



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
NASHVILLE, TENNESSEE 37243**

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Gaining access in order 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 facility is provided two licenses at no cost and may purchase additional licenses should the need arise. **Each license is for one user only and login credentials should not be shared.** It is important to gain access for users but to also revoke access for staff that are no longer in that role or working for the company.

Below are updated instructions for initiating and revoking access to submit PAEs. In order to initiate access, our security team will need a completed TPAES Access Request form and a signed copy of the 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 a user you must include their RACFID or username which 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 Julie Skinner at (615) 687-7907 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://ltsstraining.adobeconnect.com/choicesallonlinetraining/>

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. In the System drop down, choose the appropriate LTSS system requesting you are requesting access for. For most users, this will be TPAES. For a few MCO users, this may be TMED or TPAES and TMED.
- d. 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”.
- e. The training date should be the date you completed the online training.
- f. Please use the comment box for any additional information or exceptions that may be applicable to you. For most users, this will be blank.
- g. 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)

*Note: If you have the TPAES Access Request form in a format other than a MS Word document or with an approver listed other than Julie Skinner, please first send an email to LTC.Operations@tn.gov to request the correct form.

3. Read the Acceptable Use Policy and then complete the 4th 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 user name, which typically begins with TNT and is followed by four numbers.

c. 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.”

NOTE: Effective December 2016 PASRR submissions are submitted through ASCEND. Please contact the ASCEND Help Desk at 877-431-1388 Ext 3495 or TNPASRR@ascendami.com for PASRR submission assistance.

Thank you for your time with this matter,
LTSS Help Desk