Starting December 13th, 2021, there are important changes to TennCare Access! If you started an application prior to December 13th, 2021 and were unable to finish it, you must restart the application on or after December 13th, 2021.

TennCare Access provides features that allow you to apply for full coverage for an applicant, submit a financial reassessment for Medicaid, access a member’s TennCare Connect account, and search for submissions.

This FAQ is broken out into the following sections with associated questions listed under each. Please click the link to access the section you need.

- [Apply for Full Coverage](#)
- [Financial Reassessment for Medicaid](#)
- [View TennCare Connect Account](#)
- [Search My Submissions](#)
- [Getting Help](#)
Apply for Full Coverage

Q: Can I apply for coverage on behalf of an individual through the TennCare Access portal?
A: Yes, you can submit an application using the Apply for Coverage feature from the Welcome to TennCare Access page. To view how to submit an application in TennCare Access, please see the application videos on the TennCare Access Portal Training Documents webpage. Applicants can also apply online by creating a TennCare Connect account at www.tenncareconnect.tn.gov.

Q: If an individual requests to add me as an Assisting Person, what Assisting Person type should I select?
A: If the individual chooses to add you as an Assisting Person, you're asked to enter your information. Click the blue Assisting Person Types hyperlink to learn more about the types of assisting persons. When selecting your relationship to the individual, select the most appropriate Assisting Person Type relationship. Select Other when your relationship with the individual doesn't fall into another Assisting Person category and you are helping them submit information to TennCare.

If you select the Authorized Representative relationship, responsibility options appear. Selecting the Receive copies of your letters and other communications from us box results in notices for ALL household members on the individual's case, including prescription and health insurance cards, being sent to your address.

Q: Can I pause an application and come back to it later to finish submitting the application I had previously started?
A: Yes, you can use the Save & Exit button to save the application. To return to an in-progress application, you can use the Search My Submissions feature to find the in-progress application and continue where you stopped the application.
Financial Reassessment for Medicaid

**Q:** Can I submit a financial reassessment for an individual using TennCare Access?

**A:** Yes, you can submit a financial reassessment at any time using the Financial Reassessment for Medicaid feature on the Welcome to TennCare Access page. This feature can be used for an individual who is receiving Institutional Medicaid.

Search for the individual on the Financial Reassessment for Medicaid page using the birth date and either the Social Security Number or Person ID to determine whether you can submit a financial reassessment on behalf of the individual.

Videos are currently in development to walk through how to submit a financial reassessment in TennCare Access. Once they are finalized, you can view them on the TennCare Access Portal Training Documents webpage.

**Q:** I searched for the individual on the Financial Reassessment for Medicaid page and saw a “We could not find the person you searched for. If this person is not enrolled in TennCare, please Apply For Coverage” message. What do I do?

**A:** You can't submit a financial reassessment for an individual who isn't known to TennCare. If the individual can't be found when you search on the Financial Reassessment for Medicaid page, complete an application on behalf of the individual using the Apply for Coverage feature.

**Q:** I searched for the individual on the Financial Reassessment for Medicaid page and saw a “Stop: This form can't be submitted because this person is not receiving Institutional Medicaid coverage. Fill out an application and tell us this person needs nursing home care” message. What do I do?

**A:** You can't submit a financial reassessment for an individual who isn't receiving Institutional Medicaid coverage. When you receive this message after searching for an individual, determine whether they are receiving coverage using the View TennCare Connect Account feature. If the member is receiving coverage, report a change to request Long-Term Services and Supports (CHOICES) care. If the individual isn't receiving coverage, complete an application on behalf of the individual using the Apply for Coverage feature.
TennCare Access Functionality FAQs
Managed Care Organizations

View TennCare Connect Account

Q: Can I use the View TennCare Connect Account feature to see an individual’s information if the individual has not yet set up their TennCare Connect account?
A: Yes, you can access a TennCare Connect view of a member’s or applicant’s information, regardless of whether the individual has set up their TennCare Connect account. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click My Letters to view notices.

The View TennCare Connect Account feature displays only applications, renewals, documents, and changes submitted by the member via their TennCare Connect account. If a member has not yet set up their TennCare Connect account, there are no existing records when you click My Submissions on the Left Navigation Menu.

You may also report a change or submit a renewal during the renewal period using the Report a Change and Renew My Coverage options.

Q: Why can’t I find a member using the View TennCare Connect Account feature?
A: Double check your search criteria entry. Then try entering different search criteria. For example, enter the Person ID (located on their notices) instead of a Social Security number. Members who aren’t active on any TennCare cases may not be visible using the View TennCare Connect Account feature.

Q: Can I upload a document for an individual’s application or case?
A: Yes, you can upload documents for existing members with outstanding verifications using the View TennCare Connect Account feature. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click My Documents from the Left Navigation Menu to access the Documents We Need page. This page allows you to upload documents for an individual.

You can also upload documents immediately after you submit an application,
change, renewal, or financial reassessment through TennCare Access. Documents can also be uploaded on the Search My Submissions page through the Upload link in the Search Results table.

**Q: What if the Upload link is not available on the Documents We Need page?**
**A:** Documents can only be uploaded through the Documents We Need page if TennCare has requested additional information and the individual's eligibility has not been finalized. Once the eligibility has been finalized and the case is approved, denied, or terminated, documents can't be uploaded. If you would like to submit a document while you are waiting for TennCare to review the member’s case or after an eligibility determination has been made, you can send us a document via fax or mail. You can also help members respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at [www.tenncareconnect.tn.gov](http://www.tenncareconnect.tn.gov).

**Q: Can I view an individual's notices from TennCare?**
**A:** Yes, you can view an applicant’s or member's notices using the View TennCare Connect Account feature. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click My Letters from the Left Navigation Menu. On the My Letters page, you can view all notices TennCare has sent to the member or search for a specific notice, even if the member receives them in the mail.

**Q: Can I view applications, changes, and renewals an individual has submitted to TennCare?**
**A:** Yes, you can use the View TennCare Connect Account feature to view an individual’s TennCare Connect account. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click My Submissions to view the My Submitted Renewals, My Reported Changes, and My Applications tables on the My Submissions page. The tables display renewals, changes, and applications the member has submitted via their TennCare Connect account.

**Q: The member I am assisting already has coverage and would like to report a change. What do I do?**
A: You can report changes on behalf of the member using the View TennCare Connect Account feature. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click Report a Change from the Left Navigation Menu. On the Report a Change page, click Report a Change from the Action column and select the type of change you’d like to make. To view changes you’ve reported on behalf of the member, use the Search My Submissions feature.

Q: Why can’t I report a change for a member through the View TennCare Connect Account feature?
A: Changes can only be reported for members on cases that have been linked to a member’s TennCare Connect account and reviewed and approved by TennCare. You can't report changes using TennCare Access for members whose cases are pending TennCare review, have been denied or terminated, or for members with Supplemental Security Income (SSI) coverage.

Once a member's case has been reviewed and approved by TennCare, you can report changes in TennCare Access at any point. You can report changes using TennCare Access during a member’s renewal month by completing a renewal. If a member's case has not been reviewed by TennCare, and it’s not time for the member to submit a renewal, you can report changes by calling TennCareConnect at 855-259-0701 or by submitting a reassessment.

For members with SSI coverage, contact the Social Security Administration to report changes.

Q: How and when can I submit a renewal for an individual?
A: You can submit renewals for members during their yearly renewal period using the View TennCare Connect Account feature. When you search for the member, click the View TennCare Connect hyperlink in the Search Results to access the member’s TennCare Connect account. On the Coverage Overview page, click Renew My Coverage from the Left Navigation Menu.

Members with SSI coverage only are not renewed by TennCare. The Social Security Administration notifies SSI members if a renewal is needed for their SSI coverage.
Search My Submissions

Q: What applications can I view in TennCare Access?
A: The Search My Submissions feature allows you to view only applications you, as the TennCare partner, have started or submitted through the TennCare Access portal. This feature also allows you to view changes, renewals, and reassessments you have submitted.

Q: How do I upload a document for an individual's application or case?
A: You can upload documents for new applicants right after you submit an application, change, renewal, or financial reassessment using the Upload Documents button at the end of the submission. Documents can also be uploaded on the Search My Submissions page through the Upload link in the Search Results table if TennCare has not started reviewing the submission. If TennCare has started reviewing the submission, the Upload link is not available, and you are not able to upload documents.

Q: What if the Upload link is not available on the Search My Submissions page?
A: This means TennCare has already started its review of the submitted application, change, renewal, or financial reassessment, and the individual must wait until TennCare sends them a request for additional information. In the meantime, you can send us a document via fax or mail.

You can also help individuals respond to outstanding additional information requests by assisting them in creating a TennCare Connect account at www.tenncareconnect.tn.gov. If TennCare has sent a request for additional information, individuals can log into their TennCare Connect account and click My Documents to upload their information.
Getting Help

Q: Who do I contact if I have problems with my TennCare Access account?
A: Email PartnerSupport.TennCare@tn.gov if you have trouble getting into your TennCare Access account.

Q: Where can I fax documents to TennCare?
A: Verification documents can be faxed to 855-315-0669.

Q: Where can I mail documents to TennCare?
A: Verification documents can be mailed to:
   TennCare Connect
   P.O. Box 305240
   Nashville, TN 37230-5240

Q: What if I still need help?
A: Email the Partner Support Unit at PartnerSupport.TennCare@tn.gov with any additional questions. You can also visit the TennCare Access Portal Training Documents webpage for videos and additional resources on how to use TennCare Access features.