

June 7, 2018

TennCare Contracted Nursing Facilities

Thank you for your assistance in helping CHOICES members who are residents in your facilities complete the redetermination process for TennCare eligibility. Your assistance has been incredibly beneficial in helping residents in your facilities maintain TennCare eligibility without gaps in coverage that can result when these federally required processes are not completed timely.

The purpose of this memo is to let you know that **TennCare will not be mailing redetermination packets for CHOICES Group 1 members residing in Nursing Facilities for several months.** This is because we are approaching the implementation of our new TennCare Eligibility Determination System (TEDS), and we want to reduce the numbers of CHOICES members residing in a Nursing Facility with an in-process redetermination status during the conversion process from the “old” eligibility system to TEDS. In the unlikely event that a resident receives a redetermination packet, please contact the LTSS Help Desk right away at 1-877-224-0219 between 8:00-4:30 (CT), OR email us at LTC.Operations@tn.gov so we can research to determine whether action is needed.

While we will not be mailing out any more redetermination packets for CHOICES members residing in Nursing Facilities until TEDS goes live, **we will continue processing all redetermination packets that have previously been mailed out to CHOICES members residing in Nursing Facilities.** Therefore, any CHOICES member residing in a Nursing Facility that has received a redetermination packet and has not yet completed it must complete it and respond to any additional inquiries for information they may receive from TennCare within the required timelines included in the notices in order to avoid a potential break in TennCare coverage.

Pending approval from CMS, we expect that no new redetermination packets will be mailed to CHOICES Group 1 members residing in Nursing Facilities until after TEDS is live. When we begin the redetermination process for CHOICES members residing in Nursing Facilities again, it will be in TEDS, with lots of improvements that we expect will make the process much faster and easier for residents, and much easier for you to assist them. Before we launch that new process, we will provide information and training to you so you can again help eligible residents in your facilities maintain continuous coverage.

Thank you again for the important services you provide, and the assistance you provide to residents and their families.

Sincerely,



Patti Killingsworth, Assistant Commissioner
Chief of Long-Term Services and Supports

C: Jesse Samples, Executive Director, Tennessee Health Care Association
Kim Hagan, Director, Member Services
TennCare Contracted Managed Care Organizations