TennCare Access Functionality – Managed Care Organizations (MCOs)

Introduction

You can submit full-coverage applications; upload documents along with submitted applications, changes, and reassessments; view individuals' notices from TennCare; and submit changes and reassessments of financial eligibility for existing members.

General Navigation

To log in to TennCare Access, visit https://mylogin.tenncare.gov. Enter your **Username/Email Address** and **Password**. Click **Login**.

On the **One Time Passcode** page, enter the One Time passcode that was sent to your email address and click **Verify**.

For further guidance on logging in, or accessing your One Time Passcode, refer to the TennCare Access Login Reference Guide.

In the TennCare Access Portal, use the **Next** button, at the bottom of the page, to navigate to the next page. Use the **Back to previous page** link, at the top of the page, to navigate to a prior page. Click **Save & Exit** to save an application and complete it later.

The Progress Bar at the top of each page tells you how far you've progressed in your application. You can use the Progress Bar to go back to previous sections.

When you see an ⓘ icon next to a question, hover your mouse over the icon to read additional information about the question. Questions with a red asterisk are required. You can't click the **Next** button until all the required fields are complete.

On TennCare Access Portal pages, when a question refers to "you" or "your," answer the question for the applicant or member.

Questions and pages are based on answers to previous questions. Additional questions may appear on the page depending on your answers. Additional pages and navigation tabs may appear to gather further details for reported circumstances.

Throughout this document, **<Person>** represents the individual you've selected and is replaced with the individual's name when you're completing the page online.

You can add additional information related to your submission on the **Add Case Comments** page before finalizing your submission.

Table of Contents

Apply for Full Coverage

On the **Welcome to TennCare Access** homepage, through the **Apply for Full Coverage** feature, you can submit a full coverage application for an individual.

Start an Application

1 Click **Apply for Full Coverage**.

On the **Apply For Coverage** page:

2 Review the **Before You Begin** information and **Helpful Tips**.

3 Click **Next**.

On the **Getting Health Care with TennCare** page:

4 Review the **Health Care Coverage you can get with us** information.

5 Click **Next**.

On the **Household Information** page:

6 In the **Head of Household Demographics** section:

- Enter the **Head of Household's** name.

  NOTE: The Head of Household is the person who is mostly responsible for taking care of this TennCare Connect account and the health insurance.
- Select the preferred spoken and written language.
- Select if the person is homeless or living in a shelter.
- Select if the person gets mail through the Secretary of State's Safe at Home program.
  - Use this table to determine the next step(s).

If...	Then...
Yes	• Enter the **Safe At Home Mail ID**. **NOTE**: This is the number the person gets through the Secretary of State's Office. • Select what county the person receives benefits in.

If...	Then...
	• Proceed to Step 8.
No	• Continue to Step 7.

7 Use the table to determine the next step(s).

<table>
<tr><th>If the person is...</th><th colspan="2">Then...</th></tr>
<tr><td rowspan="3">Homeless or living in a shelter</td><td colspan="2">In the Head of Household Mailing Address section:
• Select the Address Format.</td></tr>
<tr><td>If the selection was...</td><td>Then...</td></tr>
<tr><td>US</td><td>• Enter the Head of Household's address in the Address Line 1 field.
• Enter the City.
• Verify the pre-populated State.
• Enter the Zip Code.
• Select the County.
• Continue to Step 8.</td></tr>
<tr><td></td><td>Military</td><td>• Enter the Head of Household's address in the Address Line 1 field.
• Select if the address is APO - Air/Army Post Office or FPO - Fleet Post Office.
• Select if the address is AA - Armed Forces America, AE - Armed Forces Africa, Canada, Europe Middle East, or AP - Armed Forces Pacific.
• Enter the Zip Code.
• Continue to Step 8.</td></tr>
<tr><td>Not homeless or living in a shelter</td><td colspan="2">In the Head of Household Home Address section:
• Select the Address Format.</td></tr>
</table>

If the person is...	Then...	
	If the selection was...	**Then...**
	US	• Enter the Head of Household's address in the **Address Line 1** field. • Enter the **City**. • Verify the pre-populated **State**. • Enter the **Zip Code**. • Select the **County**. • Continue to Step 8.
	Military	• Enter the Head of Household's address in the **Address Line 1** field. • Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*. • Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to Step 8.

8 In the **Head of Household Mailing Address** section:

- Answer if the applicant's mailing address is the same as the address where they live.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	• Continue to Step 9.
No	In the **Head of Household Mailing Address** section:

If the selection was...	Then...	
	• Select the **Address Format**.	
	If the selection was...	**Then...**
	US	• Enter the Head of Household's mailing address in the **Address Line 1** field. • Enter the **City**. • Verify the pre-populated **State**. • Enter the **Zip Code**. • Select the **County**. • Continue to Step 9.
	Military	• Enter the Head of Household's address in the **Address Line 1** field. • Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*. • Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to Step 9.

9 In the **Head of Household Contact Information** section:

- Answer the contact information questions.

10 In the **Assisting Person** section:

- Select if the applicant wants to add the partner portal user as the assisting person (someone to help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage).
- Use this table to determine the next step(s).

If the selection was…	Then…
Yes	• Continue to Step 11.
No	• Select if the applicant wants to add an assisting person other than the partner portal user.

If the selection was…	Then…
Yes	• Continue to Step 11.
No	• Proceed to Step 17.

11 In the **Assisting Person** section:

- Select how long the applicant wants the person to be their assisting person.
- Select the assisting person's relationship to the applicant.
- Use this table to determine the next step(s) based on the relationship.

If the selection was…	Then…
Power of Attorney, Legal Guardian, or *Conservator*	• Review the warning message. • Continue to Step 12.
Authorized Representative	• Select the responsibilities and permission granted to the Assisting Person in the **Assisting Person Responsibilities** section. • Continue to Step 12.
Other	• Enter the applicant's relationship in the **Other Relationship** field.

If the assisting person is…	Then enter…
The partner portal user	• The name of the MCO employee.

If the selection was…	Then…	
	A friend or family member	• The relationship between the applicant and the Assisting Person.
	• Continue to Step 12.	

12 Select **By checking this box and typing my name below, I am electronically signing as the assisting person**.

13 Type the assisting person's name in the **Signature** field.

14 In the **Assisting Person Name** section:

- Enter the assisting person's **Name**, **Organization Name**, and **ID Number** (if applicable).

  NOTE: If the assisting person is the partner portal user, review the pre-populated name.

15 In the **Assisting Person Address** section:

- Select the **Address Format**.
- Use this table to determine the next steps based on the **Address Format**.

If the selection was…	Then…
US	• Enter the assisting person's address in the **Address Line 1** field. • Enter the **City**. • Verify the pre-populated **State**. • Enter the **Zip Code**. • Continue to Step 16.
Military	• Enter the assisting person's address in the **Address Line 1** field. • Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*.

If the selection was…	Then…
	• Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to Step 16.

16 In the **Assisting Person Contact** section:

- Enter the assisting person's email address and phone number(s).
- Select the best time to call during the week.

17 Click **Next**.

On the **Address Validation** pop-up window:

18 Verify the reported address information.

- Use this table for guidance on the next step(s) based on the addresses reported.

  NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

If the person reported a…	Then…
Home Address	In the **Household Physical Address** section: • Select the appropriate address for the entered **Home Address**. • Continue to Step 19.
Mailing Address	In the **Household Mailing Address** section: • Select the appropriate address for the entered **Mailing Address**. • Continue to Step 19.
Address for an assisting person	In the **Assisting Person Address** section: • Select the appropriate address for the entered **Assisting Person** address.

If the person reported a...	Then...
	• Continue to Step 19.

19 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

20 Click **Next**.

Add People

On the **People in Your Home** page for the head of household:

1 Review the information at the top of the page about who should and should not be included on the application and the pre-populated **Head of Household** name.

2 In the **Personal Information** section:

- Verify the pre-populated name is correct.

3 In the **Alternative Name Information** section:

- Select if the person has been known by another name.
  - If *Yes*, enter the name.

4 In the **Personal Details** section:

- Select the person's **Gender** and enter their **Date of Birth**.

5 In the **Applying for Coverage** section:

- Select if the person is applying for coverage.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	• Review the information about Social Security numbers and complete the **Social Security Information** section. • Continue to Step 6.
No	• Review the information about Social Security numbers and complete the **Social Security Information** section.

If the selection was…	Then…
	• Proceed to Step 8.

6 In the **Citizenship** section:

- Select if the person is a United States citizen or national.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 7. **NOTE**: Questions about immigration information appear later in the application process.
Yes	• Select if the person is a naturalized or derived US citizen.

If the selection was…	Then…
Yes	• Enter the **Alien Number** and **Naturalization Certificate Number**. • Continue to Step 7.
No	• Continue to Step 7.

7 In the **Living Arrangement** section:

- Select the person's living arrangement.
- Select if the person is a Tennessee resident.
- Use this table to determine the next step(s).

If the selection was…	Then…
Yes	• Answer the additional questions about the person's Tennessee residency. • Continue to Step 8.
No	• Continue to Step 8.

8 In the **Race** section:

- Select the person's race.
- Select if the person is a member of a federally recognized tribe.
  - If *Yes*, enter the name of the tribe, select if they have ever gotten a service from the Indian Health Service, a tribal program, or urban Indian health program, or through a referral from one of these programs, or if they are eligible to get these services.

9 In the **Ethnicity** section:

- Select the person's ethnicity.

10 Click **Next**.

Additional pages and questions may populate depending on age and citizenship status of the applicant.

11 Use this table for guidance on next step(s) based on the pages and questions that populate.

If…	Then…
Additional information or immigration information is required	• Continue to Step 12 for guidance on answering the additional questions.
No additional information or immigration information is required	• Proceed to Step 18.

On the **Additional Details** page:

12 You may see additional questions related to Former Foster Care, pregnancy, or medical services based on the age and citizenship status of the applicant.

- Use this table to complete each section that populates on this page. Once all sections are complete, continue to Step 13.

If the following section populates...	Then...		
Former Foster Care	• Select if the person was in foster care at age 18 or older and receiving Medicaid. **NOTE**: Only individuals who are applying for coverage are displayed and can be selected.		
	If...	**Then...**	
	Yes	• Additional questions may populate.	
		If...	**Then...**
		After 1/1/2023 and are the only individual on the case	• Continue to Step 13.
		After 1/1/2023 and there are additional people on the case	• Continue to the next section or Step 13.
		Before 1/1/2023	• Continue to the next section or Step 13.
	No	• Select if the person works full time.	
Pregnancy	• If a female between the ages of 10 and 55 is on the application, select if the person is pregnant or has been pregnant in the last 12 months.		
	If...	**Then...**	
	No	• Continue to the **Past Pregnancy** section.	
	Yes	• Select if the person is still pregnant.	
		If...	**Then...**
		No	• Enter their pregnancy end date.

If the following section populates…	Then…		
			• Continue to the **Past Pregnancy** section.
		Yes	• Select how many babies this person is expecting from this pregnancy. • Enter the person's due date. • Continue to the **Past Pregnancy** section.

	In the **Past Pregnancy** section:
	• Select if the person has any other pregnancies in the last 12 months to report.
	  ○ If *Yes*, answer the additional questions.
	  ▪ Select how many babies this person was expecting from this pregnancy.
	• Enter the person's pregnancy end date.
	• Continue to the next section or Step 13.		

Medical Services	• Select if the person has received medical services in the past 3 months. • Continue to the next section or Step 13.		
Emergency Medical Services	• Select if the person has experienced an emergency health problem and needs help paying for those emergency services. • Continue to the next section or Step 13.		

13 Click **Next**.

14 Use this table to determine next step(s).

If the following page displays...	Then...
Summary of People in Your Home	• Proceed to Step 18.
Immigration Information	• Continue to Step 15.

On the **Immigration** page:

15 In the **Immigration Information** section:

- Review the information.
- Select if the person has eligible immigration status.
- Use this table to determine next step(s).

If the selection was...	Then...
Yes	• Select the person's immigration status and answer any additional questions. • Select the person's **Immigration Document Type** and enter details about the immigration document. • Continue to Step 16.
No or *I prefer not to answer*	• Continue to Step 16.

16 In the **Military Information** section:

- Use the table to determine how to complete this section.

If the person is...	Then...
17 years old or older	• Select if the person's spouse is a veteran or active duty member. • Continue to Step 17.
18 years old or older	• Select if the person is a veteran or active duty member.

If the person is…	Then…
	• Continue to Step 17.
Under the age of 18 years old	• Select if the person is an unmarried dependent child of a veteran or an active duty member of the U.S. military. • Continue to Step 17.

17 Click **Next**.

On the **Summary of People in Your Home** page:

18 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove or add a record.

To…	Then…
Edit a record	• Click **Edit** next to the information you need to change. **NOTE**: To make changes to the Head of Household's language, address, or assisting person information you must return to the **Head of Household** section of the Progress Bar. Click the at the top of the page for **Head of Household**. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. **NOTE**: There is not an option to remove the head of household. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another Person +** to add information about the other people in the household using steps 1 – 19 in the **Add People** section. • Click **Next** until you return to the summary page.

19 Click **Next**.

20 Use this table to determine the next step(s).

If the following page displays…	Then…
Relationships	• Continue to Step 1 of the **Add Household Information** section.
School and Employment	• Continue to Step 6 of the **Add Household Information** section.
Other Health Insurance	• Proceed to Step 8 of the **Add Household Information** section.
Application Summary	• Proceed to the **Finish and Submit Application** section.

Add Household Information

On the **Relationships** page:

1 In the **Relationships** section:

- Select the relationship between each pair of household members.

  NOTE: The corresponding relationship displays under the question based on the selection.

2 Use this table to determine the next step(s).

If there is…	Then…
A child in the household	• Continue to Step 3.
Not a child in the household	• Proceed to Step 4.

3 In the **Primary Caregiver** section:

- Select if someone in the home is the child's primary caregiver.
  - If *Yes*, select who.

    NOTE: Up to two people can be selected as primary caregivers for each child.

4 Click **Next**.

5 Use the table to determine the next steps.

If the following page displays...	Then...
School and Employment	• Continue to Step 6.
Other Health Insurance	• Proceed to Step 8.

On the **School and Employment** page:

6 Use the table to determine the next step.

If the question(s) are about...	Then...
School	• Select if the person is under age 22 and enrolled in school. • Continue to Step 7.
Employment	• Select if the person works full time. • Continue to Step 7.
School & Employment	• Select if the person is under age 22 and enrolled in school. • Select if the person works full time. • Continue to Step 7.

7 Click **Next**.

On the **Other Health Insurance** page:

8 Select if anyone in the household is currently enrolled in health insurance other than TennCare, CoverKids, or Medicare.

- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	• Continue to Step 9.

If the selection was...	Then...
No	• Proceed to Step 10.

9 In the **Health Insurance Details** section:

- Select the health insurance policy holder.

  NOTE: If you selected *Someone outside of the home,* enter the **First** and **Last Name** of the policy holder, their **Date of Birth**, and their **SSN.**

- Select what kind of health insurance they have and answer the additional questions about the health insurance.
  - If they have a child, select if they were required to enroll in/purchase health insurance for themselves for the child to have health insurance.
- If the type of coverage is *Employer Insurance*, answer if the insurance is a state employee benefit plan.
- Select if this plan covers maternity benefits.
- Select who is covered by the health insurance.

10 Click **Next**.

11 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Health Insurance	• Verify the reported information. • Continue to Step 12.
Tax Filing	• Proceed to the **Add Tax Information** section.

On the **Summary of Other Health Insurance** page:

12 Verify all reported information in the summary tables is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page.

To...	Then...
	• Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to enter another health insurance policy using Steps 8 – 12 in the **Add Household Information** section. • Click **Next** to return to the summary page.

13 Click **Next**.

Add Tax Information

On the **Tax Filing** page:

1 Select if anyone in the household plans to file a federal income tax return the next time taxes are due.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 4.
Yes	• Select who plans to file taxes. • Continue to Step 2.

2 Use this table to determine the next step(s).

If the tax filer...	Then...
Has a spouse in the household	• Select if they plan to file jointly. • Continue to Step 3.
Does not have a spouse, but has multiple people in their household	• Continue to Step 3.

If the tax filer…	Then…
Is the only person in the household	• Proceed to Step 4.

3 In the **Tax Dependents in the Household** section:

- Select if the person has any tax dependents in the household.
  - If *Yes*, select who.

4 Click **Next**.

Additional pages and questions populate to provide additional tax information, based on the reported information.

5 Use this table to complete the additional pages. Once all applicable pages are completed, continue to Step 6.

If the following page displays…	Then…	
Tax Deductions	On the **Tax Deductions** page: • Select if the person has any tax deductions.	
	If…	**Then…**
	No	• Click **Next**.

	Yes	In the **Tax Deductions** section:
		• Select the **Type** and enter the **Monthly Amount** the person pays that can be deducted on a federal income tax return.
		  ○ If *Other* is selected, enter the **Name of other Expense**.
		  ○ If *Alimony Paid* is selected, enter the **Alimony Order Date.**
		• Click **Add Another +** to add additional deductions.
		• Click **Remove** to remove a deduction.
		  ○ Review the warning pop-up window and click **Remove** again.

If the following page displays…	Then…	
		• Click **Next**.
Tax Dependents Outside Household	On the **Tax Dependents Outside Household** page: • Select if the person plans to claim any tax dependents who do not live in the household.	
	If…	**Then…**
	No	• Click **Next**.
	Yes	In the **Tax Dependents Outside of the Household** section: • Enter the **Name**, **Date of Birth**, and **Relationship to the <Person>** for each tax dependent outside of the household. **NOTE**: A warning message appears if the individual added a tax dependent outside the household who is also the same individual listed as a tax dependent inside the household. The pop-up asks the member to review the information provided and doesn't block them from proceeding in the flow. • Click **Add +** to add additional dependents. • Click **Remove** to remove a dependent. ○ Review the warning pop-up window and click **Remove** again. • Click **Next**.
Joint Filer Outside Household	On the **Joint Filer Outside Household** page: • Select if the person is filing taxes jointly with someone who lives outside the household.	

If the following page displays...	Then...	
	If...	**Then...**
	No	• Click **Next**.
	Yes	In the **Joint Filer Outside the Household** section: • Enter the **Name**, **Social Security Number** and **Date of Birth** of the joint filer outside of the household. • Click **Next**.
Tax Filer Outside Household	On the **Tax Filer Outside Household** page: • Select if anyone in the household is being claimed as a dependent by someone outside of the household.	
	If...	**Then...**
	No	• Click **Next**.
	Yes	In the **Tax Filer Outside the Household** section: • Select who is being claimed as a tax dependent by someone outside of the home. • Enter the **Name of the tax filer outside the household** and their **Relationship** to the dependent. • Click **Next**.

6 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Tax Information	• Continue to Step 7.
Employment	• Proceed to **Add Income**.

On the **Summary of Tax Information** page:

7 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. • On the **Warning** pop-up window: ○ Review the message and click **Remove** again.
Add a record	• Click **Add Another Tax Filer +** to enter another tax filer. • Select who plans to file on the **Tax Information** page and use Steps 5 – 7 in the **Add Tax Information** section to add their information. • Click **Next** to return to the summary page.

8 Click **Next**.

Add Income

On the **Employment** page:

1 Select if anyone in the household has a job now or will start a new job this month.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 5.
Yes	• Select who has the job. ○ If *Yes*, and if there is a pregnant woman or child on the application, select if the person has lost this job and enter the date they lost it. • Continue to Step 2.

2 In the **Employer** section:

- Enter the **Employer Name**.

3 In the **Employer Address** section:

- Enter the employer's address information and phone number.
- Enter when the person started this job.

4 In the **Payment Information** section:

- Select if the payment amount is per hour or per paycheck.
- Use this table to determine the next step(s).

If the selection was…	Then…
Amount You Make Per Hour	• Enter the average number of hours the person works each week. • Enter the amount the person makes per hour. • Continue to Step 5.
Amount You are Paid each Paycheck	• Select how often the person gets paid. • Enter the amount the person is paid each paycheck. • Continue to Step 5.

5 Click **Next**.

6 Use this table to determine the next step(s).

If the following page displays…	Then…
Summary of Employment	• Continue to Step 7.
Self-Employment	• Proceed to Step 9.

On the **Summary of Employment** page:

7 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. • On the **Warning** pop-up window: ○ Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add information about another job using Steps 1 – 7 in the **Add Income** section. • Click **Next** to return to the summary page.

8 Click **Next**.

On the **Self-Employment** page:

9 Select if anyone in the household is self-employed.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 12.
Yes	• Select who is self-employed. • Continue to Step 10.

10 In the **Self-Employment** section:

- Enter the **Business Name**.
- Select what type of self-employment the person has.
  - If you select *Other*, enter a description of the business.
- Enter their net income for the month.

11 In the **Co-Owners** section:

- Select if anyone co-owns the business.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 12.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. ○ If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Self-Employment	• Continue to Step 14.
Other Income	• Proceed to Step 16.

On the **Summary of Self-Employment** page:

14 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.

To...	Then...
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add more self-employment information using Steps 9 – 14 in the **Add Income** section. • Click **Next** to return to the summary page.

15 Click **Next**.

On the **Other Income** page:

16 Select if anyone in the household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about.

NOTE: If there is a pregnant woman or child listed on the application, this question also asks about any other income they've received any in the last 3 months.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 19.
Yes	• Select who is receiving the income. • Continue to Step 17.

17 In the **Other Income** section:

- Select what type of other income they receive.
- Use this table to determine the next step(s) based on the income type.

If the other income type is...	Then...
One of the following: • *Annuity* • *Cash Support*	• Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending.

If the other income type is…	Then…
• *Census* • *Child Support Income* • *Pension* • *Sick/Disability Pay* • *SSI (Supplemental Security Income)* • *Tribal Income* • *Unemployment Insurance* • *Workers Compensation* • *Other Income*	**NOTE**: If you selected *SSI (Supplemental Security Income)*, the **Frequency** can't be updated. • Proceed to Step 19.
Alimony	• Enter the **Alimony Order Date**. • Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. • Proceed to Step 19.
Social Security	• Select what type of Social Security income is received. • Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. In the **In-Kind Support and Maintenance** section: • Select if someone other than a parent or spouse helps pay for the person's food each month.

If the other income type is…	Then…
	• Select if someone other than a parent or spouse helps pay for where the person lives. • Continue to Step 18.
Veterans Benefits	• Select what type of veteran benefit is received. • Enter when the income began, how often the income is received, the amount of each payment, and information about the income ending. • Proceed to Step 19.

18 Use this table to determine the next step(s) based on the answers to the **In-Kind Support and Maintenance** questions.

If the selection was…	Then…
No to both questions	• Continue to Step 19.
Yes to either question	• Enter the **Amount**. • Select the **Expense Type**. • Enter the **Amount Paid by People in the Home** and the **Amount Paid by People Outside the Home**. • Select if the person lives with any other adults besides a spouse. • Enter how much the person pays for the expense. • Enter how many people live in the person's home. • Continue to Step 19.

19 Click **Next**.

20 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Income	• Continue to Step 21.
Other Health Care Questions	• Proceed to **Add Other Health Care Information**.

On the **Summary of Other Income** page:

21 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add more information about income using Steps 16 - 21 in the **Add Income** section. • Click **Next** to return to the summary page.

22 Click **Next**.

Add Other Health Care Information

On the **Other Health Care Questions** page:

1 Review the sections and questions on the page. If someone in the household wants any of these types of care, select *Yes*.

Additional questions populate in each section when *Yes* is selected to tell us who is requesting this type of care or reporting medical bills.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.

2 Use this table for guidance on completing the additional questions. Once the page is complete, continue to Step 3.

If the selection was *Yes* in the…	Then…
Getting Help with Medicare Costs section	• Tell us who wants care.
Supplemental Security Income section	• Tell us who receives Social Security benefits and has received Supplemental Security Income (SSI) checks in the past.
Breast or Cervical Cancer section	• Review the warning message and tell us who wants care.
Medical Bills section **NOTE**: This section only displays when there is a pregnant woman or child in the household.	• Tell us who has medical bills.
Medical Facility (like a Hospital) section	• Tell us who wants care. • Enter their admit date and the name of the hospital. **IMPORTANT**: Only select this option if you expect your patient will be admitted to the hospital for 30 consecutive days.
Nursing Home section	• Tell us who wants care. • Enter the name of the nursing facility.
Hospice Care section	• Tell us who wants care.
Home and Community Based Services (HCBS) section	• Tell us who wants care.
Employment and Community First (ECF) CHOICES section	• Tell us who wants care.

If the selection was *Yes* in the…	Then…
Intermediate Care for individuals with intellectual disabilities section	• Tell us who wants care.

3 Use this table to determine the next step.

If the person answered…	Then…
Yes to any questions on the **Other Health Care Questions** page	• Continue to Step 4.
No to **all** the questions on the **Other Health Care Questions** page	• Proceed to Step 6.

4 In the **Expenses** section:

- Select if anyone in the household has shelter or utility expenses, dependent care expenses, or child support expenses.

5 In the **Resources** section:

- Select if anyone in the household has resources like financial accounts, vehicles, property, burial resources, or life insurance.

6 Click **Next**.

7 Use this table to determine the next step(s).

If the following page populates…	Then…
Shelter or Utility Expenses	• Continue to **Add Expenses**.
Financial Resources	• Proceed to **Add Resources**.
Medical Bills	• Proceed to Step 24 in the **Add Expenses** section.
Application Summary	• Proceed to **Finish and Submit Application**.

Add Expenses

When telling TennCare about who is responsible for paying expenses, the people who are listed in the drop-down menu might change depending on the type of benefits each individual is being evaluated for.

If no one is listed in the drop-down menu, TennCare doesn't need this expense information to evaluate the applicant's eligibility.

On the **Shelter or Utility Expense** page:

1 Select if anyone in the household has any shelter or utility expenses.

- Use this table to determine the next step.

If the selection was...	Then...
No	• Proceed to Step 3.
Yes	• Select who is responsible for the expenses. • Continue to Step 2.

2 In the **Shelter or Utility Expense** section:

- Select what shelter or utility expense the person pays.
- Select how often they pay the expense.
- Enter how much they usually pay.

3 Click **Next**.

4 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Shelter or Utility Expense	• Continue to Step 5.
Dependent Care Expense	• Proceed to Step 7.

On the **Summary of Shelter or Utility Expense** page:

5 Verify all reported information in the summary table is correct.

- Use the table on the next page for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another shelter or utility expense using Steps 1 - 5 in the **Add Expenses** section. • Click **Next** to return to the summary page.

6 Click **Next**.

On the **Dependent Care Expense** page:

7 Select if anyone in the household has any dependent care expenses.

- Use this table to determine the next step.

If the selection was...	Then...
No	• Proceed to Step 9.
Yes	• Select who is responsible for paying the dependent care expenses. • Continue to Step 8.

8 In the **Dependent Care Expense** section:

- Select who the expense is for.
  - If it is someone outside of the household, enter their **Name**.
- Enter how much the person pays for this care.
- Select how often the person pays for this care.

9 Click **Next**.

10 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Dependent Care Expense	• Continue to Step 11.
Mandatory Payments	• Proceed to Step 13.

On the **Summary of Dependent Care Expense** page:

11 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another dependent care expense using Steps 7 – 11 in the **Add Expenses** section. • Click **Next** to return to the summary page.

12 Click **Next**.

On the **Mandatory Payments** page:

13 Select if anyone in the household has any mandatory payments.

- Use this table to determine the next step.

If the selection was...	Then...
No	• Proceed to Step 15.
Yes	• Select who is responsible for the payments.

If the selection was...	Then...
	• Continue to Step 14.

14 In the **Court Ordered Payments or Fees** section:

- Select what kind of payments the person makes.
- Enter how much the person pays.

15 Click **Next**.

16 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Mandatory Payments	• Continue to Step 17.
Access to Other Coverage	• Proceed to Step 20. **NOTE**: This page displays depending on the household's income.
Medical Bills	• Proceed to Step 24.
Financial Resources	• Proceed to **Add Resources**.

On the **Summary of Mandatory Payments** page:

17 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.

To...	Then...
Add a record	• Click **Add Another +** to add another mandatory payment expense using Steps 13 – 17 in the **Add Expenses** section. • Click **Next** to return to the summary page.

18 Click **Next**.

19 Use this table to determine the next step(s).

If the following page displays...	Then...
Access to Other Coverage	• Continue to Step 20. **NOTE**: This page displays depending on the household's income.
Medical Bills	• Proceed to Step 24.
Financial Resources	• Proceed to **Add Resources**.

On the **Access to Other Coverage** page:

20 Select if anyone in the household has access to health insurance through a job or a family member's job but isn't enrolled.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 22.
Yes	• Select who could be enrolled in other insurance through a family member's employer. • Continue to Step 21.

21 In the **Access to Other Coverage** section:

- Enter additional information about the other health insurance and who can provide more information about it.
- Enter the premium amount for the health insurance plan.

- Select how often the premium will be paid.

22 Click **Next**.

23 Use this table to determine the next step(s).

If the following page displays…	Then…
Medical Bills	• Continue to Step 24.
Financial Resources	• Proceed to **Add Resources**.

On the **Medical Bills** page:

24 Select if someone has received medical care, dental care, or medicine in the last 3 months and has bills (paid or unpaid) for that care or medicine, or if someone has paid for this kind of care out of pocket this month.

- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Proceed to Step 26.
Yes	• Select who is responsible for the payments. • Continue to Step 25.

25 In the **Medical Bills** section:

- Select what kind of bill the person pays for.
  - Use this table for guidance on entering information.

    NOTE: The questions change based on the type of medical bill you select.

If the other medical bill type is…	Then…
• *Acupuncture* • *Charges for medical care include in tuition fee of a college or private school which is paid each month* • *Doctor* • *Health Insurance Premium*	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill.

If the other medical bill type is…	Then…
• *Hospital* • *Long-term Care Facility Bed Hold* • *Medicare Part A, B, C, or D* • *Nursing Facility Costs* • *Nursing Services* • *Organ Transplant Expenses* • *Other* • *Over the Counter Medicines* • *Personal expenses while traveling for medical care like parking fees and tolls* • *Prescription* • *Prosthetic Device* • *Psychiatric Care* • *Service Animal* • *Special Education for Handicapped* • *Substance Abuse Treatment*	• Enter how much of the bill has already been paid. • Continue to Step 26.
Dental	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill. • Continue to Step 26.
Transportation you need to get medical care like bus, taxi, train, or plane fares	• Select who received the care, how often the bill is paid, and the date the person received the care.

If the other medical bill type is...	Then...
	• Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Enter how many miles the person traveled for this appointment. • Continue to Step 26.

26 Click **Next**.

27 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Medical Bills	• Continue to Step 28.
Financial Resources	• Proceed to **Add Resources**.
Application Summary	• Proceed to **Finish and Submit Application**.

On the **Summary of Medical Bills** page:

28 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a medical bill record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window:

To...	Then...
	• Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another medical bill using Steps 24 – 28 in the **Add Expenses** section. • Click **Next** to return to the summary page.

29 Click **Next**.

Add Resources

When telling TennCare about who owns resources, the people who are listed in the drop-down menu might change depending on the type of benefits each person is being evaluated for.

If no one is listed in the drop-down menu, TennCare doesn't need this resource information to evaluate the applicant's eligibility.

On the **Financial Resources** page:

1 Select if anyone in the household has financial resources.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 6.
Yes	• Select who has the resource. • Continue to Step 2.

2 In the **Financial Resources** section:

- Select what kind of financial resource the person has.

  Additional questions populate based on the financial resource type.
- Use this table for guidance when answering the additional questions.

If the person reported...	Then also...
One of the following:	• Enter information about the resource.

If the person reported…	Then also…
• *Checking Account* • *Health Reimbursement Account* • *Individual Development Account* • *Keogh Account* • *Loan* • *Patient/Resident Trust Account* • *Savings Account*	• Continue to Step 3.
Annuity	• Enter information about the resource. • Proceed to Step 5.
Individual Retirement Account	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Continue to Step 3.
Pension Fund or *Retirement Account*	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Proceed Step 5.
A *Qualified Tuition Savings Plan (529 Plans)*	• Select the person is the *Beneficiary* or *Donor*. • Enter information about the resource. • Proceed to Step 5.
Trust Fund	• Select the **Trust Type**, enter the trustee, select if the person is the beneficiary of the trust, and if the person owns the trust.

If the person reported…	Then also…
	• Enter additional information about the resource. • Continue to Step 3.
Any other resource	• Enter the value of the resource. • Proceed to Step 5.

3 In the **Bank or Company** section:

- Enter the bank or company.

  NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

4 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the bank information.
    - Enter the **Bank or Company Name**.
    - Enter the **Address**, **City**, **State** and **Zip Code**.

5 In the **Co-Owners** section:

- Select if anyone owns the financial resource with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 6.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table.

If the selection was...	Then...
	NOTE: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 6.

6 Click **Next**.

7 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Financial Resource	• Continue to Step 8.
Vehicles	• Proceed to Step 10.

On the **Summary of Financial Resources** page:

8 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a financial resource record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another financial resource using Steps 1 - 8 in the **Add Resources** section.

To...	Then...
	• Click **Next** to return to the summary page.

9 Click **Next**.

On the **Vehicles** page:

10 Select if anyone in the household owns a vehicle.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 13.
Yes	• Select who owns the vehicle. • Continue to Step 11.

11 In the **Vehicle Information** section:

- Enter as much information about the vehicle as possible.
  - Select what kind of vehicle the person has and enter additional information about the vehicle.
  - Select how the person uses the vehicle.
  - Enter how much the vehicle is worth.

12 In the **Co-Owners** section:

- Select if anyone owns this vehicle with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 13.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table.

If the selection was...	Then...
	NOTE: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 13.

13 Click **Next**.

14 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Vehicles	• Continue to Step 15.
Property	• Proceed to Step 17.

On the **Summary of Vehicles** page:

15 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a vehicle record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another vehicle using Steps 10 - 15 in the **Add Resources** section. • Click **Next** to return to the summary page.

16 Click **Next**.

On the **Property** page:

17 Select if anyone in the household owns property.

- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Proceed to Step 21.
Yes	• Select who owns the property. • Continue to Step 18.

18 In the **Property Details** section:

- Select what kind of property the person owns.
- Select what the property is used for.
- Use this table to determine the next step(s) based on the property type.

If the person reported property…	Then…
That is not used as a *Home* or *Rental/income Producing Property*	• Continue to the next bullet to enter how much is owed and the property value.
Used as a *Home*	• Select if they live there. ○ If *No*, select if they intend to return. • Continue to the next bullet to enter how much is owed and the property value.
Used as a *Rental/Income-Producing Property*	• Enter additional information about the property. • Continue to the next bullet to enter how much is owed and the property value.

- Enter how much is owed on the property.

- Enter the value of the property.

19 In the **Property Address** section:

- Enter the address of the property the person owns.

20 In the **Co-Owners** section:

- Select if anyone owns the property with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 21.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 21.

21 Click **Next**.

22 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Property	• Continue to Step 23.
Burial Resources	• Proceed to Step 25.

On the **Summary of Property** page:

23 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a property record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to return to add another property using Steps 17 - 23 in the **Add Resources** section. • Click **Next** to return to the summary page.

24 Click **Next**.

On the **Burial Resources** page:

25 Select if anyone in the household has made burial arrangements.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 30.
Yes	• Select who owns the burial resource. • Continue to Step 26.

26 In the **Burial Resource** section:

- Select what kind of burial resource the person has.
- Select who the burial resource is for.
- Answer the additional questions about the burial resource.

27 In the **Bank or Company that Holds this Burial Resource** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

28 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the information.
    - Enter the **Bank or Company Name**.
    - Enter the **Address**, **City**, **State** and **Zip Code**.

29 In the **Co-Owners** section:

- Select if anyone owns the burial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 30.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 30.

30 Click **Next**.

31 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Burial Resources	• Continue to Step 32.
Life Insurance	• Proceed to Step 34.

On the **Summary of Burial Resources** page:

32 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a burial resource record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add another burial resource using Steps 25 - 32 in the **Add Resources** section. • Click **Next** to return to the summary page.

33 Click **Next**.

On the **Life Insurance** page:

34 Select if anyone in the household has life insurance.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 37.
Yes	• Select who has life insurance.

If the selection was...	Then...
	• Continue to Step 35.

35 In the **Life Insurance Information** section:

- Select what kind of life insurance the person has.
- Use this table for guidance when completing the **Life Insurance Information** section.

If the selection was...	Then...
Term or Group Life Insurance	• Enter the face value of the life insurance policy and the policy number if available. • Continue to Step 36.
Whole or Universal Life Insurance	• Enter the face value of the policy, the cash surrender value of the policy, and the policy number if available. • Continue to Step 36.

36 In the **Life Insurance Company Information** section:

- Enter the **Company Name**, **Address**, and **Phone Number**.

37 Click **Next**.

38 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Life Insurance	• Continue to Step 39.
Other Resources	• Proceed to Step 41.

On the **Summary of Life Insurance** page:

39 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a life insurance record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change.

To...	Then...
	• Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add additional life insurance using Steps 34 – 39 in the **Add Resources** section. • Click **Next** to return to the summary page.

40 Click **Next**.

On the **Other Resources** page:

41 Select if anyone in the household has any other resources.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 44.
Yes	• Select who has the other resource. • Continue to Step 42.

42 In the **Other Resources** section:

- Select what type of other resource the person has.
- Use this table for guidance on completing the **Other Resources** section.

If the resource is...	Then...
One of the following: • *Livestock* • *Non Business Equipment* • *Oil and Mineral Rights*	• Select the use of the resource. • Answer the additional questions about the resource. • Continue to Step 43.

If the resource is...	Then...
• *Other*	
One of the following: • *Business/Self-Employment Equipment* • *Disaster Assistance* • *Household Goods/Personal Effects*	• Answer the questions about the resource. • Continue to Step 43.

43 In the **Co-Owners** section:

- Select if anyone owns the other resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 44.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 44.

44 Click **Next**.

45 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Resources	• Continue to Step 46.

If the following page displays...	Then...
Transferred Resources	• Proceed to Step 48.

On the **Summary of Other Resources** page:

46 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add another resource record.

To...	Then...
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.
Add a record	• Click **Add Another +** to add more resources using Steps 41 - 45 in the **Add Resources** section. • Click **Next** to return to the summary page.

47 Click **Next**.

On the **Transferred Resources** page:

48 Select if anyone in the household has sold, traded, or given away resources in the last five years.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Proceed to Step 50.
Yes	• Select who has sold, traded, or gave away resources. • Continue to Step 49.

49 In the **Sold, Traded, or Given Away Resources** section:

- Select what type of resources the person has.
- Select the specific type of *Burial Resource*, *Life Insurance*, *Liquid Resources*, *Other Resources*, *Real Property*, *Trust*, or *Vehicle Resource* the person has.
- Enter the name of the person or organization that they sold, traded, or gave away the resource to.
- Enter the date it was sold, traded, or given away.
- Enter the value of the resource at the time it was sold, traded, or given away.
- Enter how much money was received for the resource.

50 Click **Next**.

51 Use this table to determine the next step(s).

If the following page displays…	Then…
Summary of Transferred Resources	• Continue to Step 52.
Application Summary	• Proceed to **Finish and Submit Application**.

On the **Summary of Transferred Resources** page:

52 Verify all reported information in the summary table is correct.

- Use this table for guidance on how to edit, remove, or add a transferred resource record.

To…	Then…
Edit a record	• Click **Edit** next to the information you need to change. • Make the change on a previous page. • Click **Next** until you return to the summary page.
Remove a record	• Click **Remove** next to the information you need to remove. On the **Warning** pop-up window: • Review the message and click **Remove** again.

To…	Then…
Add a record	• Click **Add Another +** to return to add another transferred resource using Steps 48 – 52 in the **Add Resources** section. • Click **Next** to return to the summary page.

53 Click **Next**.

Finish and Submit Application

On the **Application Summary** page:

1 Use the drop-down arrows to expand and review each section of the application.

- If anything needs to be added or corrected, click the section in the Progress Bar to return to the summary page and update answers before submitting the application.

2 Click **Next**.

On the **Add Case Comments** page:

3 Enter any additional comments for the application.

4 Click **Next**.

On the **Choose Health Plan** page:

5 In the **Health Plans** section:

- Review the information with the applicant.
- Select which health plan they'd prefer.

6 Click **Next**.

On the **Before you Submit** page:

7 In the **Voter Registration** section:

- Select if the member wants to apply to register to vote.

8 In the **Renewing Your Coverage** section:

- Select if they want to give permission to use tax and employment information to try to renew eligibility automatically.

If…	Then…
Yes	• Select how many years they give permission to try to renew eligibility automatically. • Continue to Step 9.
No	• Continue to Step 9.

9 In the **Permission to Check Your Resources** section:

- Select if they want to give TennCare permission to use a credit reporting agency to check their resources before asking for proof of their resources.

10 Click **Next**.

On the **Sign Your Application** page:

11 In the **Rights, Responsibilities and Penalties** section:

- Review the information with the applicant.

12 In the **Your Right to Privacy** section:

- Review the information with the applicant.

13 In the **Non-discrimination** section:

- Review the information with the applicant.

14 In the **Electronic Signature** section:

- Review the information with the applicant.

15 In the **Patient or Responsible Party** section:

- Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party**.
- Type the applicant's name in the **Signature** field.

16 In the **TennCare Access Portal User's Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing this application as the TennCare Access Portal user.**
- Type your name in the **Signature** field.

17 Click **Submit**.

On the **We have your Application!** page:

- Locate the tracking number at the top of the page and give it to the applicant.

18 In the **Confirmation of Your Submission** section:

- Review the information with the applicant.

19 In the **What Happens Next** section:

- Review the information with the applicant.

20 In the **Print Your Application** section:

- Click **Print** to print a copy of the application for the applicant.
- Click **Upload Documents** to upload documents with the application.
  - Use the **Upload Documents** section of this guide for guidance on uploading documents.

21 Click **Next** to return to the TennCare Access homepage.

Search Submissions

On the **Welcome to TennCare Access** homepage, using the **Search My Submissions** feature, you can continue an in-progress application, view a previously submitted application, change, renewal, or Admit/Discharge Form, and upload a document for a submitted application, change, or renewal.

You can click **Search** without entering any information to get a list of all the actions you've submitted or have in-progress.

Searching For an Application, Change, Renewal, or Admit/Discharge Form

1 Click **Search My Submissions**.

On the **Search My Submissions** page:

2 In the **Search Criteria** section:

- Enter any of the following:
  - **First** or **Last Name**

    NOTE: You don't have to use the individual's full name to get search results. You can get search results by using part of an individual's name or any of the other search criteria alone.
  - **Social Security Number (SSN)**
  - **Submission Status**
  - **Submission Type**

    NOTE: If you select a submission type, you must enter the associated submission number.
  - **Submission Date Range**

3 Click **Search**.

The **Search Results** table displays with the results of the search.

4 In the **Search Results** section:

- Review all reported information in the **Search Results** table.
  - Click **View** to review a submitted Full Coverage Application, Change Report, Renewal, or Admit Discharge Form.
  - Click **Continue** to continue an in-progress application.

- Click **Upload** to upload documents associated to the application.

  Refer to the **Upload Documents** section of this document for further guidance on uploading documents.

Delete an In-Progress Application

1 Click **Search My Submissions**.

On the **Search My Submissions** page:

2 In the **Search Criteria** section:

- Enter any of the following:
  - **First** or **Last Name**

    NOTE: You don't have to use the individual's full name to get search results. You can get search results by using part of an individual's name or any of the other search criteria alone.
  - **Social Security Number (SSN)**
  - **Submission Status**
  - **Submission Type**

    NOTE: If you select a submission type, you must enter the associated submission number.
  - **Submission Date Range**

3 Click **Search**.

The **Search Results** table displays with the results of the search.

4 In the **Search Results** section:

- Review all reported information in the **Search Results** table.
- Click the **Remove** icon next to an in-progress application in the **View Submission** column listed in the **Search Results** table.
- Review the warning message on the page.
- Click **Remove** to delete the in-progress application.

Upload Documents

There are two ways to upload proof for a submission.

1 Use this table to determine how to start uploading documents.

To Upload Documents...	Then...
With the person's submission	Use the **Upload Documents** button displayed on the **Submission** page. On the **Submission** page: • Click **Upload Documents**. • Continue to Step 2.
After the person's submission has been completed	Use the **Search My Submissions** feature. On the **Search My Submissions** page, an upload option displays for any submissions TennCare has not started reviewing. For these submissions, the individual can provide proof right away or wait for TennCare to review the submission and send a letter to the individual telling them what's needed. Once the individual receives this letter, you can use the TennCare Access Portal to upload documents. • Click **Search** to view all the submissions you've submitted through the TennCare Access Portal. **NOTE**: To narrow your search results, you can enter information like the **First Name**, **Last Name**, **SSN**, **Submission Status**, **Submission Type**, and **Submission Date Range**. In the **Search Results** table: • Find the submission you want to upload documents for. • Click the **Upload** option in the **Upload Documents** column. • Continue to Step 2.

On the **My Documents** page:

2 In the **Documents We Need** section:

- Review the information.
- Click the **Types of Proof** hyperlink for guidance on what verifications can be accepted.

3 In the **Your Recent Submissions** section:

- Review the table to see what recent submissions require verification.
- Click **Upload Proof** in the **Action** column to upload verifications for the appropriate **Head of Household**.

On the **My Documents** page:

4 In the **Upload a Document for Application T########** section:

- Select the **Proof Type** from the drop-down menu.
- Select the **Document Type** from the drop-down menu.
- Click **Choose File** to search for a file on the computer.

  NOTE: You can also drag and drop the file into the drag and drop section.
- Select the document from the file pop-up window.

  NOTE: Only .tiff, .bmp, .jpeg, or .pdf types of files are allowed.

5 Click **Open**.

6 In the **Upload a Document for Application T########** section:

- Review the documents that have already been uploaded.
  - Click **View** to review documents.
  - Click **Remove** to delete documents.
- Click **Add Another** and repeat Steps 4 - 5 to upload more documents for the same **Proof Type**.

7 Click **Submit**.

The green *Document Upload Successful!* message appears.

8 In the **Your Recent Submissions** section:

- Verify the **Status** shows *Document under review*.

- Click **Add another document** to upload additional verifications.

9 Click **Back to TennCare Access**.

Access a Member's TennCare Connect Account

On the **Welcome to TennCare Access** homepage, using the **View TennCare Connect Account** feature, you can search for a member who is has applied for, or is currently receiving, TennCare coverage to view their coverage details, case details and letters, report a change, and upload documents.

Access a Member's TennCare Connect Account

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.

  NOTE: When searching for a child, use the Head of Household's information to perform the search. The child will be listed on the Head of Household's **Coverage Details** page. From the **Coverage Details** page partners can make changes or submit renewals for a child.

- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page, you can:

- View a member's case details like who is in the case, head of household information, and assisting person information.
- Access more information about the member's coverage details.
- Use the options in the left navigation menu to:
  - Report a change for a member.
  - View a member's letters.

- View submissions like applications, changes, or renewals you've submitted through the TennCare Connect account.
- Upload documents requested by TennCare for a member.
- View the types of documents you've uploaded.
- Renew a member's coverage.

View Coverage Information

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.

  NOTE: When searching for a child, use the Head of Household's information to perform the search. The child will be listed on the Head of Household's **Coverage Overview** page. From the **Coverage Overview** page partners can make changes or submit renewals for a child.

- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 In the **Household Coverage Details** section:

- Review the members of the household listed. Each listing provides details about the individual's current coverage. The head of household will always be listed first.
- Click the ⌄ to expand the table and review additional information about the different cases the individual is associated to.
- Review the **Case Number**, **Coverage Type**, **Coverage Status**, and **Health Plan**.
- Click the **Coverage Details** hyperlink to review more details about the individual's

coverage for the specific case.

On the **Coverage Details** page:

6 In the **Household Member Information** section:

- Review the information.

7 In the **TennCare Coverage Information** section:

- Review the information about the person's approval or denial.

8 Use this table to continue reviewing the **Coverage Details** page. Once you've reviewed all the information on the page, continue to Step 9.

If there is…	Then…
An **Other Health Insurance** section	• The member has indicated they have other health insurance information. • Review the information.
An **Appeal Information** section	• The member has appeal information. • Review the information.
A **Katie Beckett Part A Premium Amount** section	• The member has been approved for Katie Beckett Part A and has premium amount information. • Review the information.
A **Health Plan** section	• The member is approved for coverage and has an assigned health plan. • Review the information.

9 Click **Back to previous page** to return to the **Coverage Overview** page.

Report a Change for a Member

You can use the **View TennCare Connect Account** feature to report the following changes:

- Contact information:
  - Address, phone number, or language
  - Assisting persons

- Household members:
  - Personal information:
    - SSN, residency, and citizenship status
    - Someone moving in or out
    - Pregnancy
- Household Information:
  - Relationships
  - Other health insurance
- Tax Information:
  - Tax filers, deductions, and dependents
- Income and Employment information:
  - Jobs
  - Self-employment
  - Other income (such as pensions or Social Security)
- Other benefits information:
  - Hospice care
  - Medicare coverage
  - LTSS/CHOICES Care
  - Treatment for breast and/or cervical cancer
- Expenses information:
  - Living expenses, medical bills, or mandatory payments
- Resource information:
  - Bank accounts
  - Home or property
  - Vehicles
- End Coverage
- Katie Beckett:
  - Initiate a Katie Beckett Referral
  - Update an existing Katie Beckett Referral

Use these steps to report a change.

On the **TennCare Access Homepage**:

1 Click **View TennCare Connect Account**.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.

3 Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household**.

4 Click **Search**.

5 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

6 Click **Report a Change** in the menu that displays on the left side of the page.

On the **Report a Change** page:

7 Click **Report a Change** in the **Action** column of the **Report a Change** table.

On the **Report My Changes** page:

8 Select the types of changes you want to report.

9 Click **Next**.

10 Depending on the options you selected, pages appear for you to edit information. Use this table to determine how to make the appropriate changes.

For guidance on reporting changes to…	Then refer to the following section…
Contact Information	Report Changes for Contact Information

For guidance on reporting changes to…	Then refer to the following section…
Household Members	Report Changes for Household Members
Household Information	Report Changes for Household Information
Tax Information	Report Changes for Tax Information
Income & Employment	Report Changes for Income and Employment
Other Benefits	Report Changes for Other Benefits
Katie Beckett	Report Changes for Katie Beckett
Expenses	Report Changes for Expenses
Resources	Report Changes for Resources
End Coverage	End Coverage for a Member

Report Changes for Contact Information

On the **Summary of Household Information** page:

1 Review the existing information.

2 Use this table to determine the next steps based on what you need to change.

To…	Then…
Edit contact information	• Click **Edit** for the appropriate person to make changes. On the **Household Information** page: • Verify the current information and make necessary changes. • Click **Next**. On the **Address Verification** pop-up window: • Select the appropriate address.

To...	Then...
	• Click **Next**. On the **Household Information** page: • Click **Next**. • Proceed to Step 4.
Add an Assisting Person	• Click **Add Assisting Person +**. On the **Household Information** page: • Add the assisting person's information. • Click **Next**. On the **Address Verification** pop-up window: • Select the appropriate address. • Click **Next**. • Proceed to Step 4.
Remove an Assisting Person	• Click **Remove** next to the Assisting Person. • Continue to **Remove an Assisting Person**.

Remove an Assisting Person

3 Use the table to determine how to remove the assisting person.

If you're removing...	Then...
An assisting person you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 4.
An existing assisting person	On the **Remove <Person's> Assisting Person** pop-up window: • Enter the date when they stopped being the assisting person. • Click **Submit**. • Continue to Step 4.

On the **Summary of Household Information** page:

4 Click **Next**.

On the **Summary of Household Information** page:

5 Review the information in the **What Changed?** column.

- Repeat the guidance in Step 2 to make additional changes, if necessary, until all the information is correct.

6 Click **Next**.

7 Use this table to determine the next steps.

If there are...	Then...
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit changes**.

Report Changes for Household Members

On the **Summary of People in Your Home** page:

1 Review the existing information.

2 Use this table to determine the next steps based on what you need to change.

To...	Then...
Edit a person's existing information	• Click **Edit** for the appropriate person to make changes. **NOTE**: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect. On the **People in Your Home** page: • Review the current information and make necessary changes. • Click **Next**. • Proceed to Step 7.
Add a Person	• Click **Add Another Person +**. On the **People in Your Home** page: • Add the additional person's information. • Click **Next**. • Answer any additional questions that populate. • Click **Next**. • Proceed to Step 7.
Remove a Person	• Click **Remove** next to the appropriate person. • Continue to **Remove a Household Member**.

Remove a Household Member

3 Use the table to determine how to remove the household member.

If you're removing...	Then...
A household member you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Proceed to Step 6.
An existing household member	• Continue to Step 4.

On the **Moved Out of the Home** pop-up window:

4 Select the reason the person is no longer in the home.

- Use the table to complete the pop-up window.

If the reason is...	Then...	
Death	• Enter the **Date of Death**. • Continue to Step 5.	
Moved out of Household	• Enter the date when the person left the home. **NOTE**: Make sure to review the tax information for the person who moved out before submitting your changes.	
	If...	**Then...**
	You know their new address	• Select the **Address Format**. • Enter the **Address** information. • Continue to Step 5.
	You do not know their new address	• Continue to Step 5.

5 Click **Submit**.

On the **Summary of People in Your Home** page:

6 Review the information in the **What Changed?** column.

- Use the guidance in Step 2 to make additional changes, if necessary, until all the information is correct.
- Once all the information is correct, continue to Step 7.

7 Click **Next**.

8 Use this table to determine the next step.

If there are…	Then…
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit changes**.

Report Changes for Household Information

Different pages display in this section depending on the information TennCare has on file. Once all the pages have been reviewed or completed, proceed to Step 5.

1 Use this table to determine the next steps based on the page that displays:

If the following page displays…	Then…
Relationships	• Verify the existing information and make any necessary changes. • Click **Next**. • Continue using the table to complete the next page that displays or proceed to Step 5.
School and Employment	• Verify the existing information and make any necessary changes. • Click **Next**. • Continue using the table to complete the next page that displays or proceed to Step 5.
	On the **Summary of Other Health Insurance** page:

If the following page displays…	Then…	
Summary of Other Health Insurance	• Review the existing information.	
	If…	**Then…**
	Editing existing information	• Click **Edit** for the appropriate person to make changes. On the **Other Health Insurance** page: • Verify the existing information and make any necessary changes. • Click **Next**. • Procced to Step 3.
	Removing existing information	• Click **Remove** next to the appropriate person. • Continue to **Remove a Health Insurance Record**.
Other Health Insurance	On the **Other Health Insurance** page: • Add the new information. • Answer any additional questions that populate. • Click **Next**. • Proceed to Step 3.	

Remove a Health Insurance Record

2 Use the table for guidance on removing the record.

If you're removing…	Then…
A record added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 3.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Other Health Coverage** pop-up window: • Enter the date the health insurance coverage ended. • Click **Submit**. • Continue to Step 3.

On the **Summary of Other Health Insurance** page:

3 Review the information in the **What Changed?** column.

- Once all the information is correct, continue to Step 5.

4 Click **Next**.

5 Use this table to determine the next step.

If there are...	Then...
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Tax Information

1 Use this table to determine the next steps based on what you need to change.

To...	Then...
Edit existing tax information	On the **Summary of Tax Information** page: • Review the existing information. • Click **Edit** for the appropriate person to make changes. On the **Tax Filing** page: • Verify the current information and make necessary changes. • Click **Next**.

To...	Then...
	On the **Tax Deductions** page: • Verify the current information and make necessary changes. • Click **Next**. On the **Tax Dependents Outside Household** page: • Verify the current information and make necessary changes. • Click **Next**. On the **Joint Filer Outside Household** page: • Verify the current information and make necessary changes. • Click **Next**. On the **Tax Filer Outside Household** page: • Verify the current information and make necessary changes. • Click **Next**. • Once all the **Tax** information pages are complete, proceed to Step 3.
Add new tax information	On the **Tax Filing** page: • Add the new tax information. • Click **Next**. On the **Tax Deductions** page: • Add the new information. • Click **Next**. On the **Tax Dependents Outside Household** page: • Add the new information.

To…	Then…
	• Click **Next**. On the **Joint Filer Outside Household** page: • Add the new information. • Click **Next**. On the **Tax Filer Outside Household** page: • Add the new information. • Click **Next**. • Once all the **Tax** information pages are complete, proceed to Step 3. • For additional guidance on adding tax information refer to **Add Tax Information** section of the **Apply For Full Coverage** section of this document.
Remove a record	• Click **Remove** next to the appropriate person. **NOTE**: You cannot remove individuals who are listed as dependents. **Remove** is grayed out for dependents. • Continue to **Remove a Household Member's Tax Information**.

Remove a Household Member's Tax Information

2 Use the table to determine how to remove the tax information.

If you are removing…	Then…
A record added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 3.
An existing record	On the **Remove <Person>'s Tax Filer Information** pop-up window:

If you are removing…	Then…
	• Enter the tax filing end date. • Click **Submit**. • Continue to Step 3.

On the **Summary of Tax Information** page:

3 Review the information in the **What Changed?** column.

- Use the guidance in Step 1 to make additional changes, if necessary, until all the information is correct.

4 Click **Next**.

5 Use this table to determine the next step.

If there are…	Then…
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Income and Employment

If the member has existing employment information, review and verify the current information before submitting changes.

1 Use this table to determine the next steps.

If the following page displays…	Then…
Employment	• Select who has a job now or will start a new job this month. • Complete the **Employment** page for the new employment record. • Proceed to Step 3.
	On the **Summary of Employment** page:

If the following page displays...	Then...	
Summary of Employment	• Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Employment** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 3.
	Adding another record	• Click **Add Another**. • Complete the **Employment** page for the additional employment record. • Click **Next**. • Proceed to Step 3.
	Removing a record	• Click **Remove** next to the appropriate record. • Continue to **Remove an Employment Record**.

Remove an Employment Record

2 Use the table to remove the employment record.

To remove...	Then...
An existing employment record	On the **Remove <Person>'s Employment** pop-up window: • Enter the date the employment ended. • Enter the date of the person's final paycheck.

To remove…	Then…
	• Enter the amount on the final paycheck. • Click **Submit**. • Continue to Step 3.
A record you added during this review	On the **Warning** pop-up window: • Review the message. • Click Remove. • Continue to Step 3.

On the **Summary of Employment** page:

3 Review the information in the **What Changed?** column.

- Use guidance in Step 1 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next steps based on what you need to change.

If the following page displays…	Then…	
Self-Employment	• Select if anyone in your household is self-employed. • Complete the **Self-Employment** page for the new employment record. • Proceed to Step 7.	
Summary of Self-Employment	On the **Summary of Self-Employment** page: • Use the table to determine the next step(s).	
	If you are…	**Then…**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Self-Employment** page:

If the following page displays…	Then…	
		• Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 7.
	Adding another record	• Click **Add Another**. • Complete the **Self-Employment** page for the additional employment record. • Click **Next**. • Proceed to Step 7.
	Removing a record	• Click **Remove** next to the appropriate record. • Continue to **Remove a Self-Employment Record**.

Remove a Self-Employment Record

6 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing self-employment record	On the **Remove <Person>'s Self-Employment** Income pop-up window: • Enter the date the self-employment income ended. • Click **Submit**. • Continue to Step 7.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 7.

On the **Summary of Self-Employment** page:

7 Review the information in the **What Changed?** column.

- Use guidance in Step 5 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 8.

8 Click **Next**.

9 Use this table to determine the next steps based on what you need to change.

If the following page displays...	Then...
Other Income	• Select if anyone in your household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about, or if they received any other income in the last 3 months. • Complete the **Other Income** page for the new employment record. • Proceed to Step 11.
	On the **Summary of Self-Employment** page:

If the following page displays...	Then...	
Summary of Other Income	• Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Other Income** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 11.
	Adding another record	• Click **Add Another**. • Complete the **Other Income** page for the additional record. • Click **Next**. • Proceed to Step 11.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove an Other Income Record**.

Remove an Other Income Record

10 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing other income record	On the **Remove <Person>'s Other Income** pop-up window: • Enter the date the other income ended. • Click **Submit**. • Continue to Step 11.
A record you added during this change	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 11.

On the **Summary of Other Income** page:

11 Review the information in the **What Changed?** column.

- Use guidance in Step 9 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next step.

If there are...	Then...
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Other Benefits

On the **Other Health Care Questions** page:

1 Verify the current information and make any necessary changes.

NOTE: Additional questions may populate based on changes you make. Complete all the required fields.

2 Click **Next**.

3 Once all the **Other Benefits** information is correct, use this table to determine the next steps.

If there are...	Then...
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Katie Beckett

1 Use the table to determine the appropriate steps for changing Katie Beckett information.

<table>
<tr><th>If the following page displays...</th><th colspan="2">Then...</th></tr>
<tr><td>Katie Beckett Referral</td><td colspan="2">• Select who is applying for Katie Beckett.
• Complete the Katie Beckett Referral page for the new referral.
• Continue to Step 2.</td></tr>
<tr><td rowspan="3">Summary of Katie Beckett Referral</td><td colspan="2">On the Summary of Katie Beckett Referral page:
• Use the table to determine the next step(s).</td></tr>
<tr><th>If you are...</th><th>Then...</th></tr>
<tr><td>Changing an existing record</td><td>• Click Edit for the appropriate person to make changes.
On the Katie Beckett Referral page:
• Verify the current information and make necessary changes.
• Click Next.
• Continue to Step 2.</td></tr>
<tr><td>Adding another record</td><td>• Click Add Another.</td></tr>
</table>

If the following page displays...	Then...	
		• Complete the **Katie Beckett Referral** page for the additional record. • Click **Next**. • Continue to Step 2.

2 Once all the **Katie Beckett** information is correct, use this table to determine the next steps.

If there are...	Then...
More changes to make	• Continue through the **Report my Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Expenses

If the member has existing expenses information, review and verify the current information before submitting changes.

1 Use this table to determine the next steps.

If the following page displays...	Then...	
Shelter or Utility Expense	• Select if anyone in your household has any shelter or utility expenses. • Complete the **Shelter or Utility Expense** page for the new employment record. • Proceed to Step 3.	
Summary of Shelter or Utility Expense	On the **Summary of Shelter or Utility Expense** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**

If the following page displays…	Then…	
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Shelter or Utility Expense** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 3.
	Adding another record	• Click **Add Another**. • Complete the **Shelter or Utility Expense** page for the additional record. • Click **Next**. • Proceed to Step 3.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Shelter or Utility Expense**.

Remove Shelter or Utility Expense

2 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing Shelter or Utility Expense record	On the **Remove <Person>'s Shelter or Utility Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. • Continue to Step 3.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 3.

On the **Summary of Shelter or Utility Expense** page:

3 Review the information in the **What Changed?** column.

- Use guidance in Step 2 to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next steps.

If the following page displays...	Then...	
Dependent Care Expense	• Select who is responsible for the care. • Complete the **Dependent Care Expense** page for the new record. • Proceed to Step 7.	
Summary of Dependent Care Expense	On the **Summary of Dependent Care Expense** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**

If the following page displays…	Then…	
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Dependent Care Expense** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 7.
	Adding another record	• Click **Add Another**. • Complete the **Dependent Care Expense** page for the additional record. • Click **Next**. • Proceed to Step 7.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Dependent Care Expense**.

Remove Dependent Care Expense

6 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing dependent care expense record	On the **Remove <Person>'s Dependent Care Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. • Continue to Step 7.

If you're removing...	Then...
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 7.

On the **Summary of Dependent Care Expense** page:

7 Review the information in the **What Changed?** column.

- Use guidance in Step 5 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 8.

8 Click **Next**.

9 Use this table to determine the next steps.

<table>
<tr><th>If the following page displays...</th><th colspan="2">Then...</th></tr>
<tr><td>Mandatory Payments</td><td colspan="2">• Select if anyone in your household has mandatory payment expenses.
• Complete the Mandatory Payments page for the new record.
• Proceed to Step 11.</td></tr>
<tr><td rowspan="3">Summary of Mandatory Payments</td><td colspan="2">On the Summary of Mandatory Payments page:
• Use the table to determine the next step(s).</td></tr>
<tr><th>If you are...</th><th>Then...</th></tr>
<tr><td>Changing an existing record</td><td>• Click Edit for the appropriate person to make changes.
On the Mandatory Payments page:
• Verify the current information and make necessary changes.</td></tr>
</table>

If the following page displays…	Then…	
		• Click **Next**. • Proceed to Step 11.
	Adding another record	• Click **Add Another**. • Complete the **Mandatory Payments** page for the additional record. • Click **Next**. • Proceed to Step 11.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Mandatory Payment Expense**.

Remove Mandatory Payment Expense

10 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing mandatory payment expense record	On the **Remove <Person>'s Mandatory Payment** pop-up window: • Enter the date of the final payment for the mandatory payment expense. • Click **Submit**. • Continue to Step 11.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 11.

On the **Summary of Mandatory Payments** page:

11 Review the information in the **What Changed?** column.

- Use guidance in Step 9 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next steps.

<table>
<tr><th>If the following page displays...</th><th>Then...</th></tr>
<tr><td>Access to Other Coverage</td><td>• Select if the person has access to health insurance.
• Complete the Access to Other Coverage page for the new record.
• Proceed to Step 15.</td></tr>
<tr><td rowspan="3">Summary of Access to Other Coverage</td><td colspan="2">On the Summary of Access to Other Coverage page:
• Use the table to determine the next step(s).</td></tr>
<tr><td>If you are...</td><td>Then...</td></tr>
<tr><td>Changing an existing record</td><td>• Click Edit for the appropriate person to make changes.
On the Access to Other Coverage page:
• Verify the current information and make necessary changes.
• Click Next.
• Proceed to Step 15.</td></tr>
<tr><td></td><td>Adding another record</td><td>• Click Add Another.
• Complete the Access to Other Coverage page for the additional record.</td></tr>
</table>

If the following page displays…	Then…	
		• Click **Next**. • Proceed to Step 15.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Access to Other Coverage**.

Remove Access to Other Coverage

14 Use the table for guidance on deleting a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Access to Other Coverage Information** pop-up window: • Enter the date that the person's health coverage ended. • Click **Submit**. • Continue to Step 15.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 15.

On the **Summary of Access to Other Coverage** page:

15 Review the information in the **What Changed?** column.

- Use guidance in Step 13 to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 16.

16 Click **Next**.

17 Use this table to determine the next step.

If there are...	Then...
More changes to make	• Continue through the **Report My Changes** pages.
No more changes	• Proceed to **Finish and Submit Changes**.

Report Changes for Resources

If the member has existing resources information, review and verify the current information before submitting changes.

1 Use this table to determine the next steps.

<table>
<tr><th>If the following page displays...</th><th colspan="2">Then...</th></tr>
<tr><td>Financial Resources</td><td colspan="2">• Select if anyone in your household has financial resources to add.
• Complete the Financial Resources page for the new record.
• Proceed to Step 3.</td></tr>
<tr><td rowspan="3">Summary of Financial Resources</td><td colspan="2">On the Summary of Financial Resources page:
• Use the table to determine the next step(s).</td></tr>
<tr><td>If you are...</td><td>Then...</td></tr>
<tr><td>Changing an existing record</td><td>• Click Edit for the appropriate person to make changes.
On the Financial Resources page:
• Verify the current information and make necessary changes.
• Click Next.
• Proceed to Step 3.</td></tr>
<tr><td></td><td>Adding another record</td><td>• Click Add Another.
• Complete the Financial Resources page for the additional record.</td></tr>
</table>

If the following page displays…	Then…	
		• Click **Next**. • Proceed to Step 3.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Financial Resource**.

Remove Financial Resource

2 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Financial Resource** pop-up window: • Enter the last date that the person owned the financial resource. • Click **Submit**. • Continue to Step 3.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 3.

On the **Summary of Financial Resources** page:

3 Review the information in the **What Changed?** column.

- Use guidance in Step 1 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 4.

4 Click **Next**.

5 Use this table to determine the next steps.

If the following page displays...	Then...	
Vehicles	• Select if anyone in your household has vehicles to report. • Complete the **Vehicles** page for the new record. • Proceed to Step 7.	
Summary of Vehicles	On the **Summary of Vehicles** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Vehicles** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 7.
	Adding another record	• Click **Add Another**. • Complete the **Vehicles** page for the additional record. • Click **Next**. • Proceed to Step 7.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Vehicle Record**.

Remove Vehicle Record

6 Use the table for guidance on remove a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Vehicle** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. • Continue to Step 7.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 7.

On the **Summary of Vehicles** page:

7 Review the information in the **What Changed?** column.

- Use guidance in Step 5 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 8.

8 Click **Next**.

9 Use this table to determine the next steps.

If the following page displays...	Then...	
Property	• Select if anyone in your household has property to report. • Complete the **Property** page for the new record. • Proceed to Step 11.	
Summary of Property	On the **Summary of Property** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**

If the following page displays...	Then...	
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Property** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 11.
	Adding another record	• Click **Add Another**. • Complete the **Property** page for the additional record. • Click **Next**. • Proceed to Step 11.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Property Record**.

Remove Property Record

10 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Property** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. • Continue to Step 11.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message.

If you're removing...	Then...
	• Click **Remove**. • Continue to Step 11.

On the **Summary of Property** page:

11 Review the information in the **What Changed?** column.

- Use guidance in Step 9 to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 12.

12 Click **Next**.

13 Use this table to determine the next steps.

If the following page displays...	Then...	
Burial Resources	• Select if anyone in your household has burial resources to report. • Complete the **Burial Resources** page for the new record. • Proceed to Step 15.	
Summary of Burial Resources	On the **Summary of Burial Resources** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Burial Resources** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 15.

If the following page displays…	Then…	
	Adding another record	• Click **Add Another**. • Complete the **Burial Resources** page for the additional record. • Click **Next**. • Proceed to Step 15.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Burial Resource Record**.

Remove Burial Resource Record

14 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Burial Resource** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. • Continue to Step 15.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 15.

On the **Summary of Burial Resources** page:

15 Review the information in the **What Changed?** column.

- Use guidance in Step 13 to make additional changes, if necessary, until all the information is correct.

- Once the information is correct, continue to Step 16.

16 Click **Next**.

17 Use this table to determine the next steps.

If the following page displays...	Then...	
Life Insurance	• Select if anyone in your household has life insurance information to report. • Complete the **Life Insurance** page for the new record. • Proceed to Step 19.	
Summary of Life Insurance	On the **Summary of Life Insurance** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Life Insurance** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 19.
	Adding another record	• Click **Add Another**. • Complete the **Life Insurance** page for the additional record. • Click **Next**. • Proceed to Step 19.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Life Insurance Record**.

Remove Life Insurance Record

18 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Life Insurance** pop-up window: • Enter the last date that the person owned the life insurance. • Click **Submit**. • Continue to Step 19.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 19.

On the **Summary of Life Insurance** page:

19 Review the information in the **What Changed?** column.

- Use guidance in Step 17 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 20.

20 Click **Next**.

21 Use this table to determine the next steps.

If the following page displays...	Then...
Other Resources	• Select if anyone in your household has other resources. • Complete the **Other Resources** page for the new record. • Proceed to Step 23.
	On the **Summary of Other Resources** page:

If the following page displays...	Then...	
Summary of Other Resources	• Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Other Resources** page: • Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 23.
	Adding another record	• Click **Add Another**. • Complete the **Other Resources** page for the additional record. • Click **Next**. • Proceed to Step 23.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Other Resource Record**.

Remove Other Resource Record

22 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Other Resource** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**.

If you're removing...	Then...
	• Continue to Step 23.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 23.

On the **Summary of Other Resources** page:

23 Review the information in the **What Changed?** column.

- Use guidance in Step 21 to make additional changes, if necessary, until all the information is correct.
- Once the information is correct, continue to Step 24.

24 Click **Next**.

25 Use this table to determine the next steps.

If the following page displays...	Then...	
Transferred Resources	• Select if anyone in your household has transferred resources. • Complete the **Transferred Resources** page for the new record. • Proceed to Step 27.	
Summary of Transferred Resources	On the **Summary of Transferred Resources** page: • Use the table to determine the next step(s).	
	If you are...	**Then...**
	Changing an existing record	• Click **Edit** for the appropriate person to make changes. On the **Transferred Resources** page:

If the following page displays…	Then…	
		• Verify the current information and make necessary changes. • Click **Next**. • Proceed to Step 27.
	Adding another record	• Click **Add Another**. • Complete the **Transferred Resources** page for the additional record. • Click **Next**. • Proceed to Step 27.
	Removing a record	• Click **Remove** next to the record. • Continue to **Remove Transferred Resource Record**.

Remove Transferred Resource Record

26 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Transferred Resource** pop-up window: • Enter the date the information changed. • Select the box to certify the person no longer has any resources they have sold, traded, or given away in the last 5 years. • Click **Submit**. • Continue to Step 27.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message.

If you're removing...	Then...
	• Click **Remove**. • Continue to Step 27.

On the **Summary of Transferred Resources** page:

27 Review the information in the **What Changed?** column.

- Use guidance in Step 25 to make additional changes, if necessary, until all the information is correct.
- Once everything is correct, continue to Step 28.

28 Click **Next**.

Finish and Submit Changes

On the **Change Summary** page:

1 Use the drop-down arrows to expand and review each section of the application.

- If anything needs to be added or corrected, click the section in the Progress Bar to return to the summary page and update answers before submitting the application.

2 Click **Next**.

On the **Add Case Comments** page:

3 Enter any additional comments for the change.

4 Click **Next**.

On the **Choose Health Plan** page:

5 In the **Health Plans** section:

- Review the information with the applicant.
- Select which health plan they'd prefer.

6 Click **Next**.

On the **Before you Submit** page:

7 In the **Voter Registration** section:

- Select if the applicant wants to apply to register to vote.

8 In the **Renewing Your Coverage** section:

- Select if they want to give permission to use tax and employment information to try to renew eligibility automatically.

9 Click **Next**.

On the **Sign your Change** page:

10 In the **Rights, Responsibilities and Penalties** section:

- Review the information with the member.

11 In the **Your Right to Privacy** section:

- Review the information with the member.

12 In the **Non-discrimination** section:

- Review the information with the member.

13 In the **Electronic Signature** section:

- Review the information with the member.

14 Use this table to determine the next step(s).

If there is…	Then…
An Assisting Person	In the **Assisting Person Signature** section: • Select **By checking this box and typing my name below, I am electronically signing this Application as an Assisting Person**. • Type the Assisting Person's name in the **Signature** field. In the **Patient or Responsible Party** section: • Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party**. • Type the member's name in the **Signature** field.

If there is…	Then…
	In the **TennCare Access Portal User's Signature** section: • Select **By checking this box and typing my name below, I am electronically signing this application as the TennCare Access Portal user**. • Type your name in the **Signature** field. • Continue to Step 15.
Not an Assisting Person	In the **Patient or Responsible Party** section: • Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party**. • Type the member's name in the **Signature** field. In the **TennCare Access Portal User's Signature** section: • Select **By checking this box and typing my name below, I am electronically signing this application as the TennCare Access Portal user**. • Type your name in the **Signature** field. • Continue to Step 15.

15 Click **Submit**.

On the **Thanks for updating your information!** page:

- Locate the change tracking number at the top of the page and give it to the individual.

16 In the **What Happens Next** section:

- Review the information with the member.

17 In the **Print Your Change Report** section:

- Click **Print** to print a copy of the change report for the individual.
- Click **Upload Documents** to upload documents with the change report.

- Use the **Upload Documents** section of this guide for guidance on uploading documents.

18 Click **Next** to return to the **Coverage Overview** page.

End Coverage for a Member

On the **End Coverage** page:

1 Review the information about how to end coverage.

2 In the **End Coverage** section:

- Review the information with the member.
- Select the member who wants to end their coverage.

  IMPORTANT: If the member decides they do not want to end coverage, select **I do not want to end coverage for anyone at this time.**

3 Click **Next**.

4 On the **Alert** pop-up window:

- Click **End Coverage**.

5 Refer to the **Finish and Submit Changes** section of this document to finalize the change.

View Letters

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Letters** in the menu that displays on the left of the page.

On the **My Letters** page:

6 Review the information about letters.

NOTE: You can click **Search** without entering any information to get a list of all the letters the member has received from TennCare.

7 Select the **Type of Letter** you'd like to search for.

8 Enter a **Begin Date** and **End Date** for the date range you'd like to search.

9 Click **Search**.

10 Click in the **View** column next to the letter you want to view.

A PDF version of the notice appears in a new window.

View My Submissions

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Submissions** in the menu that displays on the left of the page.

On the **My Applications, Reported Changes, and Renewals** page:

6 Review the information about all the applications, changes, and renewals the member has submitted to TennCare using their TennCare Connect account.

NOTE: Applications are only shown if the member has applied using a TennCare Connect account, finished setting up their account and linked it to their TennCare case.

7 Click in the **View** column to view a PDF copy of each application, change, or renewal submitted.

Upload Documents using a Member's TennCare Connect Account

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

6 In the **Documents We Need** section:

- Review the information.
- Click the **Types of Proof** hyperlink for guidance on what verifications can be accepted.
- Review the table to see what recent submissions require verification.
- Click **Upload Proof** in the **Action** column.

NOTE: The **My Documents** page refreshes.

7 In the **Upload a Document** section:

- Review the table to see what proof type needs to be uploaded and the due date.

8 In the **<Person>'s Proof of <Proof Type>** section:

- Select the **Document Type** from the drop-down menu.
- Click **Choose File** to search for a file on your computer.

  NOTE: You can also drag and drop the file into the drag and drop section.
- Select the document from the file pop-up window.

  NOTE: Only .tiff, .bmp, .jpeg, or .pdf types of files are allowed.

9 Click **Open**.

10 In the **Upload a Document** section:

- Review the documents you've already uploaded.
- Click **Add Another** and repeat Steps 6 - 10 to upload more documents.

11 Click **Submit**.

The green *Document Upload Successful!* message appears.

12 In the **Your Recent Submissions** section:

- Verify the **Status** shows *Document under review*.
- Click **Add another document** to upload additional verifications.

13 Click **Back to TennCare Access**.

View Documents

Uploaded Using a Member's TennCare Connect Account

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the**

information about other people in their household.

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

6 Click **Uploaded Documents**.

7 In the **My Uploaded Documents** section:

- Click in the **View Document** column to view a PDF copy of each document uploaded using the TennCare Connect account.

  NOTE: Partners can only see what they have uploaded. Partners will not be able to see what a member, or other partners, have uploaded through TennCare Connect.

Submitted Via Mail or Fax

1 Click **View TennCare Connect Account** on the TennCare Access homepage.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household.**

3 Click **Search**.

4 In the **Search Results** section:

- Click the **View TennCare Connect** hyperlink in the **Select** column next to the person you want to view.

On the **Coverage Overview** page:

5 Click **My Documents** in the menu that displays on the left of the page.

On the **My Documents** page:

6 Click **Documents on My Case**.

7 In the **All Documents We've Received** section:

- Review the information in the table about documents submitted via mail or fax.

Renew a Member's Coverage

On the **Welcome to TennCare Access** homepage, through the **View TennCare Connect Account** feature, you can submit a renewal for a member.

Start a Renewal

On the **Welcome to TennCare Access** page:

1 Click **View TennCare Connect Account**.

On the **View TennCare Connect Account** page:

2 In the **Search for a Member** section:

- Enter the member's **Date of Birth** and **Social Security Number** and/or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including information about other people in their household**.

3 Click **Search**.

4 Click **View TennCare Connect**.

On the **Coverage Overview** page:

When a member is due for a renewal, an alert displays at the top of the **Coverage Overview** page that contains the renewal due date.

5 Click **Renew My Coverage** in the left toolbar to start a renewal.

On the **Renew My Coverage** page:

6 In the **Action** column:

- Click **Renew My Coverage**.

  IMPORTANT: STOP! If a renewal has already been submitted for the member, a warning message displays. Do **not** submit duplicate renewals.

On the **Renew My Benefits** page:

7 Review the **Before You Begin** information and **Helpful Tips**.

Head of Household

Review the information on file for the Head of Household and their assisting person if they have one.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Head of Household and Assisting Person

On the **Summary of Household Information** page:

1 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every row on the summary page before you can move forward.

On the **Household Information** page:

2 In the **Head of Household Demographics** section:

- Verify the current information and make necessary changes.

3 In the **Head of Household Home Address** section:

- Verify the current information and make necessary changes.

4 In the **Head of Household Mailing Address** section:

- Verify the current information and make necessary changes.

5 In the **Head of Household Contact Information** section:

- Verify the current information and make necessary changes.
- Verify the selection for if you are completing the renewal for yourself, or someone else.

If the selection is...	Then...	
Self	• Select if an assisting person needs to be added.	
	If...	**Then...**
	No	• Proceed to Step 10.

If the selection is...	Then...	
	Yes	• Proceed to Step 20 in the **Add Assisting Person** section.
Assisting Person	• Complete or verify the information in the assisting person section.	
	If...	**Then...**
	There is existing assisting person information	• Continue to Step 6.
	New assisting person information needs to be added	• Proceed to Step 20 in the **Add Assisting Person Information** section.

6 In the **Assisting Person Information** section:

- Verify the current information and make necessary changes.
- Use this table to determine the next step(s) based on the reported relationship.

If the selection was...	Then...
Power of Attorney, Legal Guardian, or *Conservator*	• Verify the current information and make necessary changes. • Continue to the next bullet.
Authorized Representative	• Verify the responsibilities and permission granted to the Assisting Person in the **Assisting Person Responsibilities** section. • Continue to the next bullet.
Other	• Verify the member's relationship in the **Other Relationship** field. • Continue to the next bullet.

- Use this table to determine the next step(s).

If the person completing the renewal is…	Then…
Self	• Proceed to Step 10.
Assisting Person	• Select **By checking this box and typing my name below, I am electronically signing as the assisting person**. • Type the assisting person's name in the **Signature** field. • Continue to Step 7.

7 In the **Assisting Person Name** section:

- Verify the current information and make necessary changes.

8 In the **Assisting Person Address** section:

- Verify the current information and make necessary changes.

9 In the **Assisting Person Contact** section:

- Verify the current information and make necessary changes.

10 Click **Next**.

On the **Address Validation** pop-up window:

11 Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is…	Then…
A home address	In the **Household Physical Address** section: • Select the appropriate address for the entered address. • Continue to Step 12.
A mailing address	In the **Household Mailing Address** section:

If there is…	Then…
	• Select the appropriate address for the entered address. • Continue to Step 12.
New or existing address for an assisting person	In the **Assisting Person Address** section: • Select the appropriate address for the entered address. • Continue to Step 12.

12 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

13 Click **Next**.

On the **Summary of Household Information** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 Use this table to determine the next steps.

To…	Then…
Continue with the renewal after all the household information is correct	• Click **Next**. • Proceed to **People**.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add an Assisting Person	• Click **Add Assisting Person +** to add information about someone who is helping

To...	Then...
	complete this renewal or helping with their case. An assisting person is someone who can help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage. **NOTE**: You can only add an assisting person to a case that doesn't have an existing assisting person. • Continue to **Add Assisting Person**.
Remove an Assisting Person	• Click **Remove** next to the Assisting Person's information. • Proceed to **Remove Assisting Person**.

Add Assisting Person

On the **Household Information** page:

16 In the **Head of Household Demographics** section:

- Verify the current information and make necessary changes.

17 In the **Head of Household Home Address** section:

- Verify the current information and make necessary changes.

18 In the **Head of Household Mailing Address** section:

- Verify the current information, make necessary changes, and answer unanswered questions.

19 In the **Head of Household Contact Information** section:

- Verify the current information and make necessary changes.
- Verify the selection for if you are completing the renewal for yourself, or someone else.

If the selection is…	Then…
Self	• Select *Yes* for if an assisting person needs to be added. • Continue to Step 20.
Assisting Person	• Continue to Step 20.

20 In the **Assisting Person Information** section:

- Select how long the applicant wants the person to be their assisting person.
- Select the assisting person's relationship to the applicant.
- Use this table to determine the next step(s) based on the relationship.

If the selection was…	Then…	
Power of Attorney, Legal Guardian, or *Conservator*	• Review the warning message. • Continue to the next bullet.	
Authorized Representative	• Select the responsibilities and permission granted to the Assisting Person in the **Assisting Person Responsibilities** section. • Continue to the next bullet.	
Other	• Enter the applicant's relationship in the **Other Relationship** field.	
	If the assisting person is…	**Then…**
	The partner portal user	• The name of the MCO employee.
	A friend or family member	• The relationship between the applicant and the Assisting Person.
	• Continue to the next bullet.	

- Use the table to determine the next step(s).

If the person completing the renewal is…	Then…
Self	• Continue to Step 21.
Assisting Person	• Select **By checking this box and typing my name below, I am electronically signing as the assisting person**. • Type the assisting person's name in the **Signature** field. • Continue to Step 21.

21 In the **Assisting Person Name** section:

- Enter the assisting person's **Name**, **Organization Name**, and **ID Number** (if applicable).

  NOTE: If the assisting person is the partner portal user, review the pre-populated name.

22 In the **Assisting Person Address** section:

- Select the **Address Format**.
- Use this table to determine the next steps based on the **Address Format**.

If the selection was…	Then…
US	• Enter the assisting person's address in the **Address Line 1** and **Address Line 2** field. • Enter the **City**. • Verify the pre-populated **State**. • Enter the **Zip Code**. • Continue to Step 23.
Military	• Enter the assisting person's address in the **Address Line 1** and **Address Line 2** field. • Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*.

If the selection was...	Then...
	• Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to Step 23.

23 In the **Assisting Person Contact** section:

- Enter the assisting person's email address and phone number(s).
- Select the best time to call during the week.

24 Click **Next**.

On the **Address Validation** pop-up window:

25 Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is...	Then...
A home address	In the **Household Physical Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.
A mailing address	In the **Household Mailing Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.
New address for an assisting person	In the **Assisting Person Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.

26 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

27 Click **Next**.

On the **Summary of Household Information** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

29 The steps for adding an assisting person are complete. Return to Step 12 to determine your next step(s).

Remove Assisting Person

30 Use the table to determine how to remove the assisting person.

If you're removing…	Then…
An existing assisting person	On the **Remove <Person>'s Assisting Person** page: • Enter the date the person stopped being the assisting person. • Click **Submit**. **NOTE**: If you removed information by mistake, click **Undo**. • Continue to Step 31.
A newly added assisting person	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 31.

31 The steps for removing an assisting person are complete. Return to Step 12 to determine the next step(s).

People

Review the information that is on file for people in the home and add any new people.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review People in Your Home

On the **Summary of People in Your Home** page:

1 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **People in Your Home** page:

2 Review the information at the top of the page about who should and should not be included on the application.

3 In the **Personal Information** section:

- Verify the current information.

  NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.

4 In the **Alternative Name Information** section:

- Verify the current information and make necessary changes.

5 In the **Personal Details** section:

- Verify the current information.

  NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.

6 In the **Applying for Coverage** section:

- Verify the current information and make necessary changes.

7 In the **Social Security Information** section:

- Verify the current information.

NOTE: Information in gray cannot be edited. If this information is incorrect, the member will need to call the Social Security Administration (SSA).

8 In the **Citizenship** section:

- Verify the current information and make necessary changes.

9 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

10 In the **Race** section:

- Verify the current information and make necessary changes.

11 In the **Ethnicity** section:

- Verify the current information and make necessary changes.

12 Click **Next**.

13 Use this table to determine the next steps.

If the following page displays…	Then…
Additional Details	• Verify the current information and make necessary changes. **NOTE**: If this person is pregnant, or was pregnant in the past 12 months, select if they are still pregnant and verify the pregnancy information. • Click **Next**. • Continue to Step 14.
Immigration	On the **Immigration** page: • Verify the current information and make necessary changes. • Click **Next**. • Continue to Step 14.
Summary of People in Your Home	• Continue to Step 14.

On the **Summary of People in Your Home** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to **Household Information**.
Review another record	• Repeat the steps in **Review People in Your Home**. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a household member	• Click **Add Another Person +** to add another member to the household. • Proceed to **Add Another Person**.
Remove a household member	• Click **Remove** next to the information you need to remove. **NOTE**: You cannot remove the head of household. **Remove** is greyed out for the head of household. • Proceed to **Remove a Household Member**.

Add Another Person

On the **People in Your Home** page:

16 In the **Personal Information** section:

- Enter the person's **First** and **Last Name**.

17 In the **Alternative Name Information** section:

- Select if the person has been known by another name.
  - If *Yes*, enter the name.

18 In the **Personal Details** section:

- Select the person's **Gender** and enter their **Date of Birth**.

19 In the **Applying for Coverage** section:

- Select if the person is applying for coverage.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	• Review the information about Social Security numbers and complete the **Social Security Information** section. • Continue to Step 20.
No	• Review the information about Social Security numbers and complete the **Social Security Information** section. • Proceed to Step 21.

20 In the **Citizenship** section:

- Select if the person is a United States citizen or national.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 21. **NOTE**: Questions about immigration information appear later in the renewal process.
Yes	• Select if the person is a naturalized or derived US citizen.

If the selection was...	Then...

If the selection was...	Then...	
	Yes	• Enter the **Alien Number** or **Naturalization Certificate Number**. • Continue to Step 21.
	No	• Continue to Step 21.

21 In the **Living Arrangement** section:

- Select the person's living arrangement.
- Select if the person is a Tennessee resident.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 22.
Yes	• Answer the additional questions about the person's Tennessee Residency. • Continue to Step 22.

22 In the **Race** section:

- Select the person's race.
- Select if the person is a member of a federally recognized tribe.
  - If *Yes*, enter the name of the tribe, select if they have ever gotten a service from the Indian Health Service, a tribal program, or urban Indian health program, or through a referral from one of these programs, or if they are eligible to get these services.

23 In the **Ethnicity** section:

- Select the person's ethnicity.

24 Use this table to determine the next step(s).

If the following page displays…	Then…
Additional Details	• Continue to Step 25.
Immigration	• Proceed to Step 29.
Summary of People in Your Home	• Proceed to Step 32.

On the **Additional Details** page:

25 You may see additional questions related to Former Foster Care, pregnancy, or medical services based on the age and citizenship status of the applicant.

- Use this table to complete each section that populates on this page. Once all sections are complete, continue to Step 26.

<table>
<tr><th>If the following section displays…</th><th colspan="3">Then…</th></tr>
<tr><td rowspan="6">Former Foster Care</td><td colspan="3">• Select if the person was in foster care at age 18 or older and receiving Medicaid.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.</td></tr>
<tr><th>If…</th><th colspan="2">Then…</th></tr>
<tr><td rowspan="3">Yes</td><td colspan="2">• Additional questions may populate.</td></tr>
<tr><th>If they turned 18…</th><th>Then…</th></tr>
<tr><td>After 1/1/2023 and are the only individual on the case</td><td>• Continue to Step 26.</td></tr>
<tr><td>After 1/1/2023 and there are additional people on the case</td><td>• Continue to the next section or Step 26.</td></tr>
</table>

<table>
<tr><th>If the following section displays...</th><th colspan="3">Then...</th></tr>
<tr><td rowspan="2"></td><td></td><td>Before 1/1/2023</td><td>• Continue to the next section or Step 26.</td></tr>
<tr><td>No</td><td colspan="2">• Continue to the next section or Step 26.</td></tr>
<tr><td rowspan="9">Pregnancy</td><td colspan="3">• If a female between the ages of 10 and 55 is on the application, select if the person is pregnant or has been pregnant in the last 12 months.</td></tr>
<tr><th>If...</th><th colspan="2">Then...</th></tr>
<tr><td>No</td><td colspan="2">• Continue to the Past Pregnancy section.</td></tr>
<tr><td rowspan="3">Yes</td><td colspan="2">• Select if they are still pregnant.</td></tr>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>No</td><td>• Enter the date their pregnancy ended.
• Continue to the Past Pregnancy section.</td></tr>
<tr><td>Yes</td><td>• Select how many babies this person is expecting from this pregnancy.
• Enter the person's due date.
• Continue to the Past Pregnancy section.</td></tr>
<tr><td colspan="3">In the Past Pregnancy section:
• Select if the person has any other pregnancies in the last 12 months to report.
○ If Yes, answer the additional questions.
▪ Select how many babies this person was expecting from this pregnancy.
• Enter the person's pregnancy end date.
• Continue to the next section or Step 26.</td></tr>
</table>

If the following section displays...	Then...
Medical Services	• Answer if the person has received medical services in the past 3 months. ○ If *Yes*, enter the earliest date the medical services were received. • Continue to the next section or Step 26.
Emergency Medical Services	• Answer if the person has experienced an emergency health problem and needs help paying for emergency services. • Continue to the next section or Step 26.

26 Click **Next**.

27 Use this table to determine next step(s).

If the following page displays...	Then...
Immigration Information	• Continue to Step 28.
Summary of People in Your Home	• Proceed to Step 31.

On the **Immigration** page:

28 In the **Immigration Information** section:

- Review the information.
- Select if the person has an eligible immigration status.
- Use this table to determine next step(s).

If the selection was...	Then...
Yes	• Select the person's immigration status and answer any additional questions. • Select the person's **Immigration Document Type** and enter details about the immigration document.

If the selection was…	Then…
	• Continue to Step 29.
No or *I prefer not to answer*	• Continue to Step 29.

29 In the **Military Information** section:

- Use the table to determine how to complete this section.

If the person is…	Then…
17 years old or older	• Select if the person's spouse is a veteran or active-duty member. • Continue to Step 30.
18 years old or older	• Select if the person is a veteran or active-duty member. • Continue to Step 30.
Under the age of 18	• Select if the person is an unmarried dependent child of a veteran or an active-duty member of the U.S. military. • Continue to Step 30.

30 Click **Next**.

On the **Summary of People in Your Home** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

32 The steps for adding a household member are complete. Return to Step 15 to determine the next step(s).

Remove a Household Member

33 Use the table to determine how to delete the household member.

If you're removing...	Then...
A household member you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. **NOTE**: If a record was removed by mistake, click **Undo**. • Proceed to Step 36.
An existing household member	• Continue to Step 34.

On the **Moved Out of the Home** pop-up window:

34 Select the reason the person is no longer in the home.

- Use the table to complete the pop-up window.

If the reason is...	Then...	
Death	• Enter the **Date of Death**. • Continue to Step 35.	
Moved out of Household	• Enter the date when the person left the home. **NOTE**: Make sure to review the tax information for the person who moved out before submitting your changes.	
	If...	**Then...**
	You know their new address	• Select the **Address Format**. • Enter the **Address** information. • Continue to Step 35.
	You do not know their new address	• Continue to Step 35.

35 Click **Submit**.

NOTE: If a record was removed by mistake, click **Undo**.

36 The process for removing a household member is complete. Return to Step 15 to determine the next step(s).

Household Information

Review the additional information on file for people in the home and add any new information.

1 Use this table to determine the next step(s).

If the following page displays...	Then...
Relationships	• Continue to **Review Relationship Information**.
School and Employment	• Proceed to **Review School and Employment Information**.
Other Health Insurance	• Proceed to **Review Other Health Insurance Information**.

Review Relationship Information

On the **Relationships** page:

2 Use this table for guidance on the next step(s).

If...	Then...	
There are multiple existing people on the case	In the **Relationships** section: • Verify the relationships listed are correct and make any necessary updates.	
	If there is...	**Then...**
	A child in the household	In the **Primary Caregiver** section: • Verify the information is correct and make any necessary updates. • Continue to Step 3.

If…	Then…	
	Not a child in the household	• Continue to Step 3.
You've added a new person to the case	In the **Relationships** section: • Verify any existing relationships listed are correct, make necessary changes, and answer unanswered questions. • Select the person's relationship to the newly added person. **NOTE**: The corresponding relationship displays under the question based on the selection.	
	If there is…	**Then…**

	A child in the household	In the **Primary Caregiver** section:
		• Verify any existing information is correct, make necessary changes, and answer unanswered questions.
		• Select if someone in the home is the child's primary caregiver.
		  ○ If *Yes*, select who.
		  NOTE: Up to two people can be selected as primary caregivers for each child.
		• Continue to Step 3.

	Not a child in the household	• Continue to Step 3.

3 Click **Next**.

Review School and Employment Information

If the member has existing school or employment information, you must review and verify the information on file.

4 On the **School and Employment** page:

- Verify the selections listed are correct, make necessary changes, and answer unanswered questions.

5 Click **Next**.

Review Other Health Insurance Information

If the member has existing health insurance information, you must review and verify the information on file.

6 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Health Insurance	• There is existing information to review. • Continue to Step 7.	
Other Health Insurance	• There is no existing information. • Select if anyone in your household has other health insurance information.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Tax Information**.
	Yes	• Proceed to **Add Other Health Insurance Record**.

On the **Summary of Other Health Insurance** page:

7 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **Other Health Insurance** page:

8 In the **Health Insurance Details** section:

- Verify the current information, make necessary changes, and answer unanswered questions.

9 Click **Next**.

On the **Summary of Other Health Insurance** page:

10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

11 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal once all the information is correct	• Click **Next**. • Proceed to **Tax Information**.
Review another health insurance record	• Repeat the steps in the **Review Other Health Insurance Information** section. **NOTE**: You must review the information for all the existing records.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a record	• Click **Add Another +** to add other health insurance record.

To...	Then...
	• Proceed to **Add Other Health Insurance Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Health Insurance Record**.

Add Other Health Insurance Record

On the **Other Health Insurance** page:

12 In the **Health Insurance Details** section:

- Select the health insurance policy holder.

  NOTE: If you selected *Someone outside of the home*, enter the **First** and **Last Name** of the policy holder, their **Date of Birth**, and their **SSN**.
- Select what kind of health insurance they have and answer the additional questions about the health insurance.
  - If they have a child, select if they were required to enroll in/purchase health insurance for themself for the child to have health insurance.
- If the type of coverage is **Employer Insurance**, answer if the insurance is a state employee benefit plan.
- Select if this plan covers maternity benefits.
- Select who is covered by the health insurance.

13 Click **Next**.

On the **Summary of Other Health Insurance** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 The process for adding a health insurance record is complete. Return to Step 9 to determine the next step(s).

Remove a Health Insurance Record

16 Use the table for guidance on removing the record.

If you're removing...	Then...
A record added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 17.
An existing record	On the **Remove <Person>'s Other Health Coverage** pop-up window: • Enter the date the health insurance coverage ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 17.

17 The process for removing a health insurance record is complete. Return to Step 9 to determine the next step(s).

Tax Information

Review any tax information on file and add any new tax information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

1 Use the table to determine the next steps.

If the following page displays...	Then...
Summary of Tax Information	• There is existing tax information for some or all members of the household. **NOTE**: If you moved someone out of the household during your review, make sure

If the following page displays...	Then...
	you review any tax information they had on file. • Continue to Step 2.
Tax Information	• There is no existing information to review. • Proceed to Step 3.

Review or Add Tax Information

On the **Summary of Tax Information** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Tax Filing** page:

3 Use the table to determine the next step(s).

If you are...	Then...	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 4.	
Adding new tax information	• Select *Yes* or *No* from the **Does anyone plan to file a federal income tax return the next time taxes are due?** drop-down menu.	
	If...	**Then...**
	Yes	• Select **Who Plans to file** from the drop-down menu. In the **Tax Dependents in the Household** section:

If you are...	Then...	
		• Select if the individual has any tax dependents in the household from the drop-down menu. ○ If *Yes*, select who. • Continue to Step 4.
	No	• Continue to Step 4.

4 Click **Next**.

On the **Tax Deductions** page:

5 Use the table to determine the next step(s).

If you are...	Then...	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 6.	
Adding new information	• Select *Yes* or *No* from the **Does <person> have tax deductions?** drop-down menu.	
	If...	**Then...**
	Yes	In the **Tax Deductions** section: • Select the **Type** and enter the **Monthly Amount** the person pays that can be deducted on a federal income tax return. ○ If *Other* is selected, enter the **Name of other Expense**. ○ If *Alimony Paid* is selected, enter the **Alimony Order Date**. • Click **Add Another +** to add additional deductions. **NOTE**: Click **Remove** to remove a deduction from the table. Review the warning pop-up

If you are...	Then...	
		window and click **Remove** again to confirm the removal. • Continue to Step 6.
	No	• Continue to Step 6.

6 Click **Next**.

On the **Tax Dependents Outside Household** page:

7 Use the table to determine the next step(s).

If you are...	Then...	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 8.	
Adding new information	• Select *Yes* or *No* from the **Does <person> plan to claim any tax dependents who do not live in the household?** drop-down menu.	
	If...	**Then...**
	Yes	In the **Tax Dependents Outside of the Household** section: • Enter the **Name**, **Date of Birth**, and **Relationship to the <Person>** for each tax dependent outside of the household. **NOTE**: A warning message appears if the individual added a tax dependent outside the household who is also the same individual listed as a tax dependent inside the household. The pop-up asks the member to review the information provided and doesn't block them from proceeding in the flow. • Click **Add +** to add additional dependents.

If you are…	Then…	
		NOTE: Click **Remove** to remove a dependent from the table. Review the **Warning** pop-up window and click **Remove** again to confirm the removal. • Continue to Step 8.
	No	• Continue to Step 8.

8 Click **Next**.

On the **Joint Filer outside Household** page:

9 Use the table to determine the next step(s).

If you are…	Then…	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 10.	
Adding new information	• Select *Yes* or *No* from the **Is <person> filing taxes jointly with a spouse who lives outside the household?** drop-down menu.	
	If…	**Then…**
	Yes	In the **Joint Filer Outside the Household** section: • Enter the **Name**, **Social Security Number**, and **Date of Birth** of the joint filer outside of the household. • Continue to Step 10.
	No	• Continue to Step 10.

10 Click **Next**.

On the **Tax Filer Outside Household** page:

11 Use the table to determine the next step(s).

If you are…	Then…	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 12.	
Adding new information	• Select *Yes* or *No* from the **Is anyone being claimed as a dependent by someone outside of the household?** drop-down menu.	
	If…	**Then…**
	Yes	In the **Tax Filer Outside the Household** section: • Select who is being claimed as a tax dependent by someone outside of the home. **NOTE**: Only people who are applying for coverage can be selected. • Enter the **Name of the tax filer outside the household** and their **Relationship** to the dependent. • Continue to Step 12.
	No	• Continue to Step 12.

12 Click **Next**.

On the **Summary of Tax Information** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal once all the information is correct	• Click **Next**. • Proceed to **Income Information**.
Review another record	• Repeat the steps in the **Review or Add Tax Information** section. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Remove a household member's tax information	• Click **Remove** next to the information you need to remove. **NOTE**: You cannot remove individuals who are listed as dependents. **Remove** is greyed out for dependents. • Continue to **Remove a Household Member's Tax Information**.
Add a household member's tax information	• Click **Add Another Tax Filer +**. • Return to Step 3 to add more tax information.

Remove a Household Member's Tax Information

On the **Remove <Person>'s Tax Filer Information** pop-up window:

15 Enter the tax filing end date.

16 Click **Submit**.

NOTE: If you removed tax information by mistake, click **Undo**.

17 The steps for deleting someone's tax information are complete. Return to Step 14 to determine the next step(s).

Income Information

Review any information on file for Employment, Self-Employment, and Other Income and add any new income information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Employment Information

If the member has existing employment information, you must review and verify the current information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Employment	• There is existing information to review. • Continue to Step 2.	
Employment	• There is no existing information. • Select if anyone in the household has a job now or will start a new job this month.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Self-Employment Information**.
	Yes	• Proceed to **Add Employment Information**.

On the **Summary of Employment** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Employment** page:

3 In the **Employer** section:

- Verify the current information and make necessary changes.

4 In the **Employer Address** section:

- Verify the current information and make necessary changes.

5 In the **Payment Information** section:

- Verify the current information and make necessary changes.

6 Click **Next**.

On the **Summary of Employment** page:

7 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

8 Use this table to determine the next step(s).

To...	Then...
Continue the renewal after all the information is correct	• Click **Next**. • Proceed to **Review Self-Employment Information**.
Review another record	• Repeat the steps in the **Review Employment Information** section. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add an employment record	• Click **Add Another +** to add another job. • Proceed to **Add Employment Information**.

To...	Then...
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove an Employment Record**.

Add Employment Information

On the **Employment** page:

9 Select who has the job.

- If the household includes a pregnant woman or child, select if the person has lost this job and enter the date they lost it.

10 In the **Employer** section:

- Enter the **Employer Name**.

11 In the **Employer Address** section:

- Enter the employer's address information and phone number.
- Enter when the person started this job.

12 In the **Payment Information** section:

- Select if the payment amount is per hour or per paycheck.

If the selection is...	Then...
Amount You Make Per Hour	• Enter the average number of hours the person works each week. • Enter the amount the person makes per hour. • Continue to Step 13.
Amount You are Paid each Paycheck	• Select how often the person gets paid. • Enter the amount the person is paid each paycheck. • Continue to Step 13.

13 Click **Next**.

On the **Summary of Employment** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 The steps for adding an employment record are complete. Return to Step 8 to determine the next step(s).

Remove an Employment Record

16 Use the table to remove the employment record.

To remove…	Then…
An existing employment record	On the **Remove <Person>'s Employment** pop-up window: • Enter the date the employment ended. • Enter the date of the person's final paycheck. • Enter the amount on the final paycheck. • Click **Submit**. **NOTE**: If the record is removed by mistake, click **Undo**. • Continue to Step 17.
A record you added during this review	On the **Warning** pop-up window: • Review the message. • Click **Remove**. • Continue to Step 17.

17 The steps for removing an employment record are complete. Return to Step 8 to determine the next step(s).

Review Self-Employment Information

If the member has existing self-employment information, you must review and verify the current information on file.

18 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Self-Employment	• There is existing information to review. • Continue to Step 19.	
Self-Employment	• There is no existing information. • Select if anyone in your household is self-employed.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Other Income Information**.
	Yes	• Proceed to **Add Self-Employment Information**.

On the **Self-Employment Summary** page:

19 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Self-Employment** page:

20 In the **Self-Employment** section:

- Verify the current information and make necessary changes.

21 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

22 Click **Next**.

On the **Self-Employment Summary** page:

23 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

24 Use this table to determine the next step(s).

To...	Then...
Continue with a renewal after all the information is correct	• Click **Next**. • Proceed to **Review Other Income Information**.
Review another record	• Repeat the steps in the **Review Self-Employment Information** section. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a new record	• Click **Add Another +** to add an additional self-employment income record. • Continue to **Add Self-Employment Information**.
Remove a record	• Click **Remove** next to the information you need to remove. • Continue to **Remove a Self-Employment Record**.

Add Self-Employment Information

On the **Self-Employment** page:

25 Select who is self-employed.

26 In the **Self-Employment** section:

- Enter the **Business Name**.

- Select what type of self-employment the person has.
  - If you select *Other*, enter a description of the business.
- Enter their net income for the month.

27 In the **Co-Owners** section:

- Select if anyone co-owns the business.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 28.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. ○ If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 28.

28 Click **Next**.

On the **Self-Employment Summary** page:

29 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

30 You've completed the process to add self-employment information. Return to Step 24 to determine your next step.

Remove a Self-Employment Record

31 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing self-employment record	On the **Remove <Person>'s Self-Employment Income** pop-up window: • Enter the date the self-employment income ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 32.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 32.

32 The steps for removing a self-employment record are complete. Return to Step 24 to determine the next step(s).

Review Other Income Information

If the member has existing other income information, you must review and verify the information on file.

33 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Income	• There is existing information to review. • Continue to Step 34.
Other Income	• There is no existing information. • Select if anyone in your household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked

If the following page displays...	Then...	
	about, or if they received any other income in the last 3 months.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Other Health Care Questions**.
	Yes	• Proceed to **Add Other Income Information**.

On the **Other Income Summary** page:

34 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Income** page:

35 In the **Other Income** section:

- Verify the current information and make necessary changes.

36 Click **Next**.

On the **Other Income Summary** page:

37 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

38 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to **Other Health Care Questions**.

To...	Then...
Review another record	• Repeat the steps in **Review Other Income Information**. **NOTE**: You must review the information each record on the summary page.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add an additional other income record. • Continue to **Add Other Income Information**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove an Other Income Record**.

Add Other Income Information

On the **Other Income** page:

39 Select who earns the other income.

40 In the **Other Income** section:

- Select what type of other income they receive.
- Use this table to determine the next step(s) based on the income type.

If the other income type is...	Then...
One of the following: • *Annuity* • *Cash Support* • *Census*	• Enter when the income began, how often the income is received, and the amount of each payment.

If the other income type is…	Then…
• *Child Support Income* • *Pension* • *Sick/Disability Pay* • *SSI (Supplemental Security Income)* • *Tribal Income* • *Unemployment Insurance* • *Workers Compensation* • *Other Income*	**NOTE**: If you selected *SSI (Supplemental Security Income)*, the **Frequency** can't be updated. • Proceed to Step 42.
Alimony	• Enter the **Alimony Order Date**. • Enter when the income began, how often the income is received, and the amount of each payment. • Proceed to Step 42.
Social Security Income	• Select what type of Social Security income is received. • Enter when the income began, how often the income is received, and the amount of each payment. In the **In-Kind Support and Maintenance** section: • Select if someone other than a parent or spouse helps pay for the person's food each month. • Select if someone other than a parent or spouse helps pay for where the person lives. • Continue to Step 41.

If the other income type is…	Then…
Veterans Benefits	• Select what type of veteran benefit is received. • Enter when the income began, how often the income is received, and the amount of each payment. • Proceed to Step 42.

41 Use this table to determine the next step(s) based on the answers to the **In-Kind Support and Maintenance** questions.

If the selection was…	Then…
No to both questions	• Continue to Step 42.
Yes to either question	• Enter the **Amount**. • Select the **Expense Type**. • Enter the **Amount Paid by People in the Home** and the **Amount Paid by People Outside the Home**. • Select if the person lives with any other adults besides a spouse. • Enter how much the person pays for the expense. • Enter how many people live in the person's home. • Continue to Step 42.

42 Click **Next**.

On the **Other Income Summary** page:

43 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

44 The steps for adding another income record are complete. Return to Step 38 to determine the next step(s).

Remove an Other Income Record

45 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing other income record	On the **Remove <Person>'s Other Income** pop-up window: • Enter the date the other income ended. • Click **Submit**. **NOTE**: If the record was removed by mistake, click **Undo**. • Continue to Step 46.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 46.

46 The steps for removing an additional other income record are complete. Return to Step 38 to determine the next step(s).

Other Health Care Questions

Review any other health care information on file for people in the home and add any new information.

On the **Other Health Care Questions** page:

1 Review the sections and questions on the page. If someone in the household wants any of these types of care, select *Yes*.

Additional questions populate in each section when *Yes* is selected to tell us who is requesting this type of care or reporting medical bills.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.

2 Use this table for guidance on completing the additional questions. Once the page is complete, continue to Step 3.

If the selection was *Yes* for…	Then…
Getting Help with Medicare Costs	• Tell us who wants care.
Supplemental Security Income	• Tell us who receives Social Security benefits and has received Supplemental Security Income (SSI) checks in the past. **NOTE**: If Supplemental Security Income is answered as *Yes*, but the member has never received SSI, select *No*.
Breast or Cervical Cancer	• Review the warning message and tell us who wants care.
Katie Beckett	• Additional questions populate on another page. • Continue completing the **Other Health Care Questions** page.
Medical Bills **NOTE**: This section only displays when there is a pregnant woman or child in the household.	• Tell us who has medical bills. **NOTE**: If the selection is pre-populated as *Yes*, verify the answer is still correct and make changes as necessary.
Medical Facility (like a Hospital)	• Tell us who wants care. • Enter their admit date and the name of the hospital. **IMPORTANT**: Only select this option if you expect your patient will be admitted to the hospital for 30 consecutive days.
Nursing Home	• Tell us who wants care. • Enter the name of the nursing facility.
Hospice Care	• Tell us who wants care.

If the selection was *Yes* for…	Then…
Home and Community Based Services (HCBS)	• Tell us who wants care.
Employment and Community First (ECF) CHOICES	• Tell us who wants care.
Intermediate Care for individuals with intellectual disabilities	• Tell us who wants care.

3 Use this table to determine the next step.

If the person…	Then…
Has existing resources and/or expenses on their case	• The drop-down menus in the **Expenses** and/or **Resources** sections are grayed out. • Proceed to Step 6.
Answers *Yes* to any questions on the **Other Health Care Questions** page and there are no existing **Expenses** and/or **Resources**	• Answer the questions about **Expenses** and **Resources.** • Continue to Step 4.
Answers *No* to **all** the questions on the **Other Health Care Questions** page	• Proceed to Step 6.

4 In the **Expenses** section:

- Select if anyone in the household has shelter or utility expenses, dependent care expenses, or child support expenses.

5 In the **Resources** section:

- Select if anyone in the household has resources like financial accounts, vehicles, property, burial resources, or life insurance.

6 Click **Next**.

7 Use this table to determine the next step(s).

If the following page displays…	Then proceed to…
Summary of Katie Beckett Referral	• Review Katie Beckett Referral Information
Shelter and Utility Expense or **Summary of Shelter and Utility Expense**	• Expenses Information
Financial Resources or **Financial Resources Summary**	• Resources Information
Medical Bills or **Medical Bills Summary**	• Review Medical Bills Information
Finish and Submit Renewal	• Finish and Submit Renewal

Review Katie Beckett Referral Information

On the **Summary of Katie Beckett Referral** page:

8 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Katie Beckett Referral** page:

9 In the **Tell Us Who is Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

10 In the **Reason for Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

11 In the **Katie Beckett Contact Information** section:

- Verify the current information and make necessary changes.

12 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

On the **Katie Beckett Referral Summary** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To...	Then...	
Continue with the renewal after all the information is correct	• Click **Next**. • Use the table to determine the next step(s).	
	If the following page displays...	**Then...**
	Shelter and Utility Expense or **Summary of Shelter and Utility Expense**	• Continue to **Expenses Information**.
	Financial Resources or **Financial Resources Summary**	• Proceed to **Resources Information**.
	Finish and Submit Renewal	• Proceed to **Finish and Submit Renewal**.
Review another record	• Repeat the steps in **Review Katie Beckett Referral**. **NOTE**: You must review the information each record on the summary page.	
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.	
Add another referral	• Click **Add Another +** to another Katie Beckett referral. • Continue to **Add Katie Beckett Referral**.	

Add Katie Beckett Referral

On the **Katie Beckett Referral** page:

15 In the **Tell Us Who is Applying to Katie Beckett** section:

- Select the child who is applying for the Katie Beckett program.

16 In the **Reason for Applying to Katie Beckett** section:

- Select the needs the child has.

  NOTE: If you select *I do not want to continue this Katie Beckett referral but I do want to continue my TennCare application*, click **Next**. Return to Step 14 to determine the next step.

17 In the **Katie Beckett Contact Information** section:

- Select who should be contacted to discuss the child's needs.
  - If you select *Other*, tell us the person's **Name** and **Email Address**.
- Select the person's relationship to the child.
- Select if the person needs interpreter services.
  - If *Yes*, select what language.

18 In the **Living Arrangement** section:

- Select the living arrangements for the child in the past year.
- Select where the child lives now.
- Select if the child has a different physical address than the contact person.
  - Use the table to complete the address information.

<table>
<tr><th>If...</th><th colspan="2">Then...</th></tr>
<tr><td>No</td><td colspan="2">• Continue to the next bullet.</td></tr>
<tr><td rowspan="3">Yes</td><td colspan="2">• Select the Address Format.</td></tr>
<tr><td>If...</td><td>Then...</td></tr>
<tr><td>US</td><td>• Enter the child's mailing address in the Address Line 1 field.
• Enter the City.</td></tr>
</table>

If…	Then…	
		• Select the **State**. • Enter the **Zip Code**. • Select the **County**. • Continue to the next bullet.
	Military	• Enter the child's address in the **Address Line 1** field. • Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*. • Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to the next bullet.

- Select if the child goes to school outside of the home.

19 Click **Next**.

On the **Summary of Katie Beckett Referral** page:

20 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

21 The steps for adding a Katie Beckett Referral are complete. Return to Step 14 to determine the next step(s).

Expenses Information

Review any information on file for expenses and add any new expense information.

REMEMBER: Add any additional information provided by the household during the renewal to complete as many blank fields, as possible, on the pages.

Review Shelter or Utility Expense Information

If a member has existing shelter or utility expense information, you must review the information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Shelter or Utility Expense	• There is existing information to review. • Continue to Step 2.	
Shelter or Utility Expense	• There is no existing information on file. • Select if anyone in your household has any shelter or utility expenses.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Dependent Care Expense**.
	Yes	• Proceed to **Add Shelter or Utility Expense**.

On the **Shelter or Utility Expense Summary** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Shelter or Utility Expense** page:

3 In the **Shelter or Utility Expense** section:

- Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

6 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Dependent Care Expense Information**.
Review another record	• Repeat the steps in **Review Shelter or Utility Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another expense. • Continue to **Add Shelter or Utility Expense**.
Remove a record	• Click **Remove** next to the information you need to remove. • Continue to **Remove Shelter or Utility Expense**.

Add Shelter or Utility Expense

On the **Shelter or Utility Expense** page:

7 Select who is responsible for the expense.

8 In the **Shelter or Utility Expense** section:

- Select what shelter or utility expense the person pays.
- Select how often they pay the expense.
- Enter how much they usually pay.

9 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

11 The steps for adding a shelter or utility expense are complete. Return to Step 6 to determine the next step.

Remove Shelter or Utility Expense

12 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing Shelter or Utility Expense record	On the **Remove <Person>'s Shelter or Utility Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. **NOTE**: If a record is removed by mistake, click **Undo**. • Continue to Step 13.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**.

If you're removing...	Then...
	• Continue to Step 13.

13 The steps for removing a shelter or utility expense record are complete. Return to Step 6 to determine the next step(s).

Review Dependent Care Expense Information

If a member has existing dependent care expense information, you must review the information on file.

14 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Dependent Care Expense	• There is existing information to review. • Continue to Step 15.	
Dependent Care Expense	• There is no existing information. • Select if anyone in your household has dependent care expenses.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Mandatory Payment Information**.
	Yes	• Proceed to **Add Dependent Care Expense**.

On the **Dependent Care Expense Summary** page:

15 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Dependent Care Expense** page:

16 In the **Dependent Care Expense** section:

- Verify the current information and make necessary changes.

17 Click **Next**.

On the **Summary of Dependent Care Expense** page:

18 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

19 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to **Review Mandatory Payments Information**.
Review another record	• Repeat the steps in **Review Dependent Care Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another expense record. • Continue to **Add Dependent Care Expense**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Dependent Care Expense**.

Add Dependent Care Expense

On the **Dependent Care Expense** page:

20 Select who is responsible for the care.

21 In the **Dependent Care Expense** section:

- Select who the expense is for.
  - If it is someone outside of the household, enter their **Name**.
- Enter how much the person pays for this care.
- Select how often the person pays for this care.

22 Click **Next**.

On the **Summary of Dependent Care Expense** page:

23 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

24 The steps for adding a dependent care expense are complete. Return to Step 19 to determine the next step.

Remove Dependent Care Expense

25 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing dependent care expense record	On the **Remove <Person>'s Dependent Care Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 26.

If you're removing...	Then...
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 26.

26 The steps for removing a dependent care expense record are complete. Return to Step 19 to determine the next step(s).

Review Mandatory Payment Information

If a member has existing mandatory payment information, you must review the information on file.

27 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Mandatory Payments	• There is existing information to review. • Continue to Step 28.	
Mandatory Payments Expense	• There is no existing information. • Select if anyone in your household has mandatory payment expenses.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to Step 40.
	Yes	• Proceed to **Add Mandatory Payment Expense**.

On the **Mandatory Payment Summary** page:

28 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Mandatory Payments** page:

29 In the **Mandatory Payments** section:

- Verify the current information and make necessary changes.

30 Click **Next**.

On the **Summary of Mandatory Payments** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

32 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to Step 40.
Review another record	• Repeat the steps in **Review Mandatory Payment Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another payment record. • Proceed to **Add Mandatory Payment Expense**.

To...	Then...
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Mandatory Payment Expense**.

Add Mandatory Payment Expense

On the **Mandatory Payments** page:

33 Select who is responsible for the mandatory payment expense.

34 In the **Court Ordered Payments or Fees** section:

- Select what kind of payments the person makes.
- Enter how much the person pays.

35 Click **Next**.

On the **Summary of Mandatory Payments** page:

36 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

37 The steps for adding a mandatory payment expense are complete. Return to Step 32 to determine the next step(s).

Remove Mandatory Payment Expense

38 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing mandatory payment expense record	On the **Remove <Person>'s Mandatory Payment** pop-up window: • Enter the date of the final payment for the mandatory payment expense. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 39.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 39.

39 The steps for removing a mandatory payment expense record are complete. Return to Step 32 to determine the next step(s).

40 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Medical Bills or **Summary of Medical Bills**	• **Review Medical Bills Information** **NOTE**: This section will only appear if there are existing medical bills, or a pregnant woman or child under the age of 21 on the case.
Access to Other Coverage or **Summary of Access to Other Coverage**	• **Review Access to Other Coverage Information**
Summary of Financial Resources or **Financial Resources**	• **Resources Information**
Finish and Submit Renewal	• **Finish and Submit Renewal**

Review Medical Bills Information

If a member has existing medical bills information, you must review the information on file.

41 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Medical Bills	• There is existing information to review. • Continue to Step 42.	
Medical Bills	• There is no existing information. • Select if someone has received medical care, dental care, or medicine in the last 3 months and has bills (paid or unpaid) for that care or medicine, or if someone has paid for this kind of care out of pocket this month.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to Step 54.
	Yes	• Proceed to **Add Medical Bills**.

On the **Medical Bills Summary** page:

42 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Medical Bills** page:

43 In the **Medical Bills** section:

- Verify the current information and make necessary changes.

NOTE: Medical bills with a carryforward amount will display differently. You will not be able to edit existing information for these, but you will need to answer additional questions about if the member still owes on this bill and how much they owe.

44 Click **Next**.

On the **Summary of Medical Bills** page:

45 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

46 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to Step 54.
Review another record	• Repeat the steps in **Review Medical Bills Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another medical bill. • Continue to **Add Medical Bills**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove a Medical Bill**.

Add Medical Bills

On the **Medical Bills** page:

47 Tell us who is paying for the medical bills.

48 In the **Medical Bills** section:

- Select what kind of bill the person pays for.
  - Use this table for guidance on entering information.

    NOTE: The questions change based on the type of medical bill you select.

If the other medical bill type is…	Then…
One of the following: • *Acupuncture* • *Charges for medical care include in tuition fee of a college or private school which is paid each month* • *Doctor* • *Health Insurance Premium* • *Hospital* • *Long-term Care Facility Bed Hold* • *Medicare Part A, B, C, or D* • *Nursing Facility Costs* • *Nursing Services* • *Organ Transplant Expenses* • *Other* • *Over the Counter Medicines* • *Personal expenses while traveling for medical care like parking fees and tolls* • *Prescription* • *Prosthetic Device*	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Continue to Step 49.

If the other medical bill type is…	Then…
• *Psychiatric Care* • *Service Animal* • *Special Education for Handicapped* • *Substance Abuse Treatment*	
Dental	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the dental bill. • Continue to Step 49.
Transportation you need to get medical care like bus, taxi, train, or plane fares	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the transportation bill. • Enter how much of the bill has already been paid. • Enter how many miles the person traveled for this appointment. • Continue to Step 49.

49 Click **Next**.

On the **Summary of Medical Bills** page:

50 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

51 The steps for adding a medical bill are complete. Return to Step 46 to determine the next step(s).

Remove a Medical Bill

52 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing medical bill record	On the **Remove <Person>'s Medical Bill** pop-up window: • Enter the date of the final payment for the medical bill expense. • Click **Submit**. **NOTE**: If a record is removed by mistake, click **Undo**. • Continue to Step 53.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 53.

53 The steps for removing a medical bill record are complete. Return to Step 46 to determine the next step(s).

54 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Access to Other Coverage or **Access to Other Coverage**	• **Review Access to Other Coverage Information**
Summary of Financial Resources or **Financial Resources**	• **Resources Information**
Finish and Submit Renewal	• **Finish and Submit Renewal**

Review Access to Other Coverage Information

If a member has existing access to other coverage, you must review the information on file.

55 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Access to Other Coverage	• There is existing information to review. • Continue to Step 56.	
Access to Other Coverage	• There is no existing information. • Select if the person has access to health insurance.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to Step 62.
	Yes	• Proceed to **Add Access to Other Coverage**.

On the **Summary of Access to Other Coverage** page:

56 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Access to Other Coverage** page:

57 Review who is enrolled in other insurance.

58 In the **Access to Other Coverage** section:

- Verify the current information and make necessary changes.

59 Click **Next**.

On the **Summary of Access to Other Coverage** page:

60 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

61 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Proceed to Step 68.
Review another record	• Repeat the steps in **Review Access to Other Coverage Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another record. • Proceed to **Add Access to Other Coverage**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Access to Other Coverage**.

Add Access to Other Coverage

On the **Access to Other Coverage** page:

62 Select who in the household has access to health insurance through a job or a family member's job.

63 In the **Access to Other Coverage** section:

- Enter additional information about the other health insurance and who can provide more information about it.
- Enter the premium amount for the health insurance plan.
- Select how often the premium is paid.
- Answer any additional questions.

64 Click **Next**.

65 The steps for adding access to other coverage are complete. Return to Step 61 to determine the next step(s).

Remove Access to Other Coverage

66 Use the table for guidance on deleting a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Access to Other Coverage Information** pop-up window: • Enter the date that the person's health coverage ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 67.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 67.

67 The steps for removing a health coverage record are complete. Return to Step 61 to determine the next step(s).

68 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Financial Resources or **Financial Resources**	• **Resources Information**
Finish and Submit Renewal	• **Finish and Submit Renewal**

Resources Information

Review any information on file for resources and add any new resources information.

Review Financial Resources Information

If a member has existing financial resource information, you must review the information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Financial Resources	• There is existing information to review. • Continue to Step 2.
Financial Resources	• There is no existing information. • Select if anyone in your household has financial resources to add.

If...	Then...
No	• Click **Next**. • Proceed to **Review Vehicles Information**.
Yes	• Proceed to **Add Financial Resources**.

On the **Summary of Financial Resources** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Financial Resources** page:

3 In the **Financial Resources** section:

- Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Financial Resources** page:

5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

6 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to the **Review Vehicles Information** section.
Review another record	• Repeat the steps in **Review Financial Resource Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another financial resource record. • Continue to **Add Financial Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Financial Resource**.

Add Financial Resource

On the **Financial Resource** page:

7 Select who has the resource.

8 In the **Financial Resources** section:

- Select what kind of financial resource the person has.

  Additional questions populate based on the financial resource type.
- Use this table for guidance when answering the additional questions.

If the person reported…	Then also…
One of the following: • *Checking Account* • *Health Reimbursement Account* • *Individual Development Account* • *Keogh Account* • *Loan* • *Patient/Resident Trust Account* • *Savings Account*	• Enter information about the resource. • Continue to Step 9.
Annuity	• Enter information about the resource. • Proceed to Step 11.
Individual Retirement Account	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Continue to Step 9.
Pension Fund or *Retirement Account*	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Proceed to Step 11.
Qualified Tuition Savings Plan (529 Plans)	• Select the person is the *Beneficiary* or *Donor*. • Enter information about the resource.

If the person reported…	Then also…
	• Proceed to Step 11.
Trust Fund	• Select the **Trust Type**, enter the trustee, select if the person is the beneficiary of the trust, and if the person owns the trust. • Enter additional information about the resource. • Continue to Step 9.
Any other resource	• Enter the value of the resource. • Proceed to Step 11.

9 In the **Bank or Company** section:

- Enter the bank or company.

  NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

10 In the **Search Results** section:

- Review the search results.
- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the bank information.
    - Enter the **Bank or Company Name**.
    - Enter the **Address**, **City**, **State** and **Zip Code**.

11 In the **Co-Owners** section:

- Select if anyone owns the financial resource with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 12.

If the selection was...	Then...
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 12.

12 Click **Next**.

On the **Summary of Financial Resources** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 The steps for adding a financial resource are complete. Return to Step 6 to determine the next step(s).

Remove Financial Resource

15 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Financial Resource** pop-up window: • Enter the last date that the person owned the financial resource. • Click **Submit**.

If you're removing...	Then...
	NOTE: If a record was removed by mistake, click **Undo**. • Continue to Step 16.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 16.

16 The steps for removing a financial resource record are complete. Return to Step 6 to determine the next step(s).

Review Vehicles Information

If a member has existing vehicle information, you must review the information on file.

17 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Vehicles	• There is existing information to review. • Continue to Step 18.	
Vehicles	• There are no existing records. • Select if anyone in your household has vehicles to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Property Information**.
	Yes	• Proceed to **Add Vehicle Resources**.

On the **Summary of Vehicles** page:

18 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Vehicles** page:

19 In the **Vehicle Information** section:

- Verify the current information and make necessary changes.

20 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

21 Click **Next**.

On the **Summary of Vehicles** page:

22 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

23 Use this table to determine the next steps.

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Property Information**.
Review another record	• Repeat the steps in **Review Vehicles Information** section. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another vehicle record.

To…	Then…
	• Continue to **Add Vehicle Resource**.
Remove a record	• Click **Remove** under to the information you need to remove. • Proceed to **Remove Vehicle Record**.

Add Vehicle Resource

On the **Vehicles** page:

24 Select who owns the vehicle.

25 In the **Vehicle Information** section:

- Enter as much information about the vehicle as possible.
  - Select what kind of vehicle the person has and enter additional information about the vehicle.
  - Select how the person uses the vehicle.
  - Enter how much the vehicle is worth.

26 In the **Co-Owners** section:

- Select if anyone owns this vehicle with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 27.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column.

If the selection was…	Then…
	• Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 27.

27 Click **Next**.

On the **Summary of Vehicles** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

29 The steps for adding a vehicle record are complete. Return to Step 23 to determine the next step(s).

Remove Vehicle Record

30 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Vehicle** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 31.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 31.

31 The steps for removing a vehicle record are complete. Return to Step 23 to determine the next step(s).

Review Property Information

If a member has existing property information, you must review the information on file.

32 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Property	• There is existing information to review. • Continue to Step 33.	
Property	• There are no existing records. • Select if anyone in your household has property to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Burial Resources Information**.
	Yes	• Proceed to **Add Property Resource**.

On the **Summary of Property** page:

33 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Property** page:

34 In the **Property Details** section:

- Verify the current information and make necessary changes.

35 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

36 Click **Next**.

On the **Summary of Property** page:

37 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

38 Use this table to determine the next steps.

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Burial Resources Information**.
Review another record	• Repeat the steps in **Review Property Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another property record. • Continue to **Add Property Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Property Record**.

Add Property Resource

On the **Property** page:

39 Select who owns the property.

40 In the **Property Details** section:

- Select what kind of property the person owns.
- Select what the property is used for.
- Use this table to determine the next step(s) based on the property type.

If the person reported property…	Then…
Not used as a *Home* or *Rental/income Producing Property*	• Continue to the next bullet to enter how much is owed and the property value.
Used as a *Home*	• Select if they live there. ○ If *No*, select if they intend to return. • Continue to the next bullet to enter how much is owed and the property value.
Used as a *Rental/Income-Producing Property*	• Enter additional information about the property. • Continue to the next bullet to enter how much is owed and the property value.

- Enter how much is owed on the property.
- Enter the value of the property.

41 In the **Property Address** section:

- Enter the address of the property the person owns.

42 In the **Co-Owners** section:

- Select if anyone owns the property with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 43.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table.

If the selection was…	Then…
	• Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 43.

43 Click **Next**.

On the **Summary of Property** page:

44 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

45 The steps for adding a property resource are complete. Return to Step 38 to determine the next step(s).

Remove Property Record

46 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Property** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 47.

If you're removing...	Then...
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 47.

47 The steps for removing a property record are complete. Return to Step 38 to determine the next step(s).

Review Burial Resources Information

If a member has existing burial resource information, you must review the information on file.

48 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Burial Resources	• There is existing information to review. • Continue to Step 49.	
Burial Resources	• There is no existing information. • Select if anyone in your household has burial resources to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Life Insurance Information**.
	Yes	• Proceed to **Add Burial Resources**.

On the **Summary of Burial Resources** page:

49 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Burial Resources** page:

50 In the **Burial Resource** section:

- Verify the current information and make necessary changes.

51 In the **Bank or Company that Holds this Burial Resource** section:

- Verify the current information and make necessary changes.

52 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

53 Click **Next**.

On the **Summary of Burial Resources** page:

54 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

55 Use this table to determine the next step(s).

To…	Then…
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Life Insurance Information**.
Review another record	• Repeat the steps in **Review Burial Resources Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another burial resource record. • Continue to **Add Burial Resources**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Burial Resource**.

Add Burial Resource

On the **Burial Resources** page:

56 Select who owns the burial resource.

57 In the **Burial Resource** section:

- Select what kind of burial resource the person has.
- Select who the burial resource is for.
- Answer the additional questions about the burial resource.

58 In the **Bank or Company that Holds this Burial Resource** section:

- Enter the bank or company.

NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

59 Review the search results in the table.

- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the information.
    - Enter the **Bank or Company Name**.
    - Enter the **Address**, **City**, **State** and **Zip Code**.

60 In the **Co-Owners** section:

- Select if anyone owns the burial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 61.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 61.

61 Click **Next**.

On the **Summary of Burial Resources** page:

62 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

63 The steps for adding a burial resource record are complete. Return to Step 55 to determine the next step(s).

Remove Burial Resource

64 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Resource** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 65.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 65.

65 The steps for removing a burial resource record are complete. Return to Step 55 to determine the next step(s).

Review Life Insurance Information

If a member has existing information, you must review the information on file.

66 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Life Insurance	• There is existing information to review.

If the following page displays...	Then...	
	• Continue to Step 67.	
Life Insurance	• There are no existing life insurance records. • Select if anyone in your household has life insurance information to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Other Resources Information**.
	Yes	• Proceed to **Add Life Insurance Resource**.

On the **Summary of Life Insurance** page:

67 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Life Insurance** page:

68 In the **Life Insurance** section:

- Verify the current information and make necessary changes.

69 Click **Next**.

On the **Summary of Life Insurance** page:

70 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

71 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Other Resources Information**.
Review another record	• Repeat the steps in **Review Life Insurance Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another resource record. • Continue to **Add Life Insurance Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Life Insurance Record**.

Add Life Insurance Resource

On the **Life Insurance** page:

72 Select who has the life insurance.

73 In the **Life Insurance Information** section:

- Select what kind of life insurance the person has.
- Use this table for guidance when completing the **Life Insurance Information** section.

If the selection was...	Then...
Term or Group Life Insurance	• Enter the face value of the life insurance policy and the policy number, if available.

If the selection was…	Then…
	• Continue to Step 74.
Whole or Universal Life Insurance	• Enter the face value of the policy, the cash surrender value of the policy, and the policy number, if available. • Continue to Step 74.

74 In the **Life Insurance Company Information** section:

- Enter the **Company Name**, **Address**, and **Phone Number**.

75 Click **Next**.

On the **Summary of Life Insurance** page:

76 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

77 The steps for adding a life insurance record are complete. Return to Step 71 to determine the next step(s).

Remove Life Insurance Record

78 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing record	On the **Remove <Person>'s Burial Life Insurance** pop-up window: • Enter the last date that the person owned the life insurance. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 79.

If you're removing...	Then...
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 79.

79 The steps for removing a life insurance record are complete. Return to Step 71 to determine the next step(s).

Review Other Resources Information

If a member has existing other resource information, you must review the information on file.

80 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Resources	• There is existing information to review. • Continue to Step 81.	
Other Resources	• There are no existing other resource records. • Select if anyone in your household has other resources.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Transferred Resources Information**.
	Yes	• Proceed to **Add Other Resource Records**.

On the **Summary of Other Resources** page:

81 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Resources** page:

82 In the **Other Resources** section:

- Verify the current information and make necessary changes.

83 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

84 Click **Next**.

On the **Summary of Other Resources** page:

85 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

86 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Review Transferred Resources Information**.
Review another record	• Repeat the steps in **Review Other Resource Records Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.

To...	Then...
Add another record	• Click **Add Another +** to add another resource record. • Continue to **Add Other Resource Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Other Resource**.

Add Other Resource Record

On the **Other Resource** page:

87 Select who has the other resource.

88 In the **Other Resources** section:

- Select what type of other resource the person has.
- Use this table for guidance on completing the **Other Resources** section.

If the resource is...	Then...
One of the following: • *Livestock* • *Non Business Equipment* • *Oil and Mineral Rights* • *Other*	• Select the use of the resource. • Answer the additional questions about the resource. • Continue to Step 89.
One of the following: • *Business/Self-Employment Equipment* • *Disaster Assistance* • *Household Goods/Personal Effects*	• Answer the questions about the resource. • Continue to Step 89.

89 In the **Co-Owners** section:

- Select if anyone owns the other resource with the person.

- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 90.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 90.

90 Click **Next**.

On the **Summary of Other Resources** page:

91 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

92 The steps for adding an other resource record are complete. Return to Step 86 to determine the next step(s).

Remove Other Resource

93 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Other Resource** pop-up window:

If you're removing...	Then...
	• Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 94.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 94.

94 The steps for removing a resource record are complete. Return to Step 86 to determine the next step(s).

Review Transferred Resources Information

If a member has existing transferred resources, you must review the information on file.

95 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Transferred Resources	• There is existing information to review. • Continue to Step 96.	
Transferred Resources	• There are no existing transferred resources. • Select if anyone in your household has transferred resources.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Finish and Submit Renewal**.

If the following page displays...	Then...	
	Yes	• Proceed to **Add Transferred Resource**.

On the **Summary of Transferred Resources** page:

96 Click **Review** to review the information on file.

NOTE: The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Transferred Resources** page:

97 In the **Sold, Traded, or Given Away Resources** section:

- Verify the current information and make necessary changes.

98 Click **Next**.

On the **Summary of Transferred Resources** page:

99 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

100 Use this table to determine the next step(s).

To...	Then...
Continue with the renewal after all the information is correct	• Click **Next**. • Continue to **Finish and Submit Renewal**.
Review another record	• Repeat the steps in **Review Transferred Resource Information**. **NOTE**: You must review the information for every record in the summary table.

To…	Then…
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another transferred resource record. • Continue to **Add Transferred Resource Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Transferred Resource Record**.

Add Transferred Resource Record

On the **Transferred Resources** page:

101 Select who has sold, traded, or given away resources.

102 In the **Sold, Traded, or Given Away Resources** section:

- Select what type of resources the person has.
- Select the specific type of *Burial Resource*, *Life Insurance*, *Liquid Resources*, *Other Resources*, *Real Property*, *Trust*, or *Vehicle Resource* the person had.
- Enter the name of the person or organization they sold, traded, or gave away the resource to.
- Enter the date it was sold, traded, or given away.
- Enter the value of the resource at the time it was sold, traded, or given away.
- Enter how much money was received for the resource.

103 Click **Next**.

104Use this table to determine the next step(s).

On the **Summary of Transferred Resources** page:

105 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

106 The steps for adding a transferred resource record are complete. Return to Step 91 to determine the next step(s).

Remove Transferred Resource Record

107 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Transferred Resource** pop-up window: • Enter the date the information changed. • Select the box to certify that the person no longer has any resources that they have sold, traded, or given away in the last 5 years. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 108.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 108.

108 The steps for removing a transferred resource record are complete. Return to Step 100 to determine the next step(s).

Finish and Submit Renewal

On the **Renewal Summary** page:

1 In the **Renewal Summary** section:

- Use the drop-down arrows to expand and review each section of the renewal.
  - If anything needs to be added or corrected, click the section in the Progress Bar to return to the associated summary page and update answers. Click the **Finish** circle in the Progress Bar to return to the **Renewal Summary** page.
  - Verify the updated information displays in the corresponding section of the **Renewal Summary** before submitting the renewal.

2 Click **Next**.

On the **Add Case Comments** page:

3 Edit or enter any additional comments for the renewal.

4 Click **Next**.

On the **Before you Submit** page:

5 In the **Voter Registration** section:

- Review the information.
- Select if the member wants to apply to register to vote.

6 In the **Renewing Your Coverage** section:

- Select if they want to give permission to use tax information to try to renew eligibility automatically.

If…	Then…
Yes	• Select how many years they give permission to try to renew eligibility automatically. • Continue to Step 7.
No	• Continue to Step 7.

7 In the **Permission to Check Your Resources** section:

- Select if they want to give TennCare permission to use a credit reporting agency to check their resources before asking for proof of their resources.

8 Click **Next**.

On the **Sign Your Renewal** page:

9 In the **Rights, Responsibilities and Penalties** section:

- Review each paragraph with the member.

10 In the **Your Right to Privacy** section:

- Review the information with the member.

11 In the **Non-discrimination** section:

- Review the information with the member.

12 In the **Electronic Signature** section:

- Review the information with the member.

13 In the **Applicant Signature (or Assisting Person) Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing as the patient or responsible party**.
- Type the member's name in the **Signature** field.

14 In the **TennCare Access User** section:

- Select **By checking this box and typing my name below, I am electronically signing this application as the TennCare Access Portal user.**
- Type your name in the **Signature** field.

15 Click **Submit**.

On the **We have your Renewal!** page:

- Locate the tracking number at the top of the page and give it to the member.
- Review the information with the member.

16 In the **What Happens Next** section:

- Review the information with the member.

17 In the **Change how you get letters** section:

- Review the information with the member.

18 In the **Print Your Renewal** section:

- Click **Print** to print a copy of the renewal for the member.
- Click **Upload Documents** to upload documents with the renewal.

- Use the **Upload Documents** section of this guide for guidance on uploading documents.

19 Click **Next** to return to the TennCare Access homepage.

Complete a Financial Reassessment for Medicaid

On the Welcome to TennCare Access homepage, through the **Financial Reassessment for Medicaid** feature, MCO Employees can submit a financial reassessment for a member.

Start a Financial Reassessment for Medicaid

On the **Welcome to TennCare Access** page:

1 Click **Financial Reassessment for Medicaid**.

On the **Financial Reassessment for Medicaid** page:

2 In the **Search Criteria** section:

- Enter the member's **Date of Birth** and **Social Security Number** and/or **Person ID**.
- Select **By checking this box, I certify that this member has given me permission to view and update their case information including the information about other people in their household. I understand and have explained to the patient that any updates made may also impact coverage for other people in their household.**

3 Click **Search**.

On the **Financial Reassessment for Medicaid** page:

4 In the **Search Results** section:

- Use the table to determine the next step(s).

If the person…	Then…
Can't be found	• Click the **Apply For Coverage** hyperlink in the **Search Results** section to begin a full coverage application for the individual. • Refer to the **Apply for Full Coverage** section of this document.
Is receiving Institutional Medicaid	• Click the **Start Financial Reassessment for Medicaid** hyperlink in the **Select** column next to the person you want to submit a reassessment for.

If the person…	Then…
	• Continue to Step 5.
Is not receiving Institutional Medicaid coverage	• Review the *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. • Click **Back to TennCare Access** to return to the **Welcome to TennCare Access** page and start a full coverage application. • Refer to the **Apply for Full Coverage** section of this document.

IMPORTANT: You can start a reassessment and return to it later to continue processing. You must, however, complete the reassessment within 7 days from starting the process or it is removed from the system, and you need to start over.

5 Use the table to determine the next steps.

If the following page displays…	Then…	
Review Financial reassessment Already in Progress	• Someone has already started a Financial Reassessment for this individual. Review the information on the page. In the **In Progress Financial Reassessment for Medicaid** section: • Use the table to determine the next step(s).	
	To…	**Then…**
	Start a new reassessment	• Select **Start a New Financial Reassessment for Medicaid for case #######**. • Click **Next**. • Continue to Step 6.

If the…	Then…	
	Continuing an existing reassessment	• Select the in-progress listing. • Click **Next**. You are navigated to the next unanswered page. Proceed to the appropriate section to continue the reassessment.
Financial Reassessment for Institutional Medicaid Coverage	• Continue to Step 6.	

On the **Financial Reassessment for Institutional Medicaid Coverage** page:

6 Review the **Before You Begin** information and **Helpful Tips**.

7 Click **Next**.

Head of Household

Review the information on file for the Head of Household and their assisting person if they have one.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

Review Head of Household and Assisting Person

On the **Summary of Household Information** page:

1 Click **Review** to review the information.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every household member on the summary page before you can move forward.

On the **Household Information** page:

2 In the **Head of Household Demographics** section:

- Verify the current information and make necessary changes.

3 In the **Head of Household Home Address** section:

- Verify the current information and make necessary changes.

4 In the **Head of Household Mailing Address** section:

- Verify the current information and make necessary changes.

5 In the **Head of Household Contact Information** section:

- Verify the current information and make necessary changes.

6 In the **Assisting Person** section:

- Verify the current information and make necessary changes.
- Use this table to determine the next step.

If…	Then…
There is an existing Assisting Person	In the **Assisting Person Information** section: • Verify the current information and make necessary changes. In the **Assisting Person Responsibilities** section: • Verify the current information and make necessary changes. • Select **By checking this box and typing my name below, I am electronically signing as the assisting person**. • Type the assisting person's name in the **Signature** field. In the **Assisting Person Name** section: • Verify the current information and make necessary changes. In the **Assisting Person Address** section:

If...	Then...
	• Verify the current information and make necessary changes. • Continue to Step 7.
There is no existing Assisting person information	• Select if the person wants to list an assisting person.

If...	Then...
Yes	• Proceed to Step 18 in the **Add Assisting Person** section.
No	• Continue to Step 7.

7 Click **Next**.

On the **Address Validation** pop-up window:

8 Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is...	Then...
A home address	In the **Household Physical Address** section: • Select the appropriate address for the entered address.
A mailing address	In the **Household Mailing Address** section: • Select the appropriate address for the entered address.
New or existing address for an assisting person	In the **Assisting Person Address** section: • Select the appropriate address for the entered address.

9 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

10 Click **Next**.

On the **Summary of Household Information** page:

11 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

12 Use this table to determine the next steps.

To...	Then...
Continue with the reassessment after all the household information is correct	• Click **Next**. • Proceed to **People**.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.

To…	Then…
Add an Assisting Person	• Click **Add Assisting Person +** to add information about someone who is helping complete this reassessment or helping with their case. An assisting person is someone who can help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage. **NOTE**: You can only add an assisting person to a case that doesn't have an existing assisting person. • Continue to **Add Assisting Person**.
Remove an Assisting Person	• Click **Remove** next to the Assisting Person's information. • Proceed to **Remove Assisting Person**.

Add Assisting Person

On the **Household Information** page:

13 In the **Head of Household Demographics** section:

- Verify the current information and make necessary changes.

14 In the **Head of Household Home Address** section:

- Verify the current information and make necessary changes.

15 In the **Head of Household Mailing Address** section:

- Verify the current information and make necessary changes.

16 In the **Head of Household Contact Information** section:

- Verify the current information and make necessary changes.

17 In the **Assisting Person** section:

- Select if the applicant wants to add the partner portal user as their assisting person (someone to help with their case, get copies of their notices, and/or be authorized to speak to TennCare on their behalf about their coverage).

- Use the table to determine the next steps.

If the selection was…	Then…	
Yes	• Continue to Step 18.	
No	• Select if the applicant wants to list an assisting person other than the partner portal user.	
	If the selection was…	**Then…**
	Yes	• Continue to Step 18.
	No	• Proceed to Step 24.

18 In the **Assisting Person Information** section:

- Select how long the member wants the person to be their assisting person.
- Select the assisting person's relationship to the member.
- Use this table to determine the next step(s) based on the relationship.

If the selection was…	Then…	
Power of Attorney, Legal Guardian, or *Conservator*	• Review the warning message. • Continue to Step 19.	
Authorized Representative	• Select the responsibilities and permission granted to the Assisting Person in the **Assisting Person Responsibilities** section. • Continue to Step 19.	
Other	• Enter the member's relationship in the **Other Relationship** field.	
	If the assisting person is…	**Then enter…**

If the selection was…	Then…	
	The partner portal user	• The name of the Managed Care Organization employee.
	A friend or family member	• The relationship between the member and the assisting person.
	• Continue to Step 19.	

19 Select **By checking this box and typing my name below, I am electronically signing as the assisting person**.

20 Type the assisting person's name in the **Signature** field.

21 In the **Assisting Person Name** section:

- Enter the assisting person's **Name**, **Organization Name**, and **ID Number** (if applicable).

  NOTE: If the assisting person is the partner portal user, review the pre-populated name.

22 In the **Assisting Person Address** section:

- Select the **Address Format**.
- Use this table to determine the next steps based on the **Address Format**.

If the selection was…	Then…
US	• Enter the assisting person's address in the **Address Line 1** and **Address Line 2** field. • Enter the **City**. • Verify the pre-populated **State**. • Enter the **Zip Code**. • Continue to Step 23.
Military	• Enter the assisting person's address in the **Address Line 1** and **Address Line 2** field.

If the selection was…	Then…
	• Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*. • Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to Step 23.

23 In the **Assisting Person Contact** section:

- Enter the assisting person's email address and phone number(s).
- Select the best time to call during the week.

24 Click **Next**.

On the **Address Validation** pop-up window:

25 Verify the reported address information.

NOTE: Military addresses do not appear on the **Address Validation** pop-up window.

- Use this table for guidance on verifying the addresses reported.

If there is…	Then…
A home address	In the **Household Physical Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.
A mailing address	In the **Household Mailing Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.
New address for an assisting person	In the **Assisting Person Address** section: • Select the appropriate address for the entered address. • Continue to Step 26.

26 Click **Submit** on the **Address Validation** pop-up window.

On the **Household Information** page:

27 Click **Next**.

On the **Summary of Household Information** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

29 The steps for adding an assisting person are complete. Return to Step 12 to determine your next step(s).

Remove Assisting Person

30 Use the table to determine how to remove the assisting person.

If you're removing...	Then...
An existing assisting person	On the **Remove <Person>'s Assisting Person** page: • Enter the date the person stopped being the assisting person. • Click **Submit**. **NOTE**: If you removed information by mistake, click **Undo**. • Continue to Step 31.
A newly added assisting person	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 31.

31 The steps for removing an assisting person are complete. Return to Step 12 to determine the next step(s).

People

Review the information that is on file for people in the home and add any new people.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

Review People in Your Home

On the **Summary of People in Your Home** page:

1 Click **Review** to review the information.

The **Review Complete?** column shows a ✖ to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **People in Your Home** page:

2 Review the information at the top of the page about who should and should not be included on the application.

3 In the **Personal Information** section:

- Verify the current information and make necessary changes.

NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.

4 In the **Alternative Name Information** section:

- Verify the current information and make necessary changes.

5 In the **Personal Details** section:

- Verify the current information and make necessary changes.

NOTE: Information in gray cannot be edited. If this information is incorrect, call TennCare Connect.

6 In the **Applying for Coverage** section:

- Verify the current information and make necessary changes.

7 In the **Social Security Information** section:

- Verify the current information.

NOTE: Information in gray cannot be edited. If this information is incorrect, the member will need to call the Social Security Administration (SSA).

8 In the **Citizenship** section:

- Verify the current information and make necessary changes.

9 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

10 In the **Race** section:

- Verify the current information and make necessary changes.

11 In the **Ethnicity** section:

- Verify the current information and make necessary changes.

12 Click **Next**.

13 Use this table to determine the next steps.

If the following page displays...	Then...
Additional Details	• Verify the current information and make necessary changes. **NOTE**: If this person is pregnant, or was pregnant in the past 12 months, select if they are still pregnant and verify the pregnancy information. • Click **Next**. • Continue to Step 14.
Immigration	On the **Immigration** page: • Verify the current information, make necessary changes, and answer unanswered questions. • Click **Next**. • Continue to Step 14.
Summary of People in Your Home	• Continue to Step 14.

On the **Summary of People in Your Home** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Proceed to **Household Information**.
Review another record	• Repeat the steps in **Review People in Your Home**. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a household member	• Click **Add Another Person +** to add another member to the household. • Proceed to **Add Another Person**.
Remove a household member	• Click **Remove** next to the information you need to remove. **NOTE**: **Remove** is greyed out for the head of household. You cannot remove the head of household. • Proceed to **Remove a Household Member**.

Add Another Person

On the **People in Your Home** page:

16 In the **Personal Information** section:

- Enter the person's **First** and **Last Name**.

17 In the **Alternative Name Information** section:

- Select if the person has been known by another name.
  - If *Yes*, enter the name.

18 In the **Personal Details** section:

- Select the person's **Gender** and enter their **Date of Birth**.

19 In the **Applying for Coverage** section:

- Select if the person is applying for coverage.
- Use this table to determine the next step(s).

If the selection was...	Then...
Yes	• Review the information about Social Security numbers and complete the **Social Security Information** section. • Continue to Step 20.
No	• Review the information about Social Security numbers and complete the **Social Security Information** section. • Proceed to Step 21.

20 In the **Citizenship** section:

- Select if the person is a United States citizen or national.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 21. **NOTE**: Questions about immigration information appear later in the reassessment process.
Yes	• Select if the person is a naturalized or derived US citizen.

If the selection was...	Then...

If the selection was…	Then…	
	Yes	• Enter the **Alien Number** or **Naturalization Certificate Number**. • Continue to Step 21.
	No	• Continue to Step 21.

21 In the **Living Arrangement** section:

- Select the person's living arrangement.
- Select if the person is a Tennessee resident.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 22.
Yes	• Answer the additional questions about the person's Tennessee Residency. • Continue to Step 22.

22 In the **Race** section:

- Select the person's race.
- Select if the person is a member of a federally recognized tribe.
  - If *Yes*, enter the name of the tribe, select if they have ever gotten a service from the Indian Health Service, a tribal program, or urban Indian health program, or through a referral from one of these programs, or if they are eligible to get these services.

23 In the **Ethnicity** section:

- Select the person's ethnicity.

24 Use this table to determine the next step(s).

If the following page displays...	Then...
Additional Details	Continue to Step 25.
Immigration	Proceed to Step 28.
Summary of People in Your Home	Proceed to Step 31.

On the **Additional Details** page:

25 You may see additional questions related to Former Foster Care or pregnancy based on the age and citizenship status of the applicant.

- Use this table to complete each section that populates on this page. Once all sections are complete, continue to Step 26.

<table>
<tr><th>If the following section displays...</th><th colspan="3">Then...</th></tr>
<tr><td rowspan="6">Former Foster Care</td><td colspan="3">• Select if the person was in foster care at age 18 or older and receiving Medicaid.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.</td></tr>
<tr><th>If...</th><th colspan="2">Then...</th></tr>
<tr><td rowspan="4">Yes</td><td colspan="2">• Additional questions may populate</td></tr>
<tr><th>If they turned 18...</th><th>Then...</th></tr>
<tr><td>After 1/1/2023 and are the only individual on the case</td><td>• Continue to Step 26.</td></tr>
<tr><td>After 1/1/2023 and there are additional people on the case</td><td>• Continue to the next section or Step 26.</td></tr>
</table>

<table>
<tr><th>If the following section displays...</th><th colspan="3">Then...</th></tr>
<tr><td rowspan="2"></td><td></td><td>Before 1/1/2023</td><td>• Continue to the next section or Step 26.</td></tr>
<tr><td>No</td><td colspan="2">• Continue to the next section or Step 26.</td></tr>
<tr><td rowspan="8">Pregnancy</td><td colspan="3">• If a female between the ages of 10 and 55 is on the application, select if the person is pregnant or has been pregnant in the last 12 months.</td></tr>
<tr><td>If...</td><td colspan="2">Then...</td></tr>
<tr><td>No</td><td colspan="2">• Continue to Step 26.</td></tr>
<tr><td rowspan="3">Yes</td><td colspan="2">• Select if they are still pregnant.</td></tr>
<tr><td>If...</td><td>Then...</td></tr>
<tr><td>No</td><td>• Enter the date their pregnancy ended.
○ Select if they want to add a baby.
▪ If Yes, select how many babies were born.
- Continue to the Add a Baby section.
▪ If No, continue to the next section or Step 26.</td></tr>
<tr><td>Yes</td><td>• Select how many babies this person is expecting from this pregnancy.
• Enter the due date.
• Continue to the next section or Step 26.</td></tr>
<tr><td colspan="3">In the Add a Baby section:
• Answer the additional questions.</td></tr>
</table>

If the following section displays...	Then...
	○ Enter the **First** and **Last Name**. ○ Enter the **Date of Birth**. ○ Select the **Gender**. ○ Enter the **Social Security Number**, if available. • Continue to the next section or Step 26.
Past Pregnancy	• Select if the person has any other pregnancies in the last 12 months to report. ○ If *Yes*, answer the additional questions. ▪ Select how many babies this person was expecting from this pregnancy. • Enter the person's pregnancy end date. • Continue to the next section or Step 26.

26 Click **Next**.

27 Use this table to determine next step(s).

If the following page displays...	Then...
Immigration Information	• Continue to Step 28.
Summary of People in Your Home	• Proceed to Step 31.

On the **Immigration** page:

28 In the **Immigration Information** section:

- Review the information.
- Select if the person has eligible immigration status.
- Use this table to determine next step(s).

If the selection was...	Then...
Yes	• Select the person's immigration status and answer any additional questions. • Select the person's **Immigration Document Type** and enter details about the immigration document. • Continue to Step 29.
No or *I prefer not to answer*	• Continue to Step 29.

29 In the **Military Information** section:

- Use the table to determine how to complete this section.

If the person is...	Then...
17 years old or older	• Select if the person's spouse is a veteran or active duty member. • Continue to Step 30.
18 years old or older	• Select if the person is a veteran or active duty member. • Continue to Step 30.
Under the age of 18	• Select if the person is an unmarried dependent child of a veteran or an active duty member of the U.S. military. • Continue to Step 30.

30 Click **Next**.

On the **Summary of People in Your Home** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

32 The steps for adding a household member are complete. Return to Step 15 to determine the next step(s).

Remove a Household Member

33 Use the table to determine how to remove the household member.

If you're removing...	Then...
A household member you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. **NOTE**: If a record was removed by mistake, click **Undo**. • Proceed to Step 36.
An existing household member	• Continue to Step 34.

34 On the **Moved Out of the Home** pop-up window:

- Select the reason the person is no longer in the home.
- Use the table to complete the pop-up window.

If the reason is...	Then...	
Death	• Enter the **Date of Death**. • Continue to Step 35.	
Moved out of Household	• Enter the date when the person left the home. **NOTE**: Make sure to review the tax information for the person who moved out before submitting your changes.	
	If you...	**Then...**
	Know their new address	• Select the **Address Format**. • Enter the **Address** information. • Continue to Step 35.
	Do not know their new address	• Continue to Step 35.

35 Click **Submit**.

36 The process for removing a household member is complete. Return to Step 15 to determine the next step(s).

Household Information

Review the additional information on file for people in the home and add any new information.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

1 Use this table to determine the next step(s).

If the following page displays...	Then...
Relationships	• Continue to **Review Relationship Information**.
School and Employment	• Proceed to **Review School and Employment Information**.
Other Health Insurance	• Proceed to **Review Other Health Insurance Information**.

Review Relationship Information

On the **Relationships** page:

2 Use this table for guidance on the next step(s).

<table>
<tr><th>If...</th><th colspan="2">Then...</th></tr>
<tr><td rowspan="3">There are multiple people existing on the case</td><td colspan="2">In the Relationships section:
• Verify the relationships listed are correct and make any necessary updates.</td></tr>
<tr><td>If there is...</td><td>Then...</td></tr>
<tr><td>A child in the household</td><td>In the Primary Caregiver section:
• Verify the current information and make necessary changes.</td></tr>
</table>

If…	Then…	
		• Continue to Step 3.
	Not a child in the household	• Continue to Step 3.
You've added a new person to the case	In the **Relationships** section: • Verify any existing relationships listed are correct and make any necessary updates. • Select the person's relationship to the newly added person. **NOTE**: The corresponding relationship displays under the question based on the selection.	
	If there is…	**Then…**

	A child in the household	In the **Primary Caregiver** section:
		• Verify the current information and make necessary changes.
		• Select if someone in the home is the child's primary caregiver.
		  ○ If *Yes*, select who.
		  NOTE: Up to two people can be selected as primary caregivers for each child.
		• Continue to Step 3.

	Not a child in the household	• Continue to Step 3.

3 Click **Next**.

Review School and Employment Information

If the member has existing school or employment information, you must review and verify the information on file.

On the **School and Employment** page:

4 Verify any existing information is correct and make any necessary updates for each person listed on the page.

5 Click **Next**.

Review Other Health Insurance Information

If the member has existing health insurance information, you must review and verify the current information on file.

6 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Health Insurance	• There is existing information to review. • Continue to Step 7.	
Other Health Insurance	• There is no existing information. • Select if anyone in the household has other health insurance information.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Tax Information**.
	Yes	• Proceed to **Add Other Health Insurance Information**.

On the **Summary of Other Health Insurance** page:

7 Click **Review** to review the information.

The **Review Complete?** column shows a ✖ to let you know what still needs to be reviewed. You must click **Review** for every individual on the summary page before you can move forward.

On the **Other Health Insurance** page:

8 In the **Health Insurance Details** section:

- Verify the current information and make necessary changes.

9 Click **Next**.

On the **Summary of Other Health Insurance** page:

10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

11 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment once all the information is correct	• Click **Next**. • Proceed to **Tax Information**.
Review another health insurance record	• Repeat the steps in **Review Other Health Insurance Information**. **NOTE**: You must review the information for all the existing records.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a record	• Click **Add Another +** to add another health insurance record. • Proceed to **Add Other Health Insurance Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Health Insurance Record**.

Add Other Health Insurance Record

On the **Other Health Insurance** page:

11 In the **Health Insurance Details** section:

- Select the health insurance policy holder.

  NOTE: If you selected *Someone outside of the home*, enter the **First** and **Last Name** of the policy holder, their **Date of Birth**, and their **SSN**.

- Select what kind of health insurance they have and answer the additional questions about the health insurance.

- If they have a child, select if they were required to enroll in/purchase health insurance for themselves for the child to have health insurance.

- If the type of coverage is **Employer Insurance**, answer if the insurance is a state employee benefit plan and enter any additional information.
- Select if this plan covers maternity benefits.
- Select who is covered by the health insurance.

12 Click **Next**.

On the **Summary of Other Health Insurance** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 The process for adding a health insurance record is complete. Return to Step 11 to determine the next step(s).

Remove Health Insurance Record

15 Use the table for guidance on removing the record.

If you're removing…	Then…
A record added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 16.
An existing record	On the **Remove <Person>'s Other Health Coverage** pop-up window: • Enter the date the health insurance coverage ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 16.

16 The process for adding a health insurance record is complete. Return to Step 11 to determine the next step(s).

Tax Information

Review any tax information on file and add any new tax information.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

1 Use the table to determine the next steps.

If the following page displays...	Then...
Summary of Tax Information	• There is existing tax information for some or all members of the household. **NOTE**: If you moved someone out of the household during your review, make sure you review any tax information they had on file. • Continue to Step 2.
Tax Information	• There is no existing information to review. • Proceed to Step 3.

Review or Add Tax Information

On the **Summary of Tax Information** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Tax Filing** page:

3 Use the table to determine the next step(s).

If you are…	Then…	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 4.	
Adding new tax information	• Select *Yes* or *No* from the **Does anyone plan to file a federal income tax return the next time taxes are due?** drop-down menu.	
	If…	**Then…**
	Yes	• Select **Who Plans to file** from the drop-down menu. In the **Tax Dependents in the Household** section: • Select if the individual has any tax dependents in the household from the drop-down menu. ○ If *Yes*, select who. • Continue to Step 4.
	No	• Continue to Step 4.

4 Click **Next**.

On the **Tax Deductions** page:

5 Use the table to determine the next step(s).

If you are…	Then…	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 6.	
Adding new information	• Select *Yes* or *No* from the **Does <person> have tax deductions?** drop-down menu.	
	If…	**Then…**

	Yes	In the **Tax Deductions** section:
		• Select the **Type** and enter the **Monthly Amount** the person pays that can be deducted on a federal income tax return.
		  ○ If *Other* is selected, enter the **Name of other Expense**.
		  ○ If *Alimony Paid* is selected, enter the **Alimony Order Date**.
		• Click **Add Another +** to add additional deductions.
		NOTE: Click **Remove** to remove a deduction from the table. Review the warning pop-up window and click **Remove** again to confirm the removal.
		• Continue to Step 6.

	No	• Continue to Step 6.

6 Click **Next**.

On the **Tax Dependents Outside Household** page:

7 Use the table to determine the next step(s).

If you are…	Then…	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 8.	
Adding new information	• Select *Yes* or *No* from the **Does <person> plan to claim any tax dependents who do not live in the household?** drop-down menu.	
	If…	**Then…**
	Yes	In the **Tax Dependents Outside of the Household** section: • Enter the **Name**, **Date of Birth**, and **Relationship to the <Person>** for each tax dependent outside of the household. **NOTE**: A warning message appears if the individual added a tax dependent outside the household who is also the same individual listed as a tax dependent inside the household. The pop-up asks the member to review the information provided and doesn't block them from proceeding in the flow. • Click **Add +** to add additional dependents. **NOTE**: Click **Remove** to remove a dependent from the table. Review the **Warning** pop-up window and click **Remove** again to confirm the removal. • Continue to Step 8.
	No	• Continue to Step 8.

8 Click **Next**.

On the **Joint Filer outside Household** page:

9 Use the table to determine the next step(s).

If you are...	Then...	
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 10.	
Adding new information	• Select *Yes* or *No* from the **Is <person> filing taxes jointly with a spouse who lives outside the household?** drop-down menu.	
	If...	**Then...**
	Yes	In the **Joint Filer Outside the Household** section: • Enter the **Name**, **Social Security Number**, and **Date of Birth** of the joint filer outside of the household. • Continue to Step 10.
	No	• Continue to Step 10.

10 Click **Next**.

On the **Tax Filer Outside Household** page:

11 Use the table to determine the next step(s).

If you are...	Then...
Reviewing existing information	• Verify the current information and make necessary changes. • Continue to Step 12.

If you are…	Then…	
Adding new information	• Select *Yes* or *No* from the **Is anyone being claimed as a dependent by someone outside of the household?** drop-down menu.	
	If…	**Then…**
	Yes	In the **Tax Filer Outside the Household** section: • Select who is being claimed as a tax dependent by someone outside of the home. **NOTE**: Only people who are applying for coverage can be selected. • Enter the **Name of the tax filer outside the household** and their **Relationship** to the dependent. • Continue to Step 12.
	No	• Continue to Step 12.

12 Click **Next**.

On the **Summary of Tax Information** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment once all the information is correct	• Click **Next**. • Proceed to **Income Information**.
Review another record	• Repeat the steps in **Review or Add Tax Information**. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a household member's tax information	• Click **Add Another Tax Filer +**. • Return to Step 3 to add more tax information.
Remove a household member's tax information	• Click **Remove** next to the information you need to remove. **NOTE**: You cannot remove individuals who are listed as dependents. **Remove** is greyed out for dependents. • Continue to **Remove a Household Member's Tax Information**.

Remove a Household Member's Tax Information

On the **Remove <Person>'s Tax Filer Information** pop-up window:

15 Enter the tax filing end date.

16 Click **Submit**.

NOTE: If you removed tax information by mistake, click **Undo**.

17 The steps for removing someone's tax information are complete. Return to Step 14 to determine the next step(s).

Income Information

Review any information on file for Employment, Self-Employment, and Other Income and add any new income information.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

Review Employment Information

If the member has existing employment information, you must review and verify the current information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Employment	• There is existing information to review. • Continue to Step 2.	
Employment	• There is no existing information. • Select if anyone in the household has a job now or will start a new job this month.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Self-Employment Information**.
	Yes	• Proceed to **Add Employment Information**.

On the **Summary of Employment** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Employment** page:

3 In the **Employer** section:

- Verify the current information and make necessary changes.

4 In the **Employer Address** section:

- Verify the current information and make necessary changes.

5 In the **Payment Information** section:

- Verify the current information and make necessary changes.

6 Click **Next**.

On the **Summary of Employment** page:

7 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

8 Use this table to determine the next step(s).

To…	Then…
Continue the reassessment after all the information is correct	• Click **Next**. • Proceed to **Review Self-Employment Information**.
Review another record	• Repeat the steps in **Review Employment Information**. **NOTE**: You must review the information for everyone in the household
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add an employment record	• Click **Add Another +** to add another job. • Proceed to **Add Employment Information**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove an Employment Record**.

Add Employment Information

On the **Employment** page:

9 Select who has the job.

- If the household includes a pregnant woman or child, select if the person has lost this job and enter the date they lost it.

10 In the **Employer** section:

- Enter the **Employer Name**.

11 In the **Employer Address** section:

- Enter the employer's address information and phone number.
- Enter when the person started this job.

12 In the **Payment Information** section:

- Select if the payment amount is per hour or per paycheck.

If the selection is…	Then…
Amount You Make Per Hour	• Enter the average number of hours the person works each week. • Enter the amount the person makes per hour. • Continue to Step 13.
Amount You are Paid each Paycheck	• Select how often the person gets paid. • Enter the amount the person is paid each paycheck. • Continue to Step 13.

13 Click **Next**.

On the **Summary of Employment** page:

14 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

15 The steps for adding an employment record are complete. Return to Step 8 to determine the next step(s).

Remove an Employment Record

16 Use the table to Remove the employment record.

To remove...	Then...
An existing employment record	On the **Remove <Person>'s Employment** pop-up window: • Enter the date the employment ended. • Enter the date of the person's final paycheck. • Enter the amount on the final paycheck. • Click **Submit**. **NOTE**: If the record is removed by mistake, click **Undo**. • Continue to Step 17.
A record you added during this review	On the **Warning** pop-up window: • Review the message. • Click **Remove**. • Continue to Step 17.

17 The steps for removing an employment record are complete. Return to Step 8 to determine the next step(s).

Review Self-Employment Information

If the member has existing self-employment information, you must review and verify the current information on file.

18 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Self-Employment	• There is existing information to review. • Continue to Step 19.	
Self-Employment	• There is no existing information. • Select if anyone in the household is self-employed.	
	If...	**Then...**
	No	• Click **Next**.

If the following page displays...	Then...	
		• Proceed to **Review Other Income Information**.
	Yes	• Proceed to **Add Self-Employment Information**.

On the **Self-Employment Summary** page:

19 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Self-Employment** page:

20 In the **Self-Employment** section:

- Verify the current information and make necessary changes.

21 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

22 Click **Next**.

On the **Self-Employment Summary** page:

23 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

24 Use this table to determine the next step(s).

To…	Then…
Continue with a reassessment after all the information is correct	• Click **Next**. • Proceed to **Review Other Income Information**.
Review another record	• Repeat the steps in **Review Self-Employment Information**. **NOTE**: You must review the information for everyone in the household.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add a new record	• Click **Add Another +** to add an additional self-employment income record. • Continue to **Add Self-Employment Information**.
Remove a record	• Click **Remove** next to the information you need to remove. • Continue to **Remove a Self-Employment Record**.

Add Self-Employment Information

On the **Self-Employment** page:

25 Select who is self-employed.

26 In the **Self-Employment** section:

- Enter the **Business Name**.
- Select what type of self-employment the person has.
  - If you select *Other*, enter a description of the business.
- Enter their net income for the month.

27 In the **Co-Owners** section:

- Select if anyone co-owns the business.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 28.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. ○ If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 28.

28 Click **Next**.

On the **Self-Employment Summary** page:

29 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

30 You've completed the process to add self-employment information. Return to Step 24 to determine your next step.

Remove a Self-Employment Record

31 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing self-employment record	On the **Remove <Person>'s Self-Employment Income** pop-up window: • Enter the date the self-employment income ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 32.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 32.

32 The steps for removing a self-employment record are complete. Return to Step 23 to determine the next step(s).

Review Other Income Information

If the member has existing other income information, you must review and verify the current information on file.

33 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Other Income	• There is existing other income information to review. • Continue to Step 34.	
Other Income	• There is no existing other income information. • Select if anyone in the household is receiving or will receive (in the next 30 days) any other kind of income we have not already asked about, or if they received any other income in the last 3 months?	
	If...	**Then...**

If the following page displays…	Then…	
	No	• Click **Next**. • Proceed to **Other Health Care Questions**.
	Yes	• Proceed to **Add Other Income Information**.

On the **Other Income Summary** page:

34 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Income** page:

35 In the **Other Income** section:

- Verify the current information and make necessary changes.

36 Click **Next**.

On the **Other Income Summary** page:

37 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

38 Use this table to determine the next step(s).

To…	Then…
Continue with the reassessment after all the information is correct	• Click **Next**. • Proceed to **Other Health Care Questions**.
Review another record	• Repeat the steps in **Review Other Income Information**. **NOTE**: You must review the information for everyone in the household
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add an additional income record. • Continue to **Add Other Income Information**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove an Other Income Record**.

Add Other Income Information

On the **Other Income** page:

39 Select who earns the other income.

40 In the **Other Income** section:

- Select what type of other income they get.
- Use this table to determine the next step(s) based on the income type.

If the other income type is…	Then…
One of the following: • *Annuity* • *Cash Support* • *Census* • *Child Support Income* • *Pension* • *Sick/Disability Pay* • *SSI (Supplemental Security Income)* • *Tribal Income* • *Unemployment Insurance* • *Workers Compensation* • *Other Income*	• Enter when the income began, how often the income is received, and the amount of each payment. **NOTE**: If you selected *SSI (Supplemental Security Income)*, the **Frequency** can't be updated. • Proceed to Step 42.
Alimony	• Enter the **Alimony Order Date**. • Enter when the income began, how often the income is received, and the amount of each payment. • Proceed to Step 42.
Social Security	• Select what type of Social Security income is received. • Enter when the income began, how often the income is received, and the amount of each payment. In the **In-Kind Support and Maintenance** section: • Select if someone other than a parent or spouse helps pay for the person's food each month.

If the other income type is...	Then...
	• Select if someone other than a parent or spouse helps pay for where the person lives. • Continue to Step 41.
Veterans Benefits	• Select what type of veteran benefit is received. • Enter when the income began, how often the income is received, and the amount of each payment. • Proceed to Step 42.

41 Use this table to determine the next step(s) based on the answers to the **In-Kind Support and Maintenance** questions.

If the selection was...	Then...
No to both questions	• Continue to Step 42.
Yes to either question	• Enter the **Amount for Food and Housing Each Month**. • Select the **Expense Type**. • Enter the **Amount Paid by People in the Home** and the **Amount Paid by People Outside the Home**. • Select if the person lives with any other adults besides a spouse. • Enter how much the person pays for the expense. • Enter how many people live in the person's home. • Continue to Step 42.

42 Click **Next**.

On the **Other Income Summary** page:

43 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

44 The steps for adding an other income record are complete. Return to Step 38 to determine the next step(s).

Remove an Other Income Record

45 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing other income record	On the **Remove <Person>'s Other Income** pop-up window: • Enter the date the other income ended. • Click **Submit**. **NOTE**: If the record was removed by mistake, click **Undo**. • Continue to Step 46.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 46.

46 The steps for removing an additional other income record are complete. Return to Step 38 to determine the next step(s).

Other Health Care Questions

Review any other health care information on file for people in the home and add any new information.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

On the **Other Health Care Questions** page:

1 Review the sections and questions on the page. If someone in the household wants any of these types of care, select *Yes*.

Additional questions populate in each section when *Yes* is selected to tell us who needs this type of care.

NOTE: Only individuals who are applying for coverage are displayed and can be selected.

2 Use this table for guidance on completing the additional questions. Once the page is complete, continue to Step 3.

If the selection was *Yes* for…	Then…
Getting Help with Medicare Costs	• Tell us who wants help.
Supplemental Security Income	Tell us who receives Social Security benefits and has received Supplemental Security Income (SSI) checks in the past. **NOTE**: If Supplemental Security Income is answered as *Yes*, but the member has never received SSI, select *No.*
Breast or Cervical Cancer	• Review the warning message and tell us who wants care. • Answer any additional questions.
Katie Beckett	• Additional questions populate on another page. • Continue completing the **Other Health Care Questions** page.
Medical Bills **NOTE**: This section only displays when there is a pregnant woman or child in the household.	• Tell us who has medical bills. **NOTE**: If the selection is pre-populated as *Yes*, verify the answer

If the selection was *Yes* for…	Then…
	is still correct and make changes as necessary.
Medical Facility (like a Hospital)	• Tell us who wants care. • Enter their admit date and the name of the hospital. **IMPORTANT**: Only select this option if the patient will be admitted to the hospital for 30 consecutive days.
Nursing Home	• Review the warning message and tell us who wants care. • Enter the name of the nursing facility.
Hospice Care	• Tell us who wants care.
Home and Community Based Services (HCBS)	• Tell us who wants care.
Employment and Community First (ECF) CHOICES	• Tell us who wants care.
Intermediate Care for individuals with intellectual disabilities	• Tell us who wants care.

3 Use this table to determine the next step.

If the person…	Then…
Has existing resources and/or expenses on their case	• The drop-down menus in the **Expenses** and/or **Resources** sections are grayed out. • Proceed to Step 6.
Answers *Yes* to any questions on the **Other Health Care Questions** page	• Answer the questions about **Expenses** and **Resources**.

If the person...	Then...
and there are no existing **Expenses** and/or **Resources**	• Continue to Step 4.
Answers *No* to **all** the questions on the **Other Health Care Questions** page	• Proceed to Step 6.

4 In the **Expenses** section:

- Select if anyone in the household has shelter or utility expenses, dependent care expenses, or child support expenses.

5 In the **Resources** section:

- Select if anyone in the household has resources like financial accounts, vehicles, property, burial resources, or life insurance.

6 Click **Next**.

7 Use this table to determine the next step(s).

If the following page displays...	Then proceed to the following section...
Summary of Katie Beckett Referral	**Review Katie Beckett Referral Information**
Shelter or Utility Expense Summary	**Expenses Information**
Financial Resources Summary	**Resources Information**
Medical Bills Summary	**Review Medical Bills Information**
Finish and Submit Financial Reassessment	**Finish and Submit Financial Reassessment**

Review Katie Beckett Referral Information

On the **Summary of Katie Beckett Referral** page:

8 Click **Review** to review the information.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Katie Beckett Referral** page:

9 In the **Tell Us Who is Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

10 In the **Reason for Applying to Katie Beckett** section:

- Verify the current information and make necessary changes.

11 In the **Katie Beckett Contact Information** section:

- Verify the current information and make necessary changes.

12 In the **Living Arrangement** section:

- Verify the current information and make necessary changes.

On the **Katie Beckett Referral Summary** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

14 Use this table to determine the next step(s).

To…	Then…	
Continue with the reassessment after all the information is correct	• Click **Next**. • Use the table to determine the next step(s).	
	If the following page displays…	**Then…**
	Shelter and Utility Expense or **Summary of Shelter and Utility Expense**	• Continue to **Expenses Information**.
	Financial Resources or **Summary Financial Resources**	• Proceed to **Resources Information**.
	Finish and Submit Financial Reassessment	• Proceed to **Finish and Submit Financial Reassessment**.
Review another record	• Repeat the steps in **Review Katie Beckett Referral**. • **NOTE**: You must review the information each record on the summary page.	
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on a previous page. • Click **Next** to return to the summary page.	
Add another referral	• Click **Add Another +** to another Katie Beckett referral. • Continue to **Add Katie Beckett Referral**.	

Add Katie Beckett Referral

On the **Katie Beckett Referral** page:

15 In the **Tell Us Who is Applying to Katie Beckett** section:

- Select the child who is applying for the Katie Beckett program.

16 In the **Reason for Applying to Katie Beckett** section:

- Select the needs the child has.

NOTE: If you select *I do not want to continue this Katie Beckett referral but I do want to continue my TennCare application*, click **Next**. Return to Step 14 to determine the next step.

17 In the **Katie Beckett Contact Information** section:

- Select who should be contacted to discuss the child's needs.
  - If you select *Other*, tell us the person's **Name** and **Email Address**.
- Select the person's relationship to the child.
- Select if the person needs interpreter services.
  - If *Yes*, select what language.

18 In the **Living Arrangement** section:

- Select the living arrangements for the child in the past year.
- Select where the child lives now.
- Select if the child has a different physical address than the contact person.
  - Use the table to complete the address information.

<table>
<tr><th>If...</th><th colspan="2">Then...</th></tr>
<tr><td>*No*</td><td colspan="2">• Continue to the next bullet.</td></tr>
<tr><td rowspan="3">*Yes*</td><td colspan="2">• Select the **Address Format**.</td></tr>
<tr><td>**If...**</td><td>**Then...**</td></tr>
<tr><td>*US*</td><td>• Enter the child's mailing address in the **Address Line 1** field.
• Enter the **City**.
• Select the **State**.
• Enter the **Zip Code**.
• Select the **County**.
• Continue to the next bullet.</td></tr>
<tr><td></td><td>*Military*</td><td>• Enter the child's address in the **Address Line 1** field.</td></tr>
</table>

If…	Then…	
		• Select if the address is *APO - Air/Army Post Office* or *FPO - Fleet Post Office*. • Select if the address is *AA - Armed Forces America*, *AE - Armed Forces Africa, Canada, Europe Middle East*, or *AP - Armed Forces Pacific*. • Enter the **Zip Code**. • Continue to the next bullet.

- Select if the child goes to school outside of the home.

19 Click **Next**.

On the **Summary of Katie Beckett Referral** page:

20 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

21 The steps for adding a Katie Beckett Referral are complete. Return to Step 14 to determine the next step(s).

Expenses Information

Review any information on file for expenses and add any new expense information.

REMEMBER: Add any additional information provided by the household during the reassessment to complete as many blank fields, as possible, on the pages.

Review Shelter or Utility Expense Information

If a member has existing shelter or utility expense information, you must review the information on file.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Shelter or Utility Expense	• There is existing information to review. • Continue to Step 2.	
Shelter or Utility Expense	• There is no existing information on file. • Select if anyone in your household has any shelter or utility expenses.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Dependent Care Expense Information**.
	Yes	• Proceed to **Add Shelter or Utility Expense**.

On the **Shelter or Utility Expense Summary** page:

2 Click **Review** to review the information on file.

The **Review Complete** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Shelter or Utility Expense** page:

3 In the **Shelter or Utility Expense** section:

- Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

6 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Dependent Care Expense Information**.
Review another record	• Repeat the steps in **Review Shelter or Utility Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another shelter or utility expense. • Continue to **Add Shelter or Utility Expense**.
Remove a record	• Click **Remove** next to the information you need to remove. • Continue to **Remove Shelter or Utility Expense**.

Add Shelter or Utility Expense

On the **Shelter or Utility Expense** page:

7 Select who is responsible for the expense.

8 In the **Shelter or Utility Expense** section:

- Select what shelter or utility expense the person pays.
- Select how often they pay the expense.
- Enter how much they usually pay.

9 Click **Next**.

On the **Summary of Shelter or Utility Expense** page:

10 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

11 The steps for adding a shelter or utility expense are complete. Return to Step 6 to determine the next step.

Remove Shelter or Utility Expense

12 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing Shelter or Utility Expense record	On the **Remove <Person>'s Shelter or Utility Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. **NOTE**: If a record is removed by mistake, click **Undo**. • Continue to Step 13.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 13.

13 The steps for removing a shelter or utility expense record are complete. Return to Step 6 to determine the next step(s).

Review Dependent Care Expense Information

If a member has existing dependent care expense information, you must review the information on file.

14 Use this table to determine the next step(s).

If the following page displays…	Then…	
Summary of Dependent Care Expense	• There is existing information to review. • Continue to Step 15.	
Dependent Care Expense	• There is no existing information. • Select if anyone in the household has dependent care expenses.	
	If…	**Then…**
	No	• Click **Next**. • Proceed to **Review Mandatory Payment Information**.
	Yes	• Proceed to **Add Dependent Care Expense**.

On the **Dependent Care Expense Summary** page:

15 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Dependent Care Expense** page:

16 In the **Dependent Care Expense** section:

- Verify the current information and make necessary changes.

17 Click **Next**.

On the **Summary of Dependent Care Expense** page:

18 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

19 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Proceed to **Review Mandatory Payments Information**.
Review another record	• Repeat the steps in **Review Dependent Care Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another dependent care expense record. • Continue to **Add Dependent Care Expense**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Dependent Care Expense**.

Add Dependent Care Expense

On the **Dependent Care Expense** page:

20 Select who is responsible for the care.

21 In the **Dependent Care Expense** section:

- Select who the expense is for.
  - If it is someone outside of the household, enter their **Name**.

- Enter how much the person pays for this care.
- Select how often the person pays for this care.

22 Click **Next**.

On the **Summary of Dependent Care Expense** page:

23 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

24 The steps for adding a dependent care expense are complete. Return to Step 19 to determine the next step.

Remove Dependent Care Expense

25 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing dependent care expense record	On the **Remove <Person>'s Dependent Care Expense** pop-up window: • Enter the date of the final payment for the expense. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 26.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 26.

26 The steps for removing a dependent care expense record are complete. Return to Step 19 to determine the next step(s).

Review Mandatory Payment Information

If a member has existing mandatory payment information, you must review the information on file.

27 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Mandatory Payments	• There is existing information to review. • Continue to Step 28.	
Mandatory Payments Expense	• There is no existing information. • Select if anyone in the household has mandatory payment expenses.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to Step 40.
	Yes	• Proceed to **Add Mandatory Payment Expense**.

On the **Mandatory Payment Summary** page:

28 Click **Review** to review the information on file.

The **Review Complete** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Mandatory Payments** page:

29 In the **Mandatory Payments** section:

- Verify the current information and make necessary changes.

30 Click **Next**.

On the **Summary of Mandatory Payments** page:

31 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

32 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to Step 40.
Review another record	• Repeat the steps in **Review Mandatory Payment Expense Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another mandatory payment record. • Proceed to **Add Mandatory Payment Expense**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Mandatory Payment Expense**.

Add Mandatory Payment Expense

On the **Mandatory Payments** page:

33 Select who is responsible for the mandatory payment expense.

34 In the **Court Ordered Payments or Fees** section:

- Select what kind of payments the person makes.
- Enter how much the person pays.

35 Click **Next**.

On the **Summary of Mandatory Payments** page:

36 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

37 The steps for adding a mandatory payment expense are complete. Return to Step 32 to determine the next step(s).

Remove Mandatory Payment Expense

38 Use the table for guidance on removing a record.

If you're removing…	Then…
An existing mandatory payment expense record	On the **Remove <Person>'s Mandatory Payment** pop-up window: • Enter the date of the final payment for the mandatory payment expense. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 39.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 39.

39 The steps for removing a mandatory payment expense record are complete. Return to Step 32 to determine the next step(s).

40 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Medical Bills or **Summary of Medical Bills**	**Review Medical Bills Information** **NOTE**: This section will only appear if there are existing medical bills, or a pregnant woman or child under the age of 21 is on the case.
Access to Other Coverage or **Summary of Access to Other Coverage**	**Review Access to Other Coverage Information**
Summary of Financial Resources or **Financial Resources**	**Resources Information**
Finish and Submit Financial Reassessment	**Finish and Submit Financial Reassessment**

Review Medical Bills Information

If a member has existing medical bills information, you must review the information on file.

41 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Medical Bills	• There is existing information to review. • Continue to Step 42.	
Medical Bills	• There is no existing information. • Select if someone has received medical care, dental care, or medicine in the last 3 months and has bills (paid or unpaid) for that care or medicine, or if someone has paid for this kind of care out of pocket this month.	
	If...	**Then...**
	No	• Click **Next**.

If the following page displays...	Then...	
		• Proceed to Step 44.
	Yes	• Proceed to **Add Medical Bills**.

On the **Medical Bills Summary** page:

42 Click **Review** to review the information on file.

The **Review Complete** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Medical Bills** page:

43 In the **Medical Bills** section:

- Verify the current information and make necessary changes.

44 Click **Next**.

On the **Summary of Medical Bills** page:

45 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

46 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Proceed to Step 54.
Review another record	• Repeat the steps in **Review Medical Bills Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another medical bill. • Continue to **Add Medical Bills**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to the **Remove a Medical Bill** section.

Add Medical Bills

On the **Medical Bills** page:

47 Tell us who is paying for the medical bills.

48 In the **Medical Bills** section:

- Select what kind of bill the person pays for.
  - Use this table for guidance on entering information.

    NOTE: The questions change based on the type of medical bill you select.

If the other medical bill type is…	Then…
One of the following: • *Acupuncture* • *Charges for medical care include in tuition fee of a college or private school which is paid each month* • *Doctor* • *Health Insurance Premium* • *Hospital* • *Long-term Care Facility Bed Hold* • *Medicare Part A, B, C, or D* • *Nursing Facility Costs* • *Nursing Services* • *Organ Transplant Expenses* • *Other* • *Over the Counter Medicines* • *Personal expenses while traveling for medical care like parking fees and tolls* • *Prescription* • *Prosthetic Device* • *Psychiatric Care* • *Service Animal* • *Special Education for Handicapped* • *Substance Abuse Treatment*	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Continue to Step 49.
Dental	• Select who received the care, how often the bill is paid, and the date the person received the care.

If the other medical bill type is…	Then…
	• Enter the total amount of the medical bill. • Continue to Step 49.
Transportation you need to get medical care like bus, taxi, train, or plane fares	• Select who received the care, how often the bill is paid, and the date the person received the care. • Enter the total amount of the medical bill. • Enter how much of the bill has already been paid. • Enter how many miles the person traveled for this appointment. • Continue to Step 49.

49 Click **Next**.

On the **Summary of Medical Bills** page:

50 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

51 The steps for adding a medical bill are complete. Return to Step 46 to determine the next step(s).

Remove a Medical Bill

52 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing medical bill record	On the **Remove <Person>'s Medical Bill** pop-up window: • Enter the date of the final payment for the medical bill expense. • Click **Submit**. **NOTE**: If a record is removed by mistake, click **Undo**. • Continue to Step 53.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 53.

53 The steps for removing a medical bill record are complete. Return to Step 46 to determine the next step(s).

54 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Access to Other Coverage or **Access to Other Coverage**	**Review Access to Other Coverage Information**
Summary of Financial Resources or **Financial Resources**	**Resources Information**
Finish and Submit Financial Reassessment	**Finish and Submit Financial Reassessment**

Review Access to Other Coverage Information

If a member has existing access to other coverage information, you must review the current information listed on the summary screen.

55 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Access to Other Coverage	• There is existing information to review. • Continue to Step 56.	
Access to Other Coverage	• There is no existing information. • Select if the person has access to health insurance.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to Step 62.
	Yes	• Proceed to **Add Access to Other Coverage**.

On the **Summary of Access to Other Coverage** page:

56 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Access to Other Coverage** page:

57 Review who is enrolled in other insurance.

58 In the **Access to Other Coverage** section:

- Verify the current information and make necessary changes.

59 Click **Next**.

On the **Summary of Access to Other Coverage** page:

60 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

61 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Proceed to Step 68.
Review another record	• Repeat the steps in **Review Access to Other Coverage Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another record. • Proceed to **Add Access to Other Coverage**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Access to Other Coverage**.

Add Access to Other Coverage

On the **Access to Other Coverage** page:

62 Select who in the household has access to health insurance through a job or a family member's job.

63 In the **Access to Other Coverage** section:

- Enter additional information about the other health insurance and who can provide more information about it.
- Enter the premium amount for the health insurance plan.
- Select how often the premium is paid.
- Answer any additional questions.

64 Click **Next**.

65 The steps for adding access to other coverage are complete. Return to Step 61 to determine the next step(s).

Remove Access to Other Coverage

66 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Access to Other Coverage Information** pop-up window: • Enter the date that the person's health coverage ended. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 67.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 67.

67 The steps for removing a health coverage record are complete. Return to Step 61 to determine the next step(s).

68 Use this table to determine the next step(s).

If the following page displays...	Then proceed to...
Summary of Financial Resources or **Financial Resources**	**Resources Information**
Finish and Submit Financial Reassessment	**Finish and Submit Financial Reassessment**

Resources Information

Review any information on file for resources and add any new resources information.

Review Financial Resources Information

If a member has existing financial resource information, you must review the current information listed on the summary screen.

1 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Financial Resources	• There is existing information to review. • Continue to Step 2.	
Financial Resources	• There is no existing information. • Select if anyone in the household has financial resources to add.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Vehicles Information**.
	Yes	• Proceed to **Add Financial Resource**.

On the **Summary of Financial Resources** page:

2 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Financial Resources** page:

3 In the **Financial Resources** section:

- Verify the current information and make necessary changes.

4 Click **Next**.

On the **Summary of Financial Resources** page:

5 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

6 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Vehicles Information**.
Review another record	• Repeat the steps in **Review Financial Resources Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.

To...	Then...
Add another record	• Click **Add Another +** to add another financial resource record. • Continue to **Add Financial Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Financial Resource**.

Add Financial Resource

On the **Financial Resource** page:

7 Select who has the resource.

8 In the **Financial Resources** section:

- Select what kind of financial resource the person has.

  Additional questions populate based on the financial resource type.
- Use this table for guidance when answering the additional questions.

If the person reported...	Then also...
One of the following: • *Checking Account* • *Health Reimbursement Account* • *Individual Development Account* • *Keogh Account* • *Loan* • *Patient/Resident Trust Account* • *Savings Account*	• Enter information about the resource. • Continue to Step 9.
Annuity	• Enter information about the resource.

If the person reported…	Then also…
	• Proceed to Step 11.
Individual Retirement Account	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Continue to Step 9.
Pension Fund or *Retirement Account*	• Select if the person must retire or end employment to access the account. • Enter information about the resource. • Proceed to Step 11.
Qualified Tuition Savings Plan (529 Plans)	• Select the person is the *Beneficiary* or *Donor*. • Enter information about the resource. • Proceed to Step 11.
Trust Fund	• Select the **Trust Type**, enter the trustee, select if the person is the beneficiary of the trust, and if the person owns the trust. • Enter additional information about the resource. • Continue to Step 9.
Any other resource	• Enter the value of the resource. • Proceed to Step 11.

9 In the **Bank or Company** section:

- Enter the bank or company.

  NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.

- Click **Search**.

10 In the **Search Results** section:

- Review the search results.

- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the bank information.
    - Enter the **Bank or Company Name**.
    - Enter the **Address**, **City**, **State** and **Zip Code**.

11 In the **Co-Owners** section:

- Select if anyone owns the financial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 12.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 12.

12 Click **Next**.

On the **Summary of Financial Resources** page:

13 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

14 The steps for adding a financial resource are complete. Return to Step 6 to determine the next step(s).

Remove Financial Resource

15 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Financial Resource** pop-up window: • Enter the last date that the person owned the financial resource. **NOTE**: If a record was removed by mistake, click **Undo**. • Click **Submit**. • Continue to Step 16.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 16.

16 The steps for removing a financial resource record are complete. Return to Step 6 to determine the next step(s).

Review Vehicles Information

If a member has existing vehicle information, you must review the information on file.

17 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Vehicles	• There is existing information to review. • Continue to Step 18.
Vehicles	• There are no existing records.

If the following page displays...	Then...	
	• Select if anyone in the household has vehicles to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Property Information**.
	Yes	• Proceed to **Add Vehicle Resources**.

On the **Summary of Vehicles** page:

18 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Vehicles** page:

19 In the **Vehicle Information** section:

- Verify the current information and make necessary changes.

20 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

21 Click **Next**.

On the **Summary of Vehicles** page:

22 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

23 Use this table to determine the next steps.

To…	Then…
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Property Information**.
Review another record	• Repeat the steps in **Review Vehicles Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another vehicle record. • Continue to **Add Vehicle Resource**.
Remove a record	• Click **Remove** under to the information you need to remove. • Proceed to **Remove Vehicle Record**.

Add Vehicle Resource

On the **Vehicles** page:

24 Select who owns the vehicle.

25 In the **Vehicle Information** section:

- Enter as much information about the vehicle as possible.
  - Select what kind of vehicle the person has and enter additional information about the vehicle.
  - Select how the person uses the vehicle.
  - Enter how much the vehicle is worth.

26 In the **Co-Owners** section:

- Select if anyone owns this vehicle with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 27.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 27.

27 Click **Next**.

On the **Summary of Vehicles** page:

28 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

29 The steps for adding a vehicle record are complete. Return to Step 23 to determine the next step(s).

Remove Vehicle Record

30 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Vehicle** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 31.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 31.

31 The steps for removing a vehicle record are complete. Return to Step 23 to determine the next step(s).

Review Property Information

If a member has existing property information, you must review the information on file.

32 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Property	• There is existing information to review. • Continue to Step 33.	
Property	• There are no existing records. • Select if anyone in the household has property to report.	
	If...	**Then...**
	No	• Click **Next**.

If the following page displays…	Then…	
		• Proceed to **Review Burial Resources Information**.
	Yes	• Proceed to **Add Property Resource**.

On the **Summary of Property** page:

33 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Property** page:

34 In the **Property Details** section:

- Verify the current information and make necessary changes.

35 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

36 Click **Next**.

On the **Summary of Property** page:

37 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

38 Use this table to determine the next steps.

To…	Then…
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Burial Resources Information**.
Review another record	• Repeat the steps in **Review Property Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another property record. • Continue to **Add Property Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Property Record**.

Add Property Resource

On the **Property** page:

39 Select who owns the property.

40 In the **Property Details** section:

- Select what kind of property the person owns.
- Select what the property is used for.

- Use this table to determine the next step(s) based on the property type.

If the person reported property…	Then…
Not used as a *Home* or *Rental/income Producing Property*	• Continue to the next bullet to enter how much is owed and the property value.
Used as a *Home*	• Select if they live there. ○ If *No*, select if they intend to return. • Continue to the next bullet to enter how much is owed and the property value.
Used as a *Rental/Income-Producing Property*	• Enter additional information about the property. • Continue to the next bullet to enter how much is owed and the property value.

- Enter how much is owed on the property.
- Enter the value of the property.

41 In the **Property Address** section:

- Enter the address of the property the person owns.

42 In the **Co-Owners** section:

- Select if anyone owns the property with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 43.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**.

If the selection was...	Then...
	• Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 43.

43 Click **Next**.

On the **Summary of Property** page:

44 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

45 The steps for adding a property resource are complete. Return to Step 38 to determine the next step(s).

Remove Property Record

46 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Property** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 47.

If you're removing...	Then...
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 47.

47 The steps for removing a property record are complete. Return to Step 38 to determine the next step(s).

Review Burial Resources Information

If a member has existing burial resource information, you must review the information on file.

48 Use this table to determine the next step(s).

If the following page displays...	Then...	
Summary of Burial Resources	• There is existing information to review. • Continue to Step 49.	
Burial Resources	• There are no existing burial resources. • Select if anyone in the household has burial resources to report.	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Life Insurance Information**.
	Yes	• Proceed to **Add Burial Resources**.

On the **Summary of Burial Resources** page:

49 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Burial Resources** page:

50 In the **Burial Resource** section:

- Verify the current information and make necessary changes.

51 In the **Bank or Company that Holds this Burial Resource** section:

- Verify the current information and make necessary changes.

52 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

53 Click **Next**.

On the **Summary of Burial Resources** page:

54 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

55 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Life Insurance Information**.
Review another record	• Click **Review** to review the information on file. • Repeat the steps in **Review Burial Resources Information**. **NOTE**: You must review the information for every record in the summary table.

To…	Then…
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another burial resource record. • Continue to **Add Burial Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Burial Resource**.

Add Burial Resource

On the **Burial Resources** page:

56 Select who owns the burial resource.

57 In the **Burial Resource** section:

- Select what kind of burial resource the person has.
- Select who the burial resource is for.
- Answer the additional questions about the burial resource.

58 In the **Bank or Company that Holds this Burial Resource** section:

- Enter the bank or company.

  NOTE: You can select the **State** and enter the **Zip Code** of the branch where the account was opened to narrow the search results.
- Click **Search**.

59 Review the search results in the table.

- Select the correct institution.
  - If the correct institution is not found, click **I Can't Find My Bank** and enter the information.

- Enter the **Bank or Company Name**.
- Enter the **Address**, **City**, **State** and **Zip Code**.

60 In the **Co-Owners** section:

- Select if anyone owns the burial resource with the person.
- Use this table to determine the next step(s).

If the selection was...	Then...
No	• Continue to Step 61.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%. • Continue to Step 61.

61 Click **Next**.

On the **Summary of Burial Resources** page:

62 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

63 The steps for adding a burial resource record are complete. Return to Step 55 to determine the next step(s).

Remove Burial Resource

64 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Resource** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 65.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 65.

65 The steps for removing a burial resource record are complete. Return to Step 55 to determine the next step(s).

Review Life Insurance Information

If a member has existing information, you must review the information on file.

66 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Life Insurance	• There is existing information to review. • Continue to Step 67.
Life Insurance	• There are no existing life insurance records. • Select if anyone in the household has life insurance records to report.

If the following page displays...	Then...	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Other Resources Information**.
	Yes	• Proceed to **Add Life Insurance Resource**.

On the **Summary of Life Insurance** page:

67 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Life Insurance** page:

68 In the **Life Insurance** section:

- Verify the current information and make necessary changes.

69 Click **Next**.

On the **Summary of Life Insurance** page:

70 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

71 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Other Resources Information**.
Review another record	• Repeat the steps in **Review Life Insurance Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another life insurance record. • Continue to **Add Life Insurance Resource**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Life Insurance Record**.

Add Life Insurance Resource

On the **Life Insurance** page:

72 Select who has the life insurance.

73 In the **Life Insurance Information** section:

- Select what kind of life insurance the person has.
- Use this table for guidance when completing the **Life Insurance Information** section.

If the selection was...	Then...
Term or Group Life Insurance	• Enter the face value of the life insurance policy and the policy number, if available. • Continue to Step 74.
Whole or Universal Life Insurance	• Enter the face value of the policy, the cash surrender value of the policy, and the policy number, if available. • Continue to Step 74.

74 In the **Life Insurance Company Information** section:

- Enter the **Company Name**, **Address**, and **Phone Number**.

75 Click **Next**.

On the **Summary of Life Insurance** page:

76 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

77 The steps for adding a life insurance record are complete. Return to Step 71 to determine the next step(s).

Remove Life Insurance Record

78 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Life Insurance** pop-up window: • Enter the last date that the person owned the life insurance. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 79.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 79.

79 The steps for removing a life insurance record are complete. Return to Step 71 to determine the next step(s).

Review Other Resources Information

If a member has existing other resource information, you must review the information on file.

80 Use this table to determine the next step(s).

If the following page displays...	Then...
Summary of Other Resources	• There is existing information to review. • Continue to Step 81.
Other Resources	• There are no existing other resource records. • Select if anyone in the household has other resources.

If the following page displays...	Then...	
	If...	**Then...**
	No	• Click **Next**. • Proceed to **Review Transferred Resources Information**.
	Yes	• Proceed to **Add Other Resource Record**.

On the **Summary of Other Resources** page:

81 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✗ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Other Resources** page:

82 In the **Other Resources** section:

- Verify the current information and make necessary changes.

83 In the **Co-Owners** section:

- Verify the current information and make necessary changes.

84 Click **Next**.

On the **Summary of Other Resources** page:

85 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✓ displays in the **Review Complete?** column.

86 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Review Transferred Resources Information**.
Review another record	• Repeat the steps in **Review Other Resources Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another resource record. • Continue to **Add Other Resource Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Other Resource**.

Add Other Resource Record

On the **Other Resource** page:

87 Select who has the other resource.

88 In the **Other Resources** section:

- Select what type of other resource the person has.

- Use this table for guidance on completing the **Other Resources** section.

If the resource is…	Then…
One of the following: • *Livestock* • *Non Business Equipment* • *Oil and Mineral Rights* • *Other*	• Select the use of the resource. • Answer the additional questions about the resource. • Continue to Step 89.
One of the following: • *Business/Self-Employment Equipment* • *Disaster Assistance* • *Household Goods/Personal Effects*	• Answer the questions about the resource. • Continue to Step 89.

89 In the **Co-Owners** section:

- Select if anyone owns the other resource with the person.
- Use this table to determine the next step(s).

If the selection was…	Then…
No	• Continue to Step 90.
Yes	• Verify the pre-populated name in the first row of the **Co-Owner** table. • Enter their **% Ownership**. • Select the co-owner in the second row of the **Co-Owner** table. **NOTE**: If you selected *Someone outside the home*, enter their name in the **Co-Owner Outside the Home** column. • Enter their **% Ownership**. • Click **Add +** to add more co-owners until the percentages total 100%.

If the selection was...	Then...
	• Continue to Step 90.

90 Click **Next**.

On the **Summary of Other Resources** page:

91 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

92 The steps for adding another resource record are complete. Return to Step 86 to determine the next step(s).

Remove Other Resource

93 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Other Resource** pop-up window: • Enter the last date that the person owned the resource. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 94.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 94.

94 The steps for removing a resource record are complete. Return to Step 86 to determine the next step(s).

Review Transferred Resources Information

If a member has existing transferred resources, you must review the information on file.

95 Use this table to determine the next step(s).

If the following page displays…	Then…	
Summary of Transferred Resources	• There is existing information to review. • Continue to Step 96.	
Transferred Resources	• There are no existing transferred resources. • Select if anyone in the household has transferred resources.	
	If…	**Then…**
	No	• Click **Next**. • Proceed to **Finish and Submit Financial Reassessment**.
	Yes	• Proceed to **Add Transferred Resource**.

On the **Summary of Transferred Resources** page:

96 Click **Review** to review the information on file.

The **Review Complete?** column shows a ✖ because the information has not been reviewed. You must click **Review** for every record on the summary page before you can move forward.

On the **Transferred Resources** page:

97 In the **Sold, Traded, or Given Away Resources** section:

- Verify the current information and make necessary changes.

98 Click **Next**.

On the **Summary of Transferred Resources** page:

99 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

100 Use this table to determine the next step(s).

To...	Then...
Continue with the reassessment after all the information is correct	• Click **Next**. • Continue to **Finish and Submit a Financial Reassessment**.
Review another record	• Repeat the steps in **Review Transferred Resources Information**. **NOTE**: You must review the information for every record in the summary table.
Edit an existing record you've already reviewed or a new record you've added	• Click **Edit** to make additional changes to the person's information. • Make the change on the previous page. • Click **Next** to return to the summary page.
Add another record	• Click **Add Another +** to add another transferred resource record. • Continue to **Add Transferred Resource Record**.
Remove a record	• Click **Remove** next to the information you need to remove. • Proceed to **Remove Transferred Resource Record**.

Add Transferred Resource Record

On the **Transferred Resources** page:

101 Select who has sold, traded, or given away resources.

102 In the **Sold, Traded, or Given Away Resources** section:

- Select what type of resources the person has.
- Select the specific type of *Burial Resource*, *Life Insurance*, *Liquid Resources*, *Other Resources*, *Real Property*, *Trust*, or *Vehicle Resource* the person has.
- Enter the name of the person or organization that they sold, traded, or gave away the resource to.
- Enter the date it was sold, traded, or given away.
- Enter the value of the resource at the time it was sold, traded, or given away.
- Enter how much money was received for the resource.

103 Click **Next**.

On the **Summary of Transferred Resources** page:

104 Review the information in the summary tables. The **What Changed?** column tells you what information has been changed.

Once the information has been reviewed, the ✔ displays in the **Review Complete?** column.

105 The steps for adding a transferred resource record are complete. Return to Step 100 to determine the next step(s).

Remove Transferred Resource Record

106 Use the table for guidance on removing a record.

If you're removing...	Then...
An existing record	On the **Remove <Person>'s Burial Transferred Resource** pop-up window: • Enter the date the information changed. • Select the box to certify that the person no longer has any resources that they have sold, traded, or given away in the last 5 years. • Click **Submit**. **NOTE**: If a record was removed by mistake, click **Undo**. • Continue to Step 107.
A record you added during this review	On the **Warning** pop-up window: • Review the warning message. • Click **Remove**. • Continue to Step 107.

107 The steps for removing a transferred resource record are complete. Return to Step 100 to determine the next step(s).

Finish and Submit Financial Reassessment

On the **Reassessment Summary** page:

1 In the **Financial Reassessment Summary** section:

2 Use the drop-down arrows to expand and review each section of the reassessment.

- If anything needs to be added or corrected, click the section in the Progress Bar to return to the summary page and update answers before submitting the reassessment.

3 Click **Next**.

On the **Add Case Comments** page:

4 Enter any additional comments for the reassessment.

5 Click **Next**.

On the **Before you Submit** page:

6 In the **Voter Registration** section:

- Select if the member wants to apply to register to vote.

7 In the **Renewing Your Coverage** section:

- Select if they want to give permission to use tax information to try to renew eligibility automatically.

If…	Then…
Yes	• Select how many years they give permission to try to renew eligibility automatically. • Continue to Step 8.
No	• Continue to Step 8.

8 Click **Next**.

On the **Sign Your Financial Reassessment for Medicaid Coverage** page:

9 In the **Rights, Responsibilities and Penalties** section:

- Review the information with the member.

10 In the **Your Right to Privacy** section:

- Review the information with the member.

11 In the **Non-discrimination** section:

- Review the information with the member.

12 In the **Electronic Signature** section:

- Review the information with the member.

13 In the **Applicant Signature (or Assisting Person) Signature** section:

- Select **By checking this box and typing my name below, I am electronically signing this Financial Reassessment for Medicaid**.
- Type the applicant's name in the **Signature** field.

14 In the **TennCare Access User's** section:

- Select **By checking this box and typing my name below, I am electronically signing this Financial Reassessment for Medicaid as the TennCare Access User.**
- Type your name in the **Signature** field.

15 Click **Submit**.

On the **Success! This Financial Application has been sent to TennCare!** page:

16 In the **Confirmation of Your Submission** section:

- Review the information with the member.

17 In the **Track Your Application** section:

- Review the reassessment tracking number and the additional information with the member.

18 In the **Print The Financial Reassessment** section:

- Review the message with the member.
- Click **Print** to print a copy of the submission for the member.

19 In the **What Happens Next** section:

- Click **Upload Documents** to upload documents with the reassessment.
  - Use the **Upload Documents** section of this guide for guidance on uploading documents.

20 Click **Next** to return to the Coverage Overview.