IMPORTANT:

TN 401 Mailing of Renewal Packets for TennCare members

You should be familiar with TennCare Phase 1 and Phase 2 Renewal Processes. Soon, TennCare will start Phase 3. First, let’s recap…

**Phase 1** - This past spring, in an effort to begin to reverify financial eligibility for some part of the TennCare population, TennCare conducted re-verification of eligibility for members with a current open SNAP (food stamps) case with the Department of Human Services. No action was required on the part of the member. In early May, TennCare mailed approval notices to approximately 300,000 families notifying them that they were re-approved for TennCare.

In late summer, TennCare conducted another re-verification of eligibility for members with a current SNAP (food stamps) case and TennCare Medicaid. Approval notices were mailed on September 11, 2015. (approximately 43,000 families)

**Phase 2** - In October, TennCare began renewing the eligibility of TennCare members through a renewal process that required the member to take action. TennCare mailed TN 299vr to a selection of members and asked them to return the TN 299vr to TennCare if there had been no changes in things like income and household size. Members who received TN 299vr but did not return it will be selected for phase 3 of renewal.

**Phase 3** - Starting in December 2015, TennCare will begin sending Renewal Packets to members who were not approved through the open SNAP match (food stamps) process or who did not return their signed TN 299vr. Approximately 10,000 members are selected for the month of December. The selection does not include anyone enrolled in CHOICES, DIDD waivers, or PACE. They will be selected at a later date and will receive a renewal packet specific to their needs.

A few things to know about **TN 401 and the Renewal Packet**:

- Each member selected for renewal will receive their own letter and renewal packet.
- The letters and Renewal Packet are barcoded specific to the individual receiving it. This means Renewal Packets should not be copied and shared with others. If a member has misplaced their Renewal Packet or needs to request another one, the member should call Tennessee Health Connection at 1-855-259-0701 right away. Their due date will not change so the sooner they request a replacement, the better.
- The cover letter that mails with the renewal packet gives members 40 days to return their renewal packet.
- Instead of mailing one time each month, packets will mail to individuals throughout the month. This means the due date will not be the same for every person. Here are a few examples: Person 1 is mailed a Renewal Packet on 12/14 and the due date is 1/23/16; Person 2 is mailed a Renewal Packet on 12/16 and the due date is 1/25/16; Person 3 is mailed a Renewal packet on 12/18 and the due date is 1/27/16.
- Like all other letters, this will be mailed in both English and Spanish.
- The member can send in their packet through mail or fax. *By Mail:* TennCare
  
P.O. Box 20201
  
Nashville, TN 37202-0201

  *By Fax:* 1-877-430-0843
There are several parts to this letter:

TN 401 – is the cover letter
Renewal Packet – you’ll notice this looks similar to the Marketplace application
Appendix A – this should be filled out if a person answers “yes” to questions 9-13 on page 3 of the Renewal Packet or “yes” to questions 10-14 on page 5 of the Renewal Packet.
Appendix B – American Indians/Alaskan Natives can get extra services from specific agencies and may not have to pay cost sharing. If applicable, this should be completed to ensure the family gets the most help possible.

What happens now?
On December 14, 2015 TennCare will begin mailing TN 401 to approximately 10,000 members.

Who gets this letter?
TennCare members who:
1. were not approved through the SNAP (food stamps) reverification
2. who were not approved through Phase 2
3. who have had at least 12 months of eligibility (including members with QMB or SLMB only)

Who does not get this letter? Members who are Active SSI, children in DCS custody or adoption assistance, members who have Breast and/or Cervical Cancer (BCC) coverage, individuals with emergency medical services only.

*Important Note – The following members will not be included in the December mailing but will be included in future mailings.
- Members who are getting care in a nursing home or Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID),
- Members who are getting Home and Community Based Services (HCBS) in CHOICES or the PACE program.
- Members who are getting Home and Community Based Services (HCBS) in the Comprehensive Aggregate Cap (CAC), Statewide, or Self-Determination waivers for people with intellectual disabilities.

The renewal packets and information for these groups are different from the renewal packets everyone else will receive. Copies of their packets will be provided to you before they are mailed.

What does the member have to do?
Complete the Renewal Packet, sign, and send it in by the due date in their TN 401 letter. They should answer the questions as completely as they can and send any proof requested (such as proof that supports their income)

When is it due?
Remember, the due dates are 40 days from the letter date. The due date won’t be the same for everyone so members must refer to their letter (TN 401) for the due date.

Does one letter renew the entire family?
No. Each family member selected will receive an individual renewal packet addressed to him/her. Each packet asks for information on the household, but members will be selected and redetermined individually.
What if other members in the family did not get this letter? That’s ok. Not everyone who has TennCare now will get this letter. There are many different factors TennCare uses to decide who gets this letter.

What happens if he/she doesn’t return the packet in time? They’ll get a letter that says when the coverage they have now will end. The letter will also say how to appeal.

For callers that have missed the due date or are unable to send in the packet or information timely, encourage them to turn it in as soon as possible. Why? If a renewal packet is received within 90 days after the individual is termed and he/she is found eligible again, TennCare will close the gap in their eligibility. Here’s an example: Mary received her renewal packet on 1/15 but didn’t turn in her packet at all. Her TennCare ended on March 19, 2016. She calls you on April 20 explaining that she found her packet recently but knows her TennCare ended last month. You encourage her to turn in her packet right away and she does so on April 22nd. TennCare reviews her information and determines Mary eligible. Her new start date is March 20, 2016 (one day after her TennCare originally ended on March 19th). She can also request reimbursement (through the TennCare Solutions Unit) for care or medicine she paid for during her initial gap.

Will this be ongoing? Yes, letter will mail each month.

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**Script for Operators for TN 401**

Why am I getting this letter (TN 401)?

It’s time for TennCare to renew your TennCare to see if you still qualify.

What do I need to do?

Answer as many of the questions as you can. If it asks for proof, be sure to send it in with your packet if you can. Also, be sure to sign your packet before you send it. Make a copy of the documents you send so you’ll have it for your records.

Not everybody in my home who has TennCare got this letter? Why not? It’s ok if not everyone in your home got this letter. When you’re answering the questions about your household, you should include everyone who lives with you. But if they have TennCare and didn’t get a renewal packet, TennCare must send them a letter before any changes to their coverage can be made.

What if I can’t send everything in at once. Do I need to wait? It’s best if you can send in everything together, but if you can’t, at least send in your renewal packet by the due date. After TennCare gets your packet, they’ll send you a letter that tells you what’s missing and how to send it in.

I need help answering the questions. Who can help me? *Advocates:* You can refer to the Renewal Packet Guidance document shared with you or you can refer him/her to the Tennessee Health Connection at 1-855-259-0701.
What’s the best way to send this in/Where do I send this?
There are 2 ways to send in your packet.
You can mail it to:  Tennessee Health Connection
                   P.O. Box 20201
                   Nashville, TN 37202-0201

Or you can fax it to:  1-877-430-0843

I’ve lost my packet/need a new.  How do I get one?
The Tennessee Health Connection can help you with that.  Please call them at 1-855-259-0701.

Can I make a copy of it for/from <family member, friend, advocate>?
Your letter and renewal packet was printed just for you.  It has a special barcode on the side that helps TennCare link your returned packet to your case in their system.  That’s why you don’t want to use someone else’s packet.  If you need a new one, call Tennessee Health Connection at 1-855-259-0701 right away.  Your due date will not change so the sooner you request a replacement, the better.  Refer to the Tennessee Health Connection (1-855-259-0701) to assist caller with requesting new packet.

I need more time to finish it.  Can I ask for more time?  Your due date won’t be extended and while it’s best for you to get your packet in on time, you can still send in your packet and proof.  If you get it to TennCare even after your due date, TennCare may still be able to review it to see if you still qualify.  Then they’ll send you a letter that tells you the decision and how to appeal if you disagree.

How long will it take for TennCare to make a decision?  Normally it can take up to 30 days to make a decision.  But sometimes it can take longer than 30 days.  It will help them finish your renewal sooner if you can give them the information they ask for in the renewal packet quickly.  Before changes are made to your TennCare, you’ll get a notice telling you the decision and telling you how to appeal if you disagree.