

Existing Partner Talking Points

Update for Partners: TennCare Access Login Process

Your TennCare Access Login Process is Changing beginning July 26th, 2021

- Where you log into TennCare Access is changing from **TennCare Connect** to **MyTennCare Partner Login** on July 26th, 2021.
- TennCare Access will be unavailable beginning Friday, July 23rd at 6:00 PM due to system maintenance. You will be unable to log into TennCare Access to conduct transactions on behalf of your clients until Monday, July 26th, 2021.
- You will not be able to log into TennCare Access using TennCareConnect.tn.gov after July 23rd, 2021 at 6:00 PM.
- Beginning July 26th, the new website to log into TennCare Access is <https://myloginpartner.tcam.tn.gov/partner>.
- Bookmark and/or add this website to your favorites today! You will use this website moving forward to log into TennCare Access.
- TennCare Access is available using one of the following browsers: Google Chrome, Microsoft Edge, and Safari.
- If you know your TennCare username (RACF ID) you can log in with this username. If not, that's okay! You can use your email address to log in, too.
- A One Time Passcode is sent to your email address used to create your account when you log in from a new device, or if you haven't entered a One Time Passcode in more than 24 hours.
- You can change the method you receive your One Time Passcode from email to text message on the **Profile** page once you log in.
- The [TennCare Access Login Video](#) and the [TennCare Access Login Reference Guide](#) provide additional details on using the **MyTennCare Partner Login** website.
- If you need assistance with logging into TennCare Access using the **MyTennCare Partner Login** website, please e-mail PartnerSupport.TennCare@tn.gov.