

Phase III & IV: Renew & Transition Coverage

A Communications Toolkit

Renewals are starting and TennCare will need to review every member's eligibility, per federal and state requirements. This is a yearly process, but it has not occurred in three years due to the Covid-19 public health emergency (PHE).

For each monthly cohort, TennCare will use existing data sources to attempt to auto renew members who continue to meet TennCare eligibility requirements. If TennCare cannot auto renew a person's coverage using existing data sources, the member will receive a renewal packet by mail or an electronic notification to renew on the TennCare Connect portal, if they selected to be notified electronically.

Partner with us today to help Tennesseans stay connected to health care coverage. You can share these resources and messages through your various channels.

Key Messages During Phase III and IV:

1. TennCare renewals are starting. Prepare for your renewal.
 - Verify your address with TennCare
 - Find your renewal date
 - Open and respond to all mail from TennCare
2. Connect to other coverage today if you no longer qualify for TennCare.

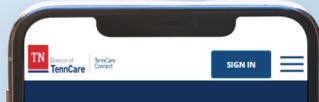
Template Messages for TennCare Members

Have a newsletter, website, call center, or social media account? Use these messages to help us inform TennCare members. Repetition is key!

Email Template

If you have TennCare, you'll need to renew your coverage soon. TennCare will try to renew your coverage automatically. If they can't, you'll be sent a notice in the mail or electronically that will tell you what to do to renew your health insurance. Here are three ways you can prepare:

1. **Make sure TennCare has your correct contact information.** You can update it using [TennCare Connect](#) or by calling 855-259-0701. Don't have a TennCare Connect account? You can create one at [TennCareConnect.tn.gov](https://www.tenn.gov/tenncareconnect) and link the account to your case. You can also opt-in for text and email alerts.
2. **Find your renewal date.** Your renewal date is due once per year. Find your renewal date online from your [TennCare Connect](#) account or by calling 855-259-0701. For instructions on finding your renewal date online, visit tn.gov/tcrenew.
3. **Open and respond to all mail from TennCare.** You must complete all the steps by your renewal date, or your coverage will end. There are several ways to complete a renewal form:



Email Template (Continued)

- **Online** at TennCare Connect. If you don't have an account yet, you can set one up now!
- **Call** TennCare Connect for free at 855-259-0701 to renew your coverage over the phone.
- **In-person** you can visit the Department of Human Services (DHS) in your county to submit your documents or use the kiosk to complete your renewal online. To find your county office, visit DHS office locator.
- **Mail** your completed and signed Renewal Packet to:
TennCare Connect
P.O. Box 305240
Nashville, TN 37230-5240
- **Fax** your completed and signed Renewal Packet to 855-315-0669. Be sure to keep the page that says your fax went through.

Connect to coverage. If you are no longer eligible for TennCare, it is important to quickly get other health insurance. Ask your employer if they offer health insurance or visit HealthCare.gov to find affordable health care coverage.

Do you think TennCare made a mistake? You can file an appeal. Visit TN.gov/TennCare or call 855-259-0701 for information on how to file an appeal.

Newsletter

TennCare must see if you still qualify for coverage. You may receive a packet in the mail or and electronic notification with instructions on what to do and the deadline for submitting your renewal. To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date. You can do this online at TennCareConnect.TN.gov or by calling 855-259-0701.

For information on completing a renewal visit: TN.gov/tcrenew

On Hold Messaging

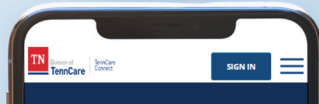
Thank you for calling [Organization Name].

TennCare must see if you still qualify for coverage. You can find your renewal date or update your contact information by visiting TennCareConnect.TN.gov or by calling 855-259-0701.

Call Script/ IVR

If you have TennCare, you'll need to renew your coverage soon. TennCare will try to renew your coverage automatically. If they can't, you'll be sent a notice in the mail or electronically that will tell you what to do to renew your health insurance. To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date. You can do this online at TennCareConnect.TN.gov or by calling 855-259-0701.

No longer eligible for TennCare? You may be able to get health insurance—and financial assistance to help pay for it—through HealthCare.gov.



SMS/Text

TennCare renewals are now happening. Find your renewal date and update your information. For information, visit TN.gov/tcrenew.

Website

TennCare must see if you still qualify for coverage. TennCare will try to renew your coverage automatically. If they can't, you'll be sent a notice in the mail or electronically that will tell you what to do to renew your health insurance. To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date. You can do this online at TennCareConnect.TN.gov or by calling 855-259-0701.

For information on completing a renewal, visit: TN.gov/tcrenew

No longer eligible for TennCare? You may be able to get health insurance—and financial assistance to help pay for it—through HEALTHCARE.GOV.

Website Banner

TennCare renewals are now happening. Find your renewal date and update your information. For information, visit TN.gov/tcrenew.

Downloadable Resources (Click to Download)

[Prescription label or dental gift bag notice](#)

[1920 X 1080 Waiting Room Screens](#)

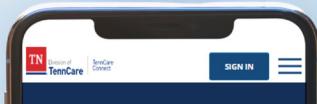
[Flyer 8.5 X 11](#)

[Find Your Renewal Date Guide](#)

[Photo of Renewal Packet](#)

Videos: (Links Coming)

- [Paper Renewal Tips](#)
- Paper Renewal Example
- [Online Renewal Tips](#)
- Online Renewal Example



Social Media Downloadable Resources

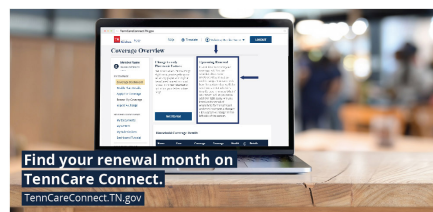
Click to download the [Facebook cover image](#).



Click to download [social media images](#)

Message 1:

TennCare renewals are starting! You can find your renewal date by creating a TennCare Connect (TennCareConnect.tn.gov) account and linking it to your case. Or you can call 855-259-0701. Call 1-855-259-0701



Message 2:

If you or a family member have TennCare, you can prepare now for your TennCare renewal.

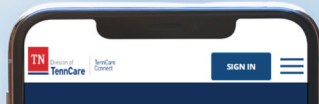
1. Verify your Address with TennCare
2. Find your renewal date
3. Open and response to all mail from TennCare! Learn more at TN.gov/tcrenew.



Message 3:

Is it your month to renew your TennCare coverage? You can renew online, by phone, in person, by mail, or by fax! For more information visit TN.gov/tcrenew





Template Messages for TennCare Providers

Does your organization work with health care providers? Health care providers are critical in sharing important information with patients, including health care coverage information. Here are some resources that will help them know what to do when they see TennCare patients.

Key Messages for Providers During Phase III and IV:

TennCare must renew coverage for every TennCare member. This could affect your patients' health care coverage. How can you help?

1. Tell your patients to verify their contact information with TennCare
2. When scheduling appointments or during office visits, [tell your patients their renewal date](#)
3. Is your patient no longer eligible for TennCare? Help them connect to other coverage through HealthCare.gov

Email Template

Per state and federal law, TennCare must reverify every TennCare member's eligibility. This annual process has not occurred in three years due to the Covid-19 public health emergency (PHE). It is important that your patients take steps to keep their health care insurance.

Here are three ways you can help:

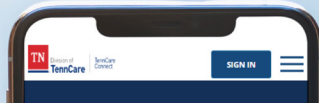
1. Tell your patients to verify their contact information with TennCare. You can download resources <https://www.tn.gov/tenncare/information-statistics/unwinding-the-phe-for-partners/phase-iii--renew.html>
2. When scheduling appointments or during office visits, tell your patients when they are due for renewal. If you have access to the TennCare Online Eligibility (TCOS) system, you can [Find Your Patients Renewal Date](#).

If you do not have access to TCOS, you can tell your patients to find their renewal date online at [TennCareConnect.tn.gov](https://tenncareconnect.tn.gov) or by calling 855-259-0701

3. Help them reconnect to health care coverage.

Does your patient no longer qualify for TennCare? Healthcare.gov has affordable health plans. Most people will qualify for a plan under \$10/month.

Did a patient forget to renew their health care coverage? If they still qualify, TennCare will cover any gap in coverage for up to 90 days after termination. They should complete their renewal packet or complete a new application. If they need additional help, they can call 855-259-0701.



Newsletter

You can help your TennCare patients keep their health care coverage! Before an appointment, [find their renewal date](#) and tell them what month they will have to renew their coverage. They will also need to update their contact information with TennCare if they've moved. For more information on renewals, visit TN.gov/TennCare/renewals.

On Hold Messaging for Providers

Help your patients keep their TennCare coverage! For information on how to find renewal dates and downloadable resources visit tn.gov/tenncare/renewals

Website

You can help your TennCare patients keep their health care coverage! Before an appointment, [find their renewal date](#) and tell them what month they will have to renew their coverage. They will also need to update their contact information with TennCare if they've moved. For more information on renewals, visit TN.gov/TennCare/renewals.

Website Banner

Help your patients keep their TennCare coverage! For information on how to find renewal dates and downloadable resources, visit tn.gov/tenncare/renewals