



# TENNCARE POLICY MANUAL

<b>Policy No:</b> CON 09-002 (Rev. 2)	
<b>Subject:</b> Use of Official TennCare Addresses	
<b>Approval:</b> Tracy Purcell	<b>Date:</b> 9/25/2015

## PURPOSE:

The purpose of this policy is to clarify the use of enrollee addresses provided by TennCare versus the use of other enrollee addresses that may be obtained by the Managed Care Contractors (MCCs).

## POLICY:

It is the policy of the Bureau of TennCare that the MCCs shall mail **all required enrollee notices** to the enrollee's official mailing address as provided by TennCare. "Required notices" are items that the MCC is required to send to each enrollee, according to its contract with TennCare. The number and type of required notices vary by MCC type (e.g., Managed Care Organization [MCO], Dental Benefits Manager [DBM], Pharmacy Benefits Manager [PBM])<sup>1</sup>.

The following are examples of **required notices**:

- Member identification cards
- Member handbooks
- *Grier* notices
- Notices about changes in benefits
- Notices related to eligibility
- Quarterly newsletters
- Provider directories
- EPSDT reminder letters issued before a screening is due

<sup>1</sup> Guidelines regarding the type, number, and content of enrollee notices is available in the MCO Statewide Contract (Section A.2.17), the DBM contract (Section A.9), the PBM contract (Section A.12), and the TennCare Select Contract (Section A.2.17).

**Optional enrollee correspondence** may be sent to the most current address on file at the MCC. This optional correspondence may include such things as brochures, event notices, information about incentive programs, and mailings related to Population Health programs. Optional correspondence may be sent to addresses other than the enrollee's official address.

While MCCs must send **required notices** to the enrollee's official address, they may also send copies of these materials to other addresses they have for the enrollee, as long as at least one copy goes to the enrollee's official address. The one exception to this provision is ID cards. ID cards may **only** be sent to the enrollee's official address.

#### **DISCUSSION:**

The "official" TennCare address for an enrollee is one of the following:

- The address maintained by the Social Security Administration, if the enrollee is an SSI eligible; or
- The address maintained by TennCare or its designee responsible for determining eligibility, if the enrollee is not an SSI eligible.

An enrollee who is not SSI-eligible provides TennCare or its designee with his address at the time he applies for TennCare and any time his eligibility is redetermined.

An enrollee other than an SSI enrollee is required to notify TennCare or its designee when his address changes. This requirement is communicated to enrollees throughout the application and enrollment process.

- Applications submitted directly to TennCare include the following statement above the applicant's signature line: "I understand I must report any changes about our living situation within 10 days."
- Individuals determined eligible for TennCare benefits receive notification of approval from TennCare, which includes instructions for notifying TennCare of any changes in address.
- The member handbooks sent to enrollees by the MCCs must include notice to the enrollee that it is the member's responsibility to notify the MCC and TennCare "each and every time the member moves to a new address."

An enrollee who is SSI-eligible furnishes his address to the Social Security Administration, which sends it to TennCare as part of the individual's enrollment file. An SSI eligible should notify the Social Security Administration when his address changes.

The official enrollee address provided to TennCare or its designee is maintained on the TennCare system, along with other addresses provided directly to TennCare and the MCC.

MCCs may have access to more recent addresses, if the enrollee has moved since he applied for TennCare or has had his eligibility redetermined, and has not reported his new address to TennCare. Sometimes providers report this information to the MCC as part of the process of filing a claim. While this information may be useful for certain purposes, it is not the “official” TennCare address until it is reported to TennCare or its designee by the enrollee. MCCs should encourage an enrollee to report his current address to the Tennessee Health Connection by calling 1-855-259-0701.

**OFFICES OF PRIMARY RESPONSIBILITY:**

Member Services  
Managed Care Operations  
Office of the Chief Medical Officer

**REFERENCES:**

TennCare Rules 1200-13-13-.11(1) and 1200-13-14-.11(1) *Notice Requirements*  
<http://share.tn.gov/sos/rules/1200/1200-13/1200-13.htm>

TennCare MCO Statewide Contract, Section A.2.17  
<http://www.tn.gov/assets/entities/tenncare/attachments/MCOStatewideContract.pdf>

TennCare DBM Contract, Section A.9

TennCare PBM Contract, Section A.12

---

Original: 10/09/09: SB  
Reviewed/No revisions required: 10/21/10: SB  
Rev. 1: 11/14/11: AB  
Reviewed/List of TennCare offices updated: 10/18/12: CH  
Rev. 2: 9/25/15: AY