# TennCare Access Functionality FAQs

*Managed Care Organizations (MCOs)*

Starting **October 19, 2020**, **TennCare Access** is available!

### Use TennCare Access to...

- Submit **applications**
- View **coverage details** and **upload documents** for new applicants and existing members
- Submit **renewals** and report **changes** for existing members
- View **notices** from TennCare
- Submit a **Reassessment for Institutional Medicaid**

**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 on your TennCare Access home page. To walk through how to submit an application in TennCare Access, please see the **Application Videos for Nursing Facilities** on the [TennCare Access Portal Training Documents]() webpage. Applicants can also apply online by creating a TennCare Connect account on [www.tenncareconnect.tn.gov]().

***Q:* What applications can I view in TennCare Access?**
*A:* The **Search Applications** feature allows you to view only applications that *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 only you have submitted.

The **My Applications** page of the **View TennCare Connect Account** feature displays only applications *the member has submitted via their TennCare Connect account*. The **My Renewals**, **My Documents**, and **My Changes** pages display only renewals, documents, and changes submitted by the member 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, a TennCare Connect view of the member's information displays. Click **My Changes** in the toolbar that displays across the top of the page. From the **My Changes** page, click **Report a Change** and select the type of change you'd like to make. To view changes you have reported on behalf of the member, use the **Search Applications** 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 reviewed and approved by TennCare. You cannot 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 is not time for the member to submit a renewal, you can report changes by calling TennCare Connect at 855-259-0701 or by submitting a reassessment.

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

***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, a TennCare Connect view of the applicant's or member's information displays. Click the **My Letters** icon in the top right corner of the page. From 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 by paper.

***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, a TennCare Connect view of the member's information displays. Click **My Renewals** in the toolbar that displays across the top of the page.

Members with SSI coverage only are not renewed by TennCare. The Social Security Administration notifies SSI members if renewal is needed for the SSI coverage.

***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, a TennCare Connect view of the member's information displays. Click **My Documents** in the toolbar that displays across the top of the page to provide the verification TennCare requested in an *Additional Information* notice.

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

***Q:* What if the Upload link is not available on the Search Applications page?**
*A:* This means TennCare has already started its review of the submitted application, change, renewal, or reassessment and the member 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 members respond to outstanding additional information requests by assisting them in creating a TennCare Connect account on [www.tenncareconnect.tn.gov](http://www.tenncareconnect.tn.gov). If TennCare has sent a request for

additional information, members can log into their TennCare connect account and click **My Documents** to upload their information.

**Q: What if the Upload link is not available on the My Documents page of the View TennCare Connect Account feature?**
*A:* Documents can only be uploaded through the **My Documents** 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 cannot 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 on www.tenncareconnect.tn.gov.

**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 are not active on any TennCare cases may not be visible using the **View TennCare Connect Account** feature.

**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. You can view the individual's coverage details on the **My Coverage** page, view notices on the **My Letters** page, or report a change on the **My Changes** page.

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 on the **My Applications**, **My Renewals**, **My Documents**, or **My Changes** pages.

**Q: Can I submit a reassessment for Institutional Medicaid for an individual using TennCare Access?**
*A:* Yes, you can submit a reassessment at any time using the **Reassess for Institutional Medicaid Coverage** feature on the TennCare Access homepage. This feature can be used for individuals who are receiving Institutional Medicaid coverage. Search for the individual on the **Search for a Member** page using the birthdate and either the Social Security number or Person ID to determine whether you can submit a reassessment on behalf of the individual.

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

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***Q:*** **I searched for the individual on the Search for a Member page of the Reassess for Institutional Medicaid Coverage functionality and see a *This form can't be used for individuals who are not receiving Institutional Medicaid coverage* message. What do I do?**
*A:* You cannot submit a reassessment for an individual who is not 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 another type of coverage, report a change to request long-term services and supports care. If the individual is not receiving coverage, start an application on behalf of the individual using the **Apply for Coverage** feature.

You cannot submit a reassessment for an individual who is not known to TennCare. If the individual cannot be found when you search on the **Search for a Member** page, start an application on behalf of the individual using the **Apply for Coverage** feature.

***Q:*** **Who do I contact if I have problems with my TennCare Access account?**
*A:* Call 800-852-2683 if you have trouble getting into your TennCare Access account.

***Q:*** **What if I still need help?**
*A:* Contact your TennCare Access representative with any additional questions. You can also visit the TennCare Access Portal Training Documents webpage for videos and additional resources on how to use the new TennCare Access features.