary updates. 	
	If there is...	Then...
	A child in the household	In the Primary Caregiver section: <ul style="list-style-type: none"> Verify the information and make necessary changes. Continue to Step 3.
	Not a child in the household	<ul style="list-style-type: none"> Continue to Step 3.

If...	Then...	
You've added a new person to the case	In the Relationships section: <ul style="list-style-type: none">• Verify any existing relationships listed are correct and make necessary changes.• Select the person's relationship to the newly added person. <p>NOTE: The corresponding relationship displays under the question based on the selection.</p>	
	If there is...	Then...
	A child in the household	In the Primary Caregiver section: <ul style="list-style-type: none">• Verify the current information is correct and make necessary changes.• Select if someone in the home is the child's primary caregiver.<ul style="list-style-type: none">◦ If Yes, select who. <p>NOTE: Up to two people can be selected as primary caregivers for each child.</p> <ul style="list-style-type: none">• Continue to Step 3.
Not a child in the household	<ul style="list-style-type: none">• Continue to Step 3.	

3 Click **Next**.

Review School and Employment Information

If the member has existing school or employment information, you must review and verify the information on file.

4 Verify any existing information is correct and make any necessary changes.

5 Click **Next**.

Review Other Health Insurance Information


If the member has existing health insurance information, you must review and verify the information on file.

6 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Health Insurance	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 7. 	
Other Health Insurance	<ul style="list-style-type: none"> There is no existing information. Select if anyone in your household has other health insurance information. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Tax Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Other Health Insurance Record.

On the **Summary of Other Health Insurance** page:

7 Click **Review** to review the information on file.

The **Review Complete?** column shows a  to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **Other Health Insurance** page:


8 In the **Health Insurance Details** section:

- Verify the current information and make necessary changes.

9 Click **Next**.

On the **Summary of Other Health Insurance** page:

10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

11 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal once all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Tax Information.
Review another health insurance record	<ul style="list-style-type: none"> Repeat the steps in Review Other Health Insurance Information. <p>NOTE: You must review the information for all the existing records.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on a previous page. Click Next to return to the summary page.
Add a record	<ul style="list-style-type: none"> Click Add Another + to add other health insurance record. Proceed to Add Other Health Insurance Record.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Health Insurance Record.

Add Other Health Insurance Record

On the **Other Health Insurance** page:

12 In the **Health Insurance Details** section:

- Select the health insurance policy holder.


NOTE: If you selected *Someone outside of the home*, enter the **First** and **Last Name** of the policy holder, their **Date of Birth**, and their **SSN**.

- Select what kind of health insurance they have and answer the additional questions about the health insurance.
- If they have a child, select if they were required to enroll in/purchase health insurance for themselves for the child to have health insurance.
- If the type of coverage is **Employer Insurance**, answer if the insurance is a state employee benefit plan.
- Select if this plan covers maternity benefits.
- Select who is covered by the health insurance.

13 Click **Next**.

On the **Summary of Other Health Insurance** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

15 The process for adding a health insurance record is complete. Return to [Step 9](#) to determine the next step(s).

Remove a Health Insurance Record

16 Use the table for guidance on removing the record.

If you're removing...	Then...
A record added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 17.
An existing record	On the Remove <Person>'s Other Health Coverage pop-up window:

If you're removing...	Then...
	<ul style="list-style-type: none"> Enter the date the health insurance coverage ended. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 17.

17 The process for removing a health insurance record is complete. Return to [Step 11](#) to determine the next step(s).

Tax Information

Review any tax information on file and add any new tax information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

1 Use the table to determine the next steps.


If the following page displays...	Then...
Summary of Tax Information	<ul style="list-style-type: none"> There is existing tax information for some or all members of the household. <p>NOTE: If you moved someone out of the household during your review, make sure you review any tax information they had on file.</p> <ul style="list-style-type: none"> Continue to Step 2.
Tax Information	<ul style="list-style-type: none"> There is no existing information to review. Proceed to Step 3.

Review or Add Tax Information

On the **Summary of Tax Information** page:

2 Click **Review** to review the information on file.

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The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Tax Filing** page:

3 Use the table to determine the next step(s).

If you are...	Then...	
Reviewing existing information	<ul style="list-style-type: none"> Verify the current information and make changes as necessary. Continue to Step 4. 	
Adding new tax information	<ul style="list-style-type: none"> Select <i>Yes</i> or <i>No</i> from the Does anyone plan to file a federal income tax return the next time taxes are due? drop-down menu. 	
	If...	Then...
	<i>Yes</i>	<ul style="list-style-type: none"> Select Who Plans to file from the drop-down menu. <p>In the Tax Dependents in the Household section:</p> <ul style="list-style-type: none"> Select if the individual has any tax dependents in the household from the drop-down menu. <ul style="list-style-type: none"> If <i>Yes</i>, select who. Continue to Step 4.
	<i>No</i>	<ul style="list-style-type: none"> Continue to Step 4.

4 Click **Next**.

On the **Tax Deductions** page:

5 Use the table to determine the next step(s).

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If you are...	Then...	
Reviewing existing information	<ul style="list-style-type: none"> Verify the current information and make necessary changes. Continue to Step 6. 	
Adding new information	<ul style="list-style-type: none"> Select <i>Yes</i> or <i>No</i> from the Does <person> have tax deductions? drop-down menu. 	
	If...	Then...
	Yes	<p>In the Tax Deductions section:</p> <ul style="list-style-type: none"> Select the Type and enter the Monthly Amount the person pays that can be deducted on a federal income tax return. <ul style="list-style-type: none"> If <i>Other</i> is selected, enter the Name of other Expense. If <i>Alimony Paid</i> is selected, enter the Alimony Order Date. Click Add Another + to add additional deductions. <p>NOTE: Click Remove to remove a deduction from the table. Review the warning pop-up window and click Remove again to confirm the removal.</p> <ul style="list-style-type: none"> Continue to Step 6.
	No	<ul style="list-style-type: none"> Continue to Step 6.

6 Click **Next**.

On the **Tax Dependents Outside Household** page:

7 Use the table to determine the next step(s).

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If you are...	Then...	
Reviewing existing information	<ul style="list-style-type: none"> • Verify the current information and make necessary changes. • Continue to Step 8. 	
Adding new information	<ul style="list-style-type: none"> • Select <i>Yes</i> or <i>No</i> from the Does <person> plan to claim any tax dependents who do not live in the household? drop-down menu. 	
	If...	Then...
	Yes	<p>In the Tax Dependents Outside of the Household section:</p> <ul style="list-style-type: none"> • Enter the Name, Date of Birth, and Relationship to the <Person> for each tax dependent outside of the household. <p>NOTE: A warning message appears if the individual added as a tax dependent outside the household is also listed as a tax dependent inside the household. The pop-up asks the member to review the information provided and doesn't block them from proceeding in the flow.</p> <ul style="list-style-type: none"> • Click Add + to add additional dependents. <p>NOTE: Click Remove to remove a dependent from the table. Review the Warning pop-up window and click Remove again to confirm the removal.</p> <ul style="list-style-type: none"> • Continue to Step 8.
	No	<ul style="list-style-type: none"> • Continue to Step 8.

8 Click **Next**.

On the **Joint Filer outside Household** page:

9 Use the table to determine the next step(s).

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If you are...	Then...	
Reviewing existing information	<ul style="list-style-type: none">• Verify the current information and make necessary changes.• Continue to Step 10.	
Adding new information	<ul style="list-style-type: none">• Select <i>Yes</i> or <i>No</i> from the Is <person> filing taxes jointly with a spouse who lives outside the household? drop-down menu.	
	If...	Then...
	<i>Yes</i>	In the Joint Filer Outside the Household section: <ul style="list-style-type: none">• Enter the Name, Social Security Number, and Date of Birth of the joint filer outside of the household.• Continue to Step 10.
	<i>No</i>	<ul style="list-style-type: none">• Continue to Step 10.

10 Click **Next**.

On the **Tax Filer Outside Household** page:

11 Use the table to determine the next step(s).


If you are...	Then...	
Reviewing existing information	<ul style="list-style-type: none">• Verify the current information and make necessary changes.• Continue to Step 12.	
Adding new information	<ul style="list-style-type: none">• Select <i>Yes</i> or <i>No</i> from the Is anyone being claimed as a dependent by someone outside of the household? drop-down menu.	
	If...	Then...
	Yes	In the Tax Filer Outside the Household section: <ul style="list-style-type: none">• Select who is being claimed as a tax dependent by someone outside of the home.

If you are...	Then...	
		<p>NOTE: Only people who are applying for coverage can be selected.</p> <ul style="list-style-type: none"> Enter the Name of the tax filer outside the household and their Relationship to the dependent. Continue to Step 12.
	No	<ul style="list-style-type: none"> Continue to Step 12.

12 Click **Next**.

On the **Summary of Tax Information** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal once all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Income Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review or Add Tax Information. <p>NOTE: You must review the information for everyone in the household.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on a previous page. Click Next to return to the summary page.

To...	Then...
Remove a household member's tax information	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. NOTE: You cannot remove individuals who are listed as dependents. Remove is greyed out for dependents. Continue to Remove a Household Member's Tax Information.
Add a household member's tax information	<ul style="list-style-type: none"> Click Add Another Tax Filer +. Return to Step 3 to add more tax information.

Remove a Household Member's Tax Information

On the **Remove <Person>'s Tax Filer Information** pop-up window:

15 Enter the tax filing end date.

16 Click **Submit**.

NOTE: If you removed tax information by mistake, click **Undo**.

17 The steps for deleting someone's tax information are complete. Return to [Step 14](#) to determine the next step(s).

Income Information

Review any information on file for Employment, Self-Employment, and Other Income and add any new income information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Employment Information


If the member has existing employment information, you must review and verify the current information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Employment	<ul style="list-style-type: none">There is existing information to review.Continue to Step 2.	
Employment	<ul style="list-style-type: none">There is no existing information.Select if anyone in the household has a job now or will start a new job this month.	
	If...	Then...
	No	<ul style="list-style-type: none">Click Next.Proceed to Review Self-Employment Information.
	Yes	<ul style="list-style-type: none">Proceed to Add Employment Information.

On the **Summary of Employment** page:

- Click **Review** to review the information on file.


The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Employment** page:

- In the **Employer** section:
 - Verify the current information and make necessary changes.
- In the **Employer Address** section:
 - Verify the current information and make necessary changes.
- In the **Payment Information** section:
 - Verify the current information and make necessary changes.

On the **Summary of Employment** page:

- 6 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

- 7 Use this table to determine the next step(s).

To...	Then...
Continue the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Review Self-Employment Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Employment Information. <p>NOTE: You must review the information for everyone in the household.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on a previous page. Click Next to return to the summary page.
Add an employment record	<ul style="list-style-type: none"> Click Add Another + to add another job. Proceed to Add Employment Information.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to the Remove an Employment Record section.

Add Employment Information

On the **Employment** page:

- 8 Select who has the job.
- If the household includes a pregnant woman or child, select if the person has lost this job and enter the date they lost it.

9 In the **Employer** section:

- Enter the **Employer Name**.

10 In the **Employer Address** section:

- Enter the employer's address information and phone number.
- Enter when the person started this job.

11 In the **Payment Information** section:


- Select if the payment amount is per hour or per paycheck.

If the selection is...	Then...
<i>Amount You Make Per Hour</i>	<ul style="list-style-type: none"> • Enter the average number of hours the person works each week. • Enter the amount the person makes per hour. • Continue to Step 12.
<i>Amount You are Paid each Paycheck</i>	<ul style="list-style-type: none"> • Select how often the person gets paid. • Enter the amount the person is paid each paycheck. • Continue to Step 12.

12 Click **Next**.

On the **Summary of Employment** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

14 The steps for adding an employment record are complete. Return to [Step 7](#) to determine the next step(s).

Remove an Employment Record

15 Use the table to remove the employment record.

To remove...	Then...
An existing employment record	<p>On the Remove <Person>'s Employment pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the employment ended. • Enter the date of the person's final paycheck. • Enter the amount on the final paycheck. • Click Submit. <p>NOTE: If the record is removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 16.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the message. • Click Remove. • Continue to Step 16.

16 The steps for removing an employment record are complete. Return to [Step 7](#) to determine the next step(s).

Review Self-Employment Information

If the member has existing self-employment information, you must review and verify the current information on file.


17 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Self-Employment	<ul style="list-style-type: none"> • There is existing information to review. • Continue to Step 18. 	
Self-Employment	<ul style="list-style-type: none"> • There is no existing information. • Select if anyone in your household is self-employed. 	
	If...	Then...

If the following page displays...	Then...	
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Other Income Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Self-Employment Information.

On the **Summary of Self-Employment** page:

18 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Self-Employment** page:

19 In the **Self-Employment** section:

- Verify the current information and make necessary changes.


20 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

21 Click **Next**.

On the **Summary of Self-Employment** page:

22 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

23 Use this table to determine the next step(s).

To...	Then...
Continue with a renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Review Other Income Information.

To...	Then...
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Self-Employment Information. <p>NOTE: You must review the information for everyone in the household.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on a previous page. Click Next to return to the summary page.
Add a new record	<ul style="list-style-type: none"> Click Add Another + to add an additional self-employment income record. Continue to Add Self-Employment Information.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Continue to Remove a Self-Employment Record.

Add Self-Employment Information

On the **Self-Employment** page:

24 Select who is self-employed.

25 In the **Self-Employment** section:

- Enter the **Business Name**.
- Select what type of self-employment the person has.
 - If you select *Other*, enter a description of the business.
- Enter their net income for the month.

26 In the **Co-Owners** section:

- Select if anyone co-owns the business.
- Use this table to determine the next step(s).


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If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 27.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table. <ul style="list-style-type: none"> If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column. Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 27.

27 Click **Next**.

On the **Summary of Self-Employment** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

29 You've completed the process to add self-employment information. Return to [Step 23](#) to determine your next step.

Remove a Self-Employment Record

30 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing self-employment record	<p>On the Remove <Person>'s Self-Employment Income pop-up window:</p> <ul style="list-style-type: none"> Enter the date the self-employment income ended.

If you're removing...	Then...
	<ul style="list-style-type: none"> Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 31.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 31.

31 The steps for removing a self-employment record are complete. Return to [Step 23](#) to determine the next step(s).

Review Other Income Information

If the member has existing other income information, you must review and verify the information on file.


32 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Income	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 33. 	
Other Income	<ul style="list-style-type: none"> There is no existing information. Select if anyone in your household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about, or if they received any other income in the last 3 months. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Other Health Care Questions.

If the following page displays...	Then...	
	Yes	<ul style="list-style-type: none"> Proceed to Add Other Income Information.

On the **Summary of Other Income** page:

33 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Income** page:


34 In the **Other Income** section:

- Verify the current information and make changes as necessary.

35 Click **Next**.

On the **Summary of Other Income** page:

36 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

37 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Other Health Care Questions.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Other Income Information. <p>NOTE: You must review the information each record on the summary page.</p>

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To...	Then...
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on a previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add an additional other income record. Continue to Add Other Income Information.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove an Other Income Record.

Add Other Income Information

On the **Other Income** page:

38 Select who earns the other income.

39 In the **Other Income** section:

- Select what type of other income they receive.

NOTE: Read about the types of income that do not need to be reported.

- Use this table to determine the next step(s) based on the income type.

If the other income type is...	Then...
One of the following: <ul style="list-style-type: none"> <i>Annuity</i> <i>Cash Support</i> <i>Census</i> <i>Child Support Income</i> <i>Pension</i> <i>Sick/Disability Pay</i> 	<ul style="list-style-type: none"> Enter when the income began, how often the income is received, and the amount of each payment. <p>NOTE: If you selected <i>SSI (Supplemental Security Income)</i>, the Frequency can't be updated.</p> <ul style="list-style-type: none"> Proceed to Step 41.

If the other income type is...	Then...
<ul style="list-style-type: none"> • <i>SSI (Supplemental Security Income)</i> • <i>Tribal Income</i> • <i>Unemployment Insurance</i> • <i>Workers Compensation</i> • <i>Other Income</i> 	
<i>Alimony</i>	<ul style="list-style-type: none"> • Enter the Alimony Order Date. • Enter when the income began, how often the income is received, and the amount of each payment. • Proceed to Step 41.
<i>Social Security</i>	<ul style="list-style-type: none"> • Select what type of Social Security income is received. • Enter when the income began, how often the income is received, and the amount of each payment. <p>In the In-Kind Support and Maintenance section:</p> <ul style="list-style-type: none"> • Select if someone other than a parent or spouse helps pay for the person's food each month. • Select if someone other than a parent or spouse helps pay for where the person lives. • Continue to Step 40.
<i>Veterans Benefits</i>	<ul style="list-style-type: none"> • Select what type of veteran benefit is received. • Enter when the income began, how often the income is received, and the amount of

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If the other income type is...	Then...
	<p>each payment.</p> <ul style="list-style-type: none"> • Proceed to Step 41.


40 Use this table to determine the next step(s) based on the answers to the **In-Kind Support and Maintenance** questions.

If the selection was...	Then...
No to both questions	<ul style="list-style-type: none"> • Continue to Step 41.
Yes to either question	<ul style="list-style-type: none"> • Enter the Amount. • Select the Expense Type. • Enter the Amount Paid by People in the Home and the Amount Paid by People Outside the Home. • Select if the person lives with any other adults besides a spouse. • Enter how much the person pays for the expense. • Enter how many people live in the person's home. • Continue to Step 41.

41 Click **Next**.

On the **Summary of Other Income** page:

42 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

43 The steps for adding an other income record are complete. Return to [Step 37](#) to determine the next step(s).

Remove an Other Income Record

44 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing other income record	<p>On the Remove <Person>'s Other Income pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the other income ended. • Click Submit. <p>NOTE: If the record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 45.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 45.

45 The steps for removing an additional other income record are complete. Return to [Step 37](#) to determine the next step(s).

Other Health Care Questions

Review any other health care information on file for people in the home and add any new information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

On the **Other Health Care Questions** page:

- 1 Review the sections and questions on the page. If someone in the household wants to keep or request any of these types of care, select **Yes**.

Additional questions populate in each section when **Yes** is selected to tell us who is requesting this type of care or reporting medical bills.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.

- 2 Use this table for guidance on completing the additional questions. Once the page is complete, continue to [Step 3](#).

If the selection was Yes for...	Then...
Getting Help with Medicare Costs	<ul style="list-style-type: none"> Tell us who wants care.
Supplemental Security Income	<ul style="list-style-type: none"> Tell us who receives Social Security benefits and has received Supplemental Security Income (SSI) checks in the past. <p>NOTE: If Supplemental Security Income is answered as Yes, but the member has never received SSI, select No.</p>
Breast or Cervical Cancer	<ul style="list-style-type: none"> Review the warning message and tell us who wants care.
Katie Beckett	<ul style="list-style-type: none"> Additional questions populate on another page. Continue completing the Other Health Care Questions page.
Medical Bills NOTE: This section only displays when there is a pregnant woman or child in the household.	<ul style="list-style-type: none"> Tell us who has medical bills. <p>NOTE: If the selection is pre-populated as Yes, verify the answer is still correct and make changes as necessary.</p>
Medical Facility (like a Hospital)	<ul style="list-style-type: none"> Tell us who wants care. Enter their admit date and the name of the hospital. <p>IMPORTANT: Only select this option if you expect your patient will be admitted to the hospital for 30 consecutive days.</p>
Nursing Home	<ul style="list-style-type: none"> Tell us who wants care. Enter the name of the nursing facility.
Hospice Care	<ul style="list-style-type: none"> Tell us who wants care.

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If the selection was <i>Yes</i> for...	Then...
Home and Community Based Services (HCBS)	<ul style="list-style-type: none"> Tell us who wants care.
Employment and Community First (ECF) CHOICES	<ul style="list-style-type: none"> Tell us who wants care.
Intermediate Care for Individuals with Intellectual Disabilities	<ul style="list-style-type: none"> Tell us who wants care.

3 Use this table to determine the next step.

If the person...	Then...
Has existing resources and/or expenses on their case	<ul style="list-style-type: none"> The drop-down menus in the Expenses and/or Resources sections are grayed out. Proceed to Step 6.
Answers <i>Yes</i> to any questions on the Other Health Care Questions page and there are no existing Expenses and/or Resources	<ul style="list-style-type: none"> Answer the questions about Expenses and Resources. Continue to Step 4.
Answers <i>No</i> to all the questions on the Other Health Care Questions page	<ul style="list-style-type: none"> Proceed to Step 6.

4 In the **Expenses** section:

- Select if anyone in the household has shelter or utility expenses, dependent care expenses, or child support expenses.

5 In the **Resources** section:

- Select if anyone in the household has resources like financial accounts, vehicles, property, burial resources, or life insurance.

6 Click **Next**.


7 Use this table to determine the next step(s).

If the following page displays...	Then proceed to the following section...
Summary of Katie Beckett Referral	Review Katie Beckett Referral Information
Shelter and Utility Expense or Summary of Shelter and Utility Expense	Expenses Information
Financial Resources or Summary of Financial Resources	Resources Information
Medical Bills or Summary of Medical Bills	Review Medical Bills Information
Finish and Submit Renewal	Finish and Submit Renewal

Review Katie Beckett Referral Information

On the **Summary of Katie Beckett Referral** page:

8 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Katie Beckett Referral** page:

9 In the **Tell Us Who is Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

10 In the **Reason for Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

11 In the **Katie Beckett Contact Information** section:


- Verify the current information and make necessary changes.

12 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

On the **Summary of Katie Beckett Referral** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To...	Then...	
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> • Click Next. • Use the table to determine the next step(s). 	
	If the following page displays...	Then...
	Shelter and Utility Expense or Summary of Shelter and Utility Expense	<ul style="list-style-type: none"> • Continue to Expenses Information.
	Financial Resources or Summary of Financial Resources	<ul style="list-style-type: none"> • Proceed to Resources Information.
	Finish and Submit Renewal	<ul style="list-style-type: none"> • Proceed to Finish and Submit Renewal.
Review another record	<ul style="list-style-type: none"> • Repeat the steps in Review Katie Beckett Referral. <p>NOTE: You must review the information each record on the summary page.</p>	
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> • Click Edit to make additional changes to the person's information. • Make the change on a previous page. • Click Next to return to the summary page. 	
Add another referral	<ul style="list-style-type: none"> • Click Add Another + to another Katie Beckett referral. 	

To...	Then...
	<ul style="list-style-type: none"> Continue to Add Katie Beckett Referral.

Add Katie Beckett Referral

On the **Katie Beckett Referral** page:

15 In the **Tell Us Who is Applying to Katie Beckett** section:

- Select the child who is applying for the Katie Beckett program.

16 In the **Reason for Applying to Katie Beckett** section:

- Select the needs the child has.

NOTE: If you select *I do not want to continue this Katie Beckett referral but I do want to continue my TennCare application*, click **Next**. Return to [Step 14](#) to determine the next step.

17 In the **Katie Beckett Contact Information** section:

- Select who DIDD should contact to discuss the child's needs.
 - If you select *Other*, tell us the person's **Name** and **Email Address**.
- Select the person's relationship to the child.
- Select if the person needs interpreter services.
 - If Yes, select what language.

18 In the **Living Arrangement** section:

- Select the living arrangements for the child in the past year.
- Select where the child lives now.
- Select if the child has a different physical address than the contact person.
 - Use the table to complete the address information.

If...	Then...	
No	<ul style="list-style-type: none"> Continue to the next bullet. 	
Yes	<ul style="list-style-type: none"> Select the Address Format. 	
	If...	Then...

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If...	Then...	
	<i>US</i>	<ul style="list-style-type: none"> • Enter the child's mailing address in the Address Line 1 field. • Enter the City. • Select the State. • Enter the Zip Code. • Select the County. • Continue to the next bullet.
	<i>Military</i>	<ul style="list-style-type: none"> • Enter the child's address in the Address Line 1 field. • Select if the address is <i>APO - Air/Army Post Office</i> or <i>FPO - Fleet Post Office</i>. • Select if the address is <i>AA - Armed Forces America, AE - Armed Forces Africa, Canada, Europe Middle East</i>, or <i>AP - Armed Forces Pacific</i>. • Enter the Zip Code. • Continue to the next bullet.

- Select if the child goes to school outside of the home.

19 Click **Next**.

On the **Summary of Katie Beckett Referral** page:

20 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

21 The steps for adding a Katie Beckett Referral are complete. Return to [Step 14](#) to determine the next step(s).

Expenses Information

Review any information on file for expenses and add any new expense information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Shelter or Utility Expense Information

If a member has existing shelter or utility expense information, you must review the information on file.

- 1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Shelter or Utility Expense	<ul style="list-style-type: none"> • There is existing information to review. • Continue to Step 2. 	
Shelter or Utility Expense	<ul style="list-style-type: none"> • There is no existing information on file. • Select if anyone in your household has any shelter or utility expenses. 	
	If...	Then...
	No	<ul style="list-style-type: none"> • Click Next. • Proceed to Review Dependent Care Expense.
	Yes	<ul style="list-style-type: none"> • Proceed to Add Shelter or Utility Expense.

On the **Summary of Shelter or Utility Expense** page:

- 2 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.


On the **Shelter or Utility Expense** page:

- 3 In the **Shelter or Utility Expense** section:
 - Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

6 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Continue to Review Dependent Care Expense Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Shelter or Utility Expense Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another expense. Continue to Add Shelter or Utility Expense.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Continue to Remove Shelter or Utility Expense.

Add Shelter or Utility Expense


On the **Shelter or Utility Expense** page:

7 Select who is responsible for the expense.

- 8 In the **Shelter or Utility Expense** section:
 - Select what shelter or utility expense the person pays.
 - Select how often they pay the expense.
 - Enter how much they usually pay.
- 9 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

- 10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

- 11 The steps for adding a shelter or utility expense are complete. Return to [Step 6](#) to determine the next step.

Remove Shelter or Utility Expense

- 12 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing Shelter or Utility Expense record	<p>On the Remove <Person>'s Shelter or Utility Expense pop-up window:</p> <ul style="list-style-type: none"> • Enter the date of the final payment for the expense. • Click Submit. <p>NOTE: If a record is removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 13.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 13.

- 13 The steps for removing a shelter or utility expense record are complete. Return to [Step 6](#) to determine the next step(s).

Review Dependent Care Expense Information


If a member has existing dependent care expense information, you must review the information on file.

14 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Dependent Care Expense	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 15. 	
Dependent Care Expense	<ul style="list-style-type: none"> There is no existing information. Select if anyone in your household has dependent care expenses. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Mandatory Payment Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Dependent Care Expense.

On the **Summary of Dependent Care Expense** page:

15 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Dependent Care Expense** page:


16 In the **Dependent Care Expense** section:

- Verify the current information and make necessary changes.

17 Click **Next**.

On the **Summary of Dependent Care Expense** page:

18 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

19 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Review Mandatory Payments Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Dependent Care Expense Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another expense record. Continue to Add Dependent Care Expense.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Dependent Care Expense.

Add Dependent Care Expense

On the **Dependent Care Expense** page:

20 Select who is responsible for the care.


21 In the **Dependent Care Expense** section:

- Select who the expense is for.
 - If it is someone outside of the household, enter their **Name**.
- Enter how much the person pays for this care.
- Select how often the person pays for this care.

22 Click **Next**.

On the **Summary of Dependent Care Expense** page:

23 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

24 The steps for adding a dependent care expense are complete. Return to [Step 19](#) to determine the next step.

Remove Dependent Care Expense

25 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing dependent care expense record	<p>On the Remove <Person>'s Dependent Care Expense pop-up window:</p> <ul style="list-style-type: none"> • Enter the date of the final payment for the expense. • Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 26.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 26.

26 The steps for removing a dependent care expense record are complete. Return to [Step 19](#) to determine the next step(s).

Review Mandatory Payments Information


If a member has existing mandatory payment information, you must review the information on file.

27 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Mandatory Payments	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 28. 	
Mandatory Payments Expense	<ul style="list-style-type: none"> There is no existing information. Select if anyone in your household has mandatory payment expenses. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Step 40.
	Yes	<ul style="list-style-type: none"> Proceed to Add Mandatory Payment Expense.

On the **Summary of Mandatory Payments** page:

28 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Mandatory Payments** page:


29 In the **Mandatory Payments** section:

- Verify the current information and make necessary changes.

30 Click **Next**.

On the **Summary of Mandatory Payments** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

32 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Step 40.
Review another record	<ul style="list-style-type: none"> Repeat in the steps in Review Mandatory Payments Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another payment record. Proceed to Add Mandatory Payment Expense.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Mandatory Payment Expense.

Add Mandatory Payment Expense

On the **Mandatory Payments** page:

33 Select who is responsible for the mandatory payment expense.


34 In the **Court Ordered Payments or Fees** section:

- Select what kind of payments the person makes.
- Enter how much the person pays.

35 Click **Next**.

On the **Summary of Mandatory Payments** page:

36 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

37 The steps for adding a mandatory payment expense are complete. Return to [Step 32](#) to determine the next step(s).

Remove Mandatory Payment Expense

38 Use the table for guidance on removing a record.

If you are removing...	Then...
An existing mandatory payment expense record	<p>On the Remove <Person>'s Mandatory Payment pop-up window:</p> <ul style="list-style-type: none"> • Enter the date of the final payment for the mandatory payment expense. • Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 39.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. <ul style="list-style-type: none"> • Continue to Step 39.

39 The steps for removing a mandatory payment expense record are complete. Return to [Step 32](#) to determine the next step(s).

40 Use this table to determine the next step(s).

If the following page displays...	Then proceed to the following section...
Medical Bills or Summary of Medical Bills	Review Medical Bills Information NOTE: This section will only appear if there are existing medical bills, or a pregnant woman or child under the age of 21 on the case.
Access to Other Coverage or Summary of Access to Other Coverage	Review Access to Other Coverage Information
Summary of Financial Resources or Financial Resources	Resources Information
Finish and Submit Renewal	Finish and Submit Renewal

[Review Medical Bills Information](#)

If a member has existing medical bills information, you must review the information on file.


41 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Medical Bills	<ul style="list-style-type: none">There is existing information to review.Continue to Step 42.	
Medical Bills	<ul style="list-style-type: none">There is no existing information.Select if someone has received medical care, dental care, or medicine in the last 3 months and has bills (paid or unpaid) for that care or medicine, or if someone has paid for this kind of care out of pocket this month.	
	If...	Then...
	No	<ul style="list-style-type: none">Click Next.

If the following page displays...	Then...	
		<ul style="list-style-type: none"> Proceed to Step 54.
	Yes	<ul style="list-style-type: none"> Proceed to Add Medical Bills.

On the **Summary of Medical Bills** page:

42 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Medical Bills** page:

43 In the **Medical Bills** section:


- Verify the current information and make necessary changes.

NOTE: Medical bills with a carryforward amount will display differently. You will not be able to edit existing information for these, but you will need to answer additional questions about if the member still owes on this bill and how much they owe.

44 Click **Next**.

On the **Summary of Medical Bills** page:

45 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

46 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Step 54.

To...	Then...
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Medical Bills Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another medical bill. Continue to Add Medical Bills.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove a Medical Bill.

Add Medical Bills

On the **Medical Bills** page:

47 Tell us who is paying for the medical bills.

48 In the **Medical Bills** section:

- Select what kind of bill the person pays for.
 - Use this table for guidance on entering information.

NOTE: The questions change based on the type of medical bill you select.

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If the other medical bill type is...	Then...
<p>One of the following:</p> <ul style="list-style-type: none"> • <i>Acupuncture</i> • <i>Charges for medical care include in tuition fee of a college or private school which is paid each month</i> • <i>Doctor</i> • <i>Health Insurance Premium</i> • <i>Hospital</i> • <i>Long-term Care Facility Bed Hold</i> • <i>Medicare Part A, B, C, or D</i> • <i>Nursing Facility Costs</i> • <i>Nursing Services</i> • <i>Organ Transplant Expenses</i> • <i>Other</i> • <i>Over the Counter Medicines</i> • <i>Personal expenses while traveling for medical care like parking fees and tolls</i> • <i>Prescription</i> • <i>Prosthetic Device</i> • <i>Psychiatric Care</i> • <i>Service Animal</i> • <i>Special Education for Handicapped</i> • <i>Substance Abuse Treatment</i> 	<ul style="list-style-type: none"> • Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Continue to Step 49.
<p><i>Dental</i></p>	<ul style="list-style-type: none"> • Select who received the care, how often the bill is paid, and the date the person received the care.

If the other medical bill type is...	Then...
	<ul style="list-style-type: none"> • Enter the total amount of the dental bill. • Continue to Step 49.
<i>Transportation you need to get medical care like bus, taxi, train, or plane fares</i>	<ul style="list-style-type: none"> • Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the transportation bill. • Enter how much of the bill has already been paid. • Enter how many miles the person traveled for this appointment. • Continue to Step 49.

49 Click **Next**.

On the **Summary of Medical Bills** page:

50 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

51 The steps for adding a medical bill are complete. Return to [Step 46](#) to determine the next step(s).

Remove a Medical Bill

52 Use the table for guidance on removing a record.

If you are removing...	Then...
An existing medical bill record	On the Remove <Person>'s Medical Bill pop-up window:

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If you are removing...	Then...
	<ul style="list-style-type: none"> Enter the date of the final payment for the medical bill expense. Click Submit. NOTE: If a record is removed by mistake, click Undo. Continue to Step 53.
A record you added during this review	On the Warning pop-up window: <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 53.

53 The steps for removing a medical bill record are complete. Return to [Step 46](#) to determine the next step(s).

54 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Access to Other Coverage or Access to Other Coverage	Review Access to Other Coverage Information
Summary of Financial Resources or Financial Resources	Resources Information
Finish and Submit Renewal	Finish and Submit Renewal

Review Access to Other Coverage Information

If a member has existing access to other coverage, you must review the information on file.


55 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Access to Other Coverage	<ul style="list-style-type: none"> There is existing information to review.

If the following page displays...	Then...	
	<ul style="list-style-type: none"> Continue to Step 56. 	
Access to Other Coverage	<ul style="list-style-type: none"> There is no existing information. Select if the person has access to health insurance. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Step 62.
	Yes	<ul style="list-style-type: none"> Proceed to Add Access to Other Coverage.

On the **Summary of Access to Other Coverage** page:

56 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Access to Other Coverage** page:

57 Review who is enrolled in other insurance.


58 In the **Access to Other Coverage** section:

- Verify the current information and make necessary changes.

59 Click **Next**.

On the **Summary of Access to Other Coverage** page:

60 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

61 Use this table to determine the next step(s).

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To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Proceed to Step 68.
Review another record	<ul style="list-style-type: none"> Repeat the steps in the Review Access to Other Coverage Information section. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another record. Proceed to Add Access to Other Coverage.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Access to Other Coverage.

Add Access to Other Coverage

On the **Access to Other Coverage** page:

62 Select who in the household has access to health insurance through a job or a family member's job.

63 In the **Access to Other Coverage** section:

- Enter additional information about the other health insurance and who can provide more information about it.
- Enter the premium amount for the health insurance plan.
- Select how often the premium is paid.
- Answer any additional questions.

64 Click **Next**.

65 The steps for adding access to other coverage are complete. Return to [Step 61](#) to determine the next step(s).

Remove Access to Other Coverage

66 Use the table for guidance on deleting a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Access to Other Coverage Information pop-up window:</p> <ul style="list-style-type: none"> Enter the date that the person's health coverage ended. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 67.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 67.

67 The steps for removing a health coverage record are complete. Return to [Step 61](#) to determine the next step(s).

68 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Financial Resources or Financial Resources	<ul style="list-style-type: none"> Resources Information
Finish and Submit Renewal	<ul style="list-style-type: none"> Finish and Submit Renewal

Resources Information

Review any information on file for resources and add any new resources information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Financial Resources Information


If a member has existing financial resource information, you must review the information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Financial Resources	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 2. 	
Financial Resources	<ul style="list-style-type: none"> There is no existing information. Select if anyone in the household has financial resources to add. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Vehicles Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Financial Resource.

On the **Summary of Financial Resources** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Financial Resources** page:


3 In the **Financial Resources** section:

- Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Financial Resources** page:

- 5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

- 6 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> • Click Next. • Continue to Review Vehicles Information.
Review another record	<ul style="list-style-type: none"> • Click Review to review the information on file for the individual. • Repeat the steps in Review Financial Resource Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> • Click Edit to make additional changes to the person's information. • Make the change on the previous page. • Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> • Click Add Another + to add another financial resource record. • Continue to Add Financial Resource.
Remove a record	<ul style="list-style-type: none"> • Click Remove next to the information you need to remove. • Proceed to Remove Financial Resource.

Add Financial Resource

On the **Financial Resource** page:

7 Select who has the resource.

8 In the **Financial Resources** section:

- Select what kind of financial resource the person has.
Additional questions populate based on the financial resource type.
- Use this table for guidance when answering the additional questions.

If the person reported...	Then...
One of the following: <ul style="list-style-type: none"> • <i>Checking Account</i> • <i>Health Reimbursement Account</i> • <i>Individual Development Account</i> • <i>Keogh Account</i> • <i>Loan</i> • <i>Patient/Resident Trust Account</i> • <i>Savings Account</i> 	<ul style="list-style-type: none"> • Enter information about the resource. • Continue to Step 9.
<i>Annuity</i>	<ul style="list-style-type: none"> • Enter information about the resource. • Proceed to Step 11.
<i>Individual Retirement Account</i>	<ul style="list-style-type: none"> • Select if the person must retire or end employment to access the account. • Enter information about the resource. • Continue to Step 9.
<i>Pension Fund or Retirement Account</i>	<ul style="list-style-type: none"> • Select if the person must retire or end employment to access the account.

If the person reported...	Then...
	<ul style="list-style-type: none"> • Enter information about the resource. • Proceed to Step 11.
<i>Qualified Tuition Savings Plan (529 Plans)</i>	<ul style="list-style-type: none"> • Select the person is the <i>Beneficiary</i> or <i>Donor</i>. • Enter information about the resource. • Proceed to Step 11.
<i>A Trust Fund</i>	<ul style="list-style-type: none"> • Select the Trust Type, enter the trustee, select if the person is the beneficiary of the trust, and if the person owns the trust. • Enter additional information about the resource. • Continue to Step 9.
Any other resource	<ul style="list-style-type: none"> • Enter the value of the resource. • Proceed to Step 11.

9 In the **Bank or Company** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

10 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
 - If the correct institution is not found, click **I Can't Find My Bank** and enter the bank information.
 - Enter the **Bank or Company Name**.
 - Enter the **Address, City, State** and **Zip Code**.

11 In the **Co-Owners** section:

- Select if anyone owns the financial resource with the person.


- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 12.
Yes	<ul style="list-style-type: none"> • Verify the pre-populated name in the first row of the Co-Owner table. • Enter their % Ownership. • Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 12.

12 Click **Next**.

On the **Summary of Financial Resources** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

14 The steps for adding a financial resource are complete. Return to [Step 6](#) to determine the next step(s).

Remove Financial Resource

15 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Financial Resource pop-up window:</p> <ul style="list-style-type: none"> • Enter the last date that the person owned the financial resource. • Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 16.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 16.

16 The steps for removing a financial resource record are complete. Return to [Step 6](#) to determine the next step(s).

Review Vehicles Information

If a member has existing vehicle information, you must review the information on file.


17 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Vehicles	<ul style="list-style-type: none"> • There is existing information to review. • Continue to Step 18. 	
Vehicles	<ul style="list-style-type: none"> • There are no existing records. • Select if anyone in your household has vehicles to report. 	
	If...	Then...
	No	<ul style="list-style-type: none"> • Click Next. • Proceed to Review Property Information.

If the following page displays...	Then...	
	Yes	<ul style="list-style-type: none"> Proceed to Add Vehicle Resource.

On the **Summary of Vehicles** page:

18 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Vehicles** page:

19 In the **Vehicle Information** section:

- Verify the current information and make necessary changes.


20 In the **Co-Owners** section:

- Verify the current information, make necessary changes, and answer unanswered questions.

21 Click **Next**.

On the **Summary of Vehicles** page:

22 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

23 Use this table to determine the next steps.

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Continue to Review Property Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Vehicles Information.

To...	Then...
	NOTE: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another vehicle record. Continue to Add Vehicle Resource.
Remove a record	<ul style="list-style-type: none"> Click Remove under to the information you need to remove. Proceed to Remove Vehicle Record.

Add Vehicle Resource

On the **Vehicles** page:

24 Select who owns the vehicle.

25 In the **Vehicle Information** section:

- Enter as much information about the vehicle as possible.
 - Select what kind of vehicle the person has and enter additional information about the vehicle.
 - Select how the person uses the vehicle.
 - Enter how much the vehicle is worth.

26 In the **Co-Owners** section:

- Select if anyone owns this vehicle with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 27.


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If the selection was...	Then...
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 27.

27 Click **Next**.

On the **Summary of Vehicles** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

29 The steps for adding a vehicle record are complete. Return to [Step 23](#) to determine the next step(s).

Remove Vehicle Record

30 Use the table for guidance on removing a record.

If you are removing...	Then...
An existing record	<p>On the Remove <Person>'s Vehicle pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit.

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If you are removing...	Then...
	<p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 31.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 31.

31 The steps for removing a vehicle record are complete. Return to [Step 23](#) to determine the next step(s).

Review Property Information


If a member has existing property information, you must review the information on file.

32 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Property	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 33. 	
Property	<ul style="list-style-type: none"> There are no existing records. Select if anyone in your household has property to report. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Burial Resources Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Property Resource.

On the **Summary of Property** page:

33 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Property** page:

34 In the **Property Details** section:

- Verify the current information and make necessary changes.


35 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

36 Click **Next**.

On the **Summary of Property** page:

37 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

38 Use this table to determine the next steps.

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> • Click Next. • Continue to Review Burial Resources Information.
Review another record	<ul style="list-style-type: none"> • Repeat the steps in Review Property Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> • Click Edit to make additional changes to the person's information. • Make the change on the previous page. • Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> • Click Add Another + to add another property record.

To...	Then...
	<ul style="list-style-type: none"> Continue to Add Property Resource.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Property Record.

Add Property Resource

On the **Property** page:

39 Select who owns the property.

40 In the **Property Details** section:

- Select what kind of property the person owns.
- Select what the property is used for.
- Use this table to determine the next step(s) based on the property type.

If the person reported property...	Then...
Not used as a <i>Home</i> or <i>Rental/Income Producing Property</i>	<ul style="list-style-type: none"> Continue to the next bullet to enter how much is owed and the property value.
Used as a <i>Home</i>	<ul style="list-style-type: none"> Select if they live there. <ul style="list-style-type: none"> If <i>No</i>, select if they intend to return. Continue to the next bullet to enter how much is owed and the property value.
Used as a <i>Rental/Income-Producing Property</i>	<ul style="list-style-type: none"> Enter additional information about the property. Continue to the next bullet to enter how much is owed and the property value.

- Enter how much is owed on the property.

- Enter the value of the property.

41 In the **Property Address** section:

- Enter the address of the property the person owns.

42 In the **Co-Owners** section:


- Select if anyone owns the property with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 43.
Yes	<ul style="list-style-type: none"> • Verify the pre-populated name in the first row of the Co-Owner table. • Enter their % Ownership. • Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 43.

43 Click **Next**.

On the **Summary of Property** page:

44 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

45 The steps for adding a property resource are complete. Return to [Step 38](#) to determine the next step(s).

Remove Property Record

46 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Property pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 47.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 47.

47 The steps for removing a property record are complete. Return to [Step 38](#) to determine the next step(s).

Review Burial Resources Information

If a member has existing burial resource information, you must review the information on file.


48 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Burial Resources	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 49. 	
Burial Resources	<ul style="list-style-type: none"> There is no existing information. Select if anyone in your household has burial resources to report. 	
	If...	Then...

If the following page displays...	Then...	
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Life Insurance Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Burial Resource.

On the **Summary of Burial Resources** page:

49 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Burial Resources** page:

50 In the **Burial Resource** section:

- Verify the current information and make necessary changes.

51 In the **Bank or Company that Holds this Burial Resource** section:

- Verify the current information and make necessary changes.


52 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

53 Click **Next**.

On the **Summary of Burial Resources** page:

54 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

55 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Continue to Review Life Insurance Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in Review Burial Resources Information. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another burial resource record. Continue to Add Burial Resource.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Burial Resource.

Add Burial Resource

On the **Burial Resources** page:

56 Select who owns the burial resource.

57 In the **Burial Resource** section:

- Select what kind of burial resource the person has.
- Select who the burial resource is for.
- Answer the additional questions about the burial resource.

58 In the **Bank or Company that Holds this Burial Resource** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

59 Review the search results in the table.

- Select the correct institution.
 - If the correct institution is not found, click **I Can't Find My Bank** and enter the information.
 - Enter the **Bank or Company Name**.
 - Enter the **Address, City, State** and **Zip Code**.

60 In the **Co-Owners** section:


- Select if anyone owns the burial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	<ul style="list-style-type: none"> • Continue to Step 61.
Yes	<ul style="list-style-type: none"> • Verify the pre-populated name in the first row of the Co-Owner table. • Enter their % Ownership. • Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> • Enter their % Ownership. • Click Add + to add more co-owners until the percentages total 100%. • Continue to Step 61.

61 Click **Next**.

On the **Summary of Burial Resources** page:

62 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

63 The steps for adding a burial resource record are complete. Return to [Step 55](#) to determine the next step(s).

Remove Burial Resource

64 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Burial Resource pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 65.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 65.

65 The steps for removing a burial resource record are complete. Return to [Step 55](#) to determine the next step(s).

Review Life Insurance Information

If a member has existing information, you must review the information on file.


66 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Life Insurance	<ul style="list-style-type: none"> There is existing information to review.

If the following page displays...	Then...	
	<ul style="list-style-type: none"> Continue to Step 67. 	
Life Insurance	<ul style="list-style-type: none"> There are no existing life insurance records. Select if anyone in your household has life insurance information to report. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Other Resources Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Life Insurance Resource.

On the **Summary of Life Insurance** page:

67 Click **Review** to review the information on file.

The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Life Insurance** page:


68 In the **Life Insurance** section:

- Verify the current information and make changes as necessary.

69 Click **Next**.

On the **Summary of Life Insurance** page:

70 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

71 Use this table to determine the next step(s).

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To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Continue to Review Other Resources Information.
Review another record	<ul style="list-style-type: none"> Repeat the steps in the Review Life Insurance Information section. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another resource record. Continue to Add Life Insurance Resource.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Life Insurance Record.

Add Life Insurance Resource

On the **Life Insurance** page:

72 Select who has the life insurance.

73 In the Life Insurance Information section:

- Select what kind of life insurance the person has.
- Use this table for guidance when completing the **Life Insurance Information** section.

If the selection was...	Then...
<i>Term or Group Life Insurance</i>	<ul style="list-style-type: none"> Enter the face value of the life insurance policy and the policy number, if available.

TennCare Access Functionality – Nursing Facility

If the selection was...	Then...
	<ul style="list-style-type: none"> Continue to Step 74.
<i>Whole or Universal Life Insurance</i>	<ul style="list-style-type: none"> Enter the face value of the policy, the cash surrender value of the policy, and the policy number, if available. Continue to Step 74.


74 In the Life Insurance Company Information section:

- Enter the **Company Name, Address, and Phone Number**.

75 Click **Next**.

On the **Summary of Life Insurance** page:

76 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

77 The steps for adding a life insurance record are complete. Return to [Step 71](#) to determine the next step(s).

Remove Life Insurance Record

78 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Burial Life Insurance pop-up window:</p> <ul style="list-style-type: none"> Enter the last date that the person owned the life insurance. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 79.

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If you're removing...	Then...
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 79.

79 The steps for removing a life insurance record are complete. Return to [Step 71](#) to determine the next step(s).

Review Other Resources Information


If a member has existing other resource information, you must review the information on file.

80 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Resources	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 81. 	
Other Resources	<ul style="list-style-type: none"> There are no existing other resource records. Select if anyone in your household has other resources. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Review Transferred Resources Information.
	Yes	<ul style="list-style-type: none"> Proceed to Add Other Resource Record.

On the **Summary of Other Resources** page:

81 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Resources** page:

82 In the **Other Resources** section:

- Verify the current information and make necessary changes.


83 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

84 Click **Next**.

On the **Summary of Other Resources** page:

85 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

86 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> • Click Next. • Continue to Review Transferred Resources Information.
Review another record	<ul style="list-style-type: none"> • Repeat the steps in the Review Other Resource Records Information section. <p>NOTE: You must review the information for every record in the summary table.</p>
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> • Click Edit to make additional changes to the person's information. • Make the change on the previous page. • Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> • Click Add Another + to add another resource record.

To...	Then...
	<ul style="list-style-type: none"> Continue to Add Other Resource Record.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Other Resource.

Add Other Resource Record

On the **Other Resource** page:

87 Select who has the other resource.

88 In the **Other Resources** section:

- Select what type of other resource the person has.
- Use this table for guidance on completing the **Other Resources** section.

If the resource is...	Then...
One of the following: <ul style="list-style-type: none"> <i>Livestock</i> <i>Non Business Equipment</i> <i>Oil and Mineral Rights</i> <i>Other</i> 	<ul style="list-style-type: none"> Select the use of the resource. Answer the additional questions about the resource. Continue to Step 89.
One of the following: <ul style="list-style-type: none"> <i>Business/Self-Employment Equipment</i> <i>Disaster Assistance</i> <i>Household Goods/Personal Effects</i> 	<ul style="list-style-type: none"> Answer the questions about the resource. Continue to Step 89.

89 In the **Co-Owners** section:

- Select if anyone owns the other resource with the person.
- Use this table to determine the next step(s).


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If the selection was...	Then...
No	<ul style="list-style-type: none"> Continue to Step 90.
Yes	<ul style="list-style-type: none"> Verify the pre-populated name in the first row of the Co-Owner table. Enter their % Ownership. Select the co-owner in the second row of the Co-Owner table. <p>NOTE: If you selected <i>Someone outside the home</i>, enter their name in the Co-Owner Outside the Home column.</p> <ul style="list-style-type: none"> Enter their % Ownership. Click Add + to add more co-owners until the percentages total 100%. Continue to Step 90.

90 Click **Next**.

On the **Summary of Other Resources** page:

91 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

92 The steps for adding another resource record are complete. Return to [Step 86](#) to determine the next step(s).

Remove Other Resource

93 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the Remove <Person>'s Burial Other Resource pop-up window:

If you're removing...	Then...
	<ul style="list-style-type: none"> Enter the last date that the person owned the resource. Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> Continue to Step 94.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> Review the warning message. Click Remove. Continue to Step 94.

94 The steps for removing a resource record are complete. Return to [Step 86](#) to determine the next step(s).

Review Transferred Resources Information

If a member has existing transferred resources, you must review the information on file.


95 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Transferred Resources	<ul style="list-style-type: none"> There is existing information to review. Continue to Step 96. 	
Transferred Resources	<ul style="list-style-type: none"> There are no existing transferred resources. Select if anyone in your household has transferred resources. 	
	If...	Then...
	No	<ul style="list-style-type: none"> Click Next. Proceed to Finish and Submit Renewal.

If the following page displays...	Then...	
	Yes	<ul style="list-style-type: none"> Proceed to Add Transferred Resource Record.

On the **Summary of Transferred Resources** page:

96 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a  because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Transferred Resources** page:


97 In the Sold, Traded, or Given Away Resources section:

- Verify the current information and make necessary changes.

98 Click **Next**.

On the **Summary of Transferred Resources** page:

99 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

100 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	<ul style="list-style-type: none"> Click Next. Continue to Finish and Submit Renewal.
Review another record	<ul style="list-style-type: none"> Repeat the steps in the Review Transferred Resource Information section. <p>NOTE: You must review the information for every record in the summary table.</p>

To...	Then...
Edit an existing record you've already reviewed or a new record you've added	<ul style="list-style-type: none"> Click Edit to make additional changes to the person's information. Make the change on the previous page. Click Next to return to the summary page.
Add another record	<ul style="list-style-type: none"> Click Add Another + to add another transferred resource record. Continue to Add Transferred Resource Record.
Remove a record	<ul style="list-style-type: none"> Click Remove next to the information you need to remove. Proceed to Remove Transferred Resource Record.

Add Transferred Resource Record

On the **Transferred Resources** page:

101 Select who has sold, traded, or given away resources.


102 In the Sold, Traded, or Given Away Resources section:

- Select what type of resources the person has.
- Select the specific type of *Burial Resource*, *Life Insurance*, *Liquid Resources*, *Other Resources*, *Real Property*, *Trust*, or *Vehicle Resource* the person had.
- Enter the name of the person or organization they sold, traded, or gave away the resource to.
- Enter the date it was sold, traded, or given away.
- Enter the value of the resource at the time it was sold, traded, or given away.
- Enter how much money was received for the resource.

103 Click **Next**.

On the **Summary of Transferred Resources** page:

104 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the  displays in the **Review Complete?** column.

105 The steps for adding a transferred resource record are complete. Return to [Step 100](#) to determine the next step(s).

Remove Transferred Resource Record

106 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	<p>On the Remove <Person>'s Transferred Resources pop-up window:</p> <ul style="list-style-type: none"> • Enter the date the information changed. • Select the box to certify that the person no longer has any resources that they have sold, traded, or given away in the last 5 years. • Click Submit. <p>NOTE: If a record was removed by mistake, click Undo.</p> <ul style="list-style-type: none"> • Continue to Step 107.
A record you added during this review	<p>On the Warning pop-up window:</p> <ul style="list-style-type: none"> • Review the warning message. • Click Remove. • Continue to Step 107.

107 The steps for removing a transferred resource record are complete. Return to [Step 100](#) to determine the next step(s).

Finish and Submit Renewal

On the **Renewal Summary** page:

1 In the **Renewal Summary** section:

- Use the drop-down arrows to expand and review each section of the renewal.

- If anything needs to be added or corrected, click the section in the Progress Bar to return to the associated summary page and update answers. Click the **Finish** circle in the Progress Bar to return to the **Renewal Summary** page.
- Verify the updated information displays in the corresponding section of the **Renewal Summary** before submitting the renewal.

2 Click **Next**.

On the **Add Case Comments** page:

- 3 Enter any additional comments about the case.
- 4 Click **Next**.

On the **Before you Submit** page:

- 5 In the **Voter Registration** section:
 - Review the information.
 - Select if the member wants to apply to register to vote.
- 6 In the **Renewing Coverage** section:
 - Select if they want to give permission to use tax information to try to renew eligibility automatically.

If...	Then...
Yes	<ul style="list-style-type: none"> • Select how many years they give permission to try to renew eligibility automatically. • Continue to Step 7.
No	<ul style="list-style-type: none"> • Continue to Step 7.

7 Click **Next**.

On the **Sign Your Renewal** page:

- 8 In the **Rights, Responsibilities and Penalties** section:
 - Review each paragraph with the member.
- 9 In the **Your Right to Privacy** section:
 - Review the information with the member.

10 In the **Non-discrimination** section:

- Review the information with the member.

11 In the **Electronic Signature** section:

- Review the information with the member.

12 Use the table to determine the next step.

If there is...	Then...
An Assisting Person Signature section	<ul style="list-style-type: none"> • Select By checking this box and typing my name below, I am electronically signing as the assisting person. • Continue to Step 13.
Not an Assisting Person Signature section	<ul style="list-style-type: none"> • Continue to Step 13.

13 In the **Patient or Responsible Party** section:

- Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party.**
- Type the member's name in the **Signature** field.

14 In the **TennCare Access Portal User's Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing this Application as the TennCare Access Portal user.**
- Type your name in the **Signature** field.

15 Click **Submit**.

On the **We have your Renewal!** page:

- Locate the tracking number at the top of the page and give it to the member.
- Review the information with the member.

16 In the **What Happens Next** section:

- Review the information with the member.

17 In the **Change how you get Letters** section:

- Review the information with the member.

18 In the **Print Your Renewal** section:

- Click **Print** to print a copy of the renewal for the member.
- Click **Upload Documents** to upload documents with the renewal.
 - Use the [Upload Documents](#) section of this guide for guidance on uploading documents.

19 Click **Next** to return to the TennCare Access homepage.