

April 30, 2021

Gaining access to submit PAEs into TPAES (TennCare Pre-Admission Evaluation System) is important not only for the facility, but for the applicant to get medically necessary care in a timely manner. **Each TPAES license is for one user only and login credentials should not be shared.** Sharing TPAES login credentials is in violation of the TennCare Acceptable Use Policy. While it is important to gain access for users to submit PAEs, it is equally important to revoke access for staff that no longer need access to protected health information, especially individuals that have changed roles or are no longer working for the organization. Any user who has not logged in to TPAES within 6 months will have access automatically revoked, due to inactivity.

Below are updated instructions for initiating and revoking TPAES access to submit PAEs. In order to initiate access, we need a completed TPAES Access Request form and a signed copy of the TennCare Acceptable Use Policy. Any new user, who would like to initiate access, will need to complete the online TPAES training prior to user access being granted. A new user will not receive their log in information until training has been completed and all required documents are sent to the LTSS Help Desk. If you are revoking an existing user, please include their RACFID or username. This typically begins with TNT and is followed by four numbers. Please remember that access requests may take up to 10 days to process. If you have any questions, please contact the LTSS Help Desk at (877) 224-0219 or by email at LTC.Operations@tn.gov.

TPAES Initiate New User Access Instructions

1. Complete TPAES training online.
 - a. The link to access the training is available on the LTSS website or at the following link: <https://www.tn.gov/tenncare/long-term-services-supports/partners-program-updates/ltss-training.html>
 - b. Once you have completed the online training and certificate of completion at the end of the training, an email confirmation of completion is generated and sent you and to the LTSS Help Desk for our records. You will not receive a hardcopy certificate of completion, instead please add your training completion date to the TPAES Access Request form.
2. Fill in the TPAES Access Request Form completely and accurately in the original electronic Word document format.
 - a. On the TennCare Security Access Request form, select the Request Type from the drop-down box as "Initiate New Access."

- b. For users initiating new access, the RACFID field should be left blank.
 - c. Choose the appropriate User Role from the drop-down box. The user role will be based on the type of facility or organization that you work for, for example “NF Submitter”.
 - d. The training date should be the date you completed the online training.
 - e. Save the form in the original format, as a MS Word Document; the original document is a “Word Macro-Enabled Document” that should be compatible with most user’s computer software. The document filename should be: “TPAES Initiate - First Last.doc” (where First Last are the user’s First and Last names separated by a space, i.e. TPAES Initiate – Jane Doe.doc)
3. Read the Acceptable Use Policy and then complete the last page. The signed page should be scanned and saved in PDF format. The document filename should be: “AUP - First Last.pdf” (where First Last are the user’s First and Last names separated by a space, i.e. AUP – Jane Doe.pdf.)
4. Send an email to LTC.Operations@tn.gov with the two separate documents attached: the TPAES Access Request form and the AUP. Please specify the email subject as “TPAES User.”

TPAES Revoke User Instructions

1. Fill in the TPAES Access Request Form completely and accurately in the original electronic format.
 - a. Select the Request Type from the drop-down box as “Revoke Access.”
 - b. The RACFID field should be completed to revoke a user. The RACFID is the TPAES username, which typically begins with TNT and is followed by four numbers.
 - c. In the bottom section “Revocation Information” tell us why the user’s access should be revoked. We must determine whether only TPAES access needs to be revoked or if the TennCare RACFID and other TennCare access also needs to be revoked.
 - d. Save the form in the original format, as a MS Word Document; the original document is a “Word Macro-Enabled Document” that should be compatible with most user’s computer software. The document filename should be: “TPAES Revoke - First Last.doc” (where First Last are the user’s First and Last names separated by a space, i.e. TPAES Revoke – Jane Doe.doc)
2. Attach Word Document to an email and send to LTC.Operations@tn.gov. Please specify the email subject as “TPAES User.”