



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE
310 Great Circle Road
NASHVILLE, TENNESSEE 37243

IMPORTANT MEMO

Date: January 13, 2016

To: Medicaid Nursing Facility (NF) Providers

From: Julie Johnson, Deputy of Operations
Long Term Services and Supports (LTSS)

CC: TennCare Managed Care Organizations
Tennessee Health Care Association

Re: **IMPORTANT! TennCare Eligibility Redetermination Packets**

Please ensure that eligibility redetermination packets are not submitted for residents who have not been selected by TennCare for redetermination.

Please also ensure that member-specific redetermination packets are used *only* by the intended recipient and are not used for another TennCare member.

The State has carefully planned to manage the total volume of redetermination packets mailed, and the volume of LTSS redetermination packets specifically, in order to ensure capacity to conduct outreach activities to LTSS members and provide assistance as needed, and to ensure more timely and efficient processing of the packets upon receipt. A TennCare member cannot go through redetermination until they are selected by TennCare and sent a member-specific packet.

The State intends to use renewal packets that are specifically barcoded to each individual selected for redetermination. The use of barcoded packets will make the redetermination process more efficient and, as importantly, will help reduce potential errors in processing packets. These barcoded packets should not be used for other members. Similarly, "blank" template packets are intended to serve as a training tool only and should not be used in the redetermination process. **To date, no CHOICES members have been selected for eligibility redetermination.**

Thank you for your assistance in assuring the eligibility redetermination process is followed so that undue delays do not occur.