

# Ready, set, renew

## It is soon time for some of your patients to renew their Medicaid benefits.

As states begin to lift public health emergency suspensions, we want to ensure that you have the information needed to help your Medicaid patients renew their healthcare coverage. Some patients have never had to renew their coverage at all, while other patients may have forgotten the process in its entirety. We are here to help.

As federally required, Tennessee plans on completing all renewals within a 12-month period and will begin each monthly cycle with an attempt to auto-renew members using existing data sources, including SNAP eligibility. Those who can be auto-renewed will not be required to submit a renewal form and will receive a notification in the mail or electronically that they have been auto-renewed.

Tennessee plans to implement a hybrid approach to renewals that will include both time-based and population-based approaches. Tennessee will prioritize renewals based on their existing renewal dates, whether those have been extended during the PHE or the member was initially approved one year ago.



TennCare will also implement a population-based approach, prioritizing redetermination for members who have not been renewed or had an update on their case since the eligibility system went live in early 2019.

Encourage members to update contact information and report any changes in circumstances, as well as check for upcoming renewal packets that may come through regular mail for cases that cannot be auto-renewed using existing data sources, including SNAP eligibility.



## What steps do I need to take?

Encourage members to provide updated contact information, including their name, address, phone number, and email address to TennCare by calling **855-259-0701**, using the TennCare Connect app, or visiting TennCare Connect. Updating contact information will help members stay informed and receive important information about keeping their TennCare and CoverKids benefits.

Print and post the TennCare flyer and poster in your office. You can download at: [tn.gov/tenncare/information-statistics/unwinding-the-phe-for-partners/phase-i-plan.html](https://tn.gov/tenncare/information-statistics/unwinding-the-phe-for-partners/phase-i-plan.html).

## Need assistance?

Use the chat feature in Availity payer spaces, contact your assigned provider relationship management associate, or refer to the *Contact Us* section at the bottom of our provider website: [provider.wellpoint.com/tn](https://provider.wellpoint.com/tn).

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Medicaid services provided by Wellpoint Tennessee, Inc.

We comply with the applicable federal and state civil rights laws, rules, and regulations and do not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **833-731-2154**.

Information about the civil rights laws can be found at [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://tn.gov/tenncare/members-applicants/civil-rights-compliance.html).

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## What steps do my patients need to take?

- 1. Ready:** Patients need to update their address with TennCare. Patients can make updates by using one of the options below:
  - Online at **TennCareConnect.TN.gov**.
  - By calling TennCare Connect at **855-259-0701**.
  - Through the TennCare Connect app (download on the **App Store** or get it on **Google Play**).
- 2. Set:** Patients should be on the lookout for a notification or packet from TennCare.
- 3. Renew:** Patients should provide all the requested information from TennCare to renew.