

TennCare Online Services Updates

Effective 7/29/2016 TennCare implemented updates to the TennCare Online Services eligibility look up functions to be in compliance with Federal Regulation 45 CFR 162.1203 – Operating Rules for eligibility for a health plan transaction.

Federal Law changes now require that eligibility look up time periods be limited to no longer than 366 days for any one inquiry.

In order to ensure compliance with these guidelines, users will now have to enter a “Date Span” and you will also see the following changes on the screen:

- **Request Date Span (MM/DD/CCYY)**
This field will allow the end user to enter a date span up to 366 days for a given request. If the date span is greater than 366 days, a message will pop up stating “*The Request Date Span should not be greater than one year.*”
The eligibility verification information you see below will only display the member’s information within the requested date span.
- Some Headers have changed
 - Current PCP Name/Organization changed to **Reporting Period PCP Name/Organization** (*PCP listed will be the name of assigned PCP as of the “To” date entered in the Request Date Span field*)
 - Current PCP NPI, Email Address and Telephone Number changed to **Reporting Period PCP NPI, Email Address and Telephone Number**
- The Eligibility message has changed to read **Eligibility – Eligible for TennCare for Reporting Period** if the recipient is eligible for TennCare during the requested date span.
- The Eligibility message has changed to read **Eligibility – Not Eligible for TennCare for Reporting Period** if the recipient is not eligible for TennCare during the requested date span.
- The TPL message has changed to read **There is no TPL information on file with TennCare for this Recipient for the Reporting Period** if there is no TPL loaded for the recipient during the requested date span.
- A new section heading has been added for **Current Redetermination Status**. The information displayed in this section does not impact information displayed elsewhere on this page, and the request date span will not impact the information displayed in this section.
 - If a recipient is a part of the Redetermination process and that recipient has been mailed a renewal packet, then that information will be displayed in the **Current Redetermination Status** field as **Renewal Packet Sent**. The date on which the renewal packet was sent will be displayed in the **Date** field.
 - If a recipient is a part of the Redetermination process and a renewal packet has been returned for the recipient, then that information will be displayed in the **Current Redetermination Status** field as **Received**. The date on which the recipient’s information was received will be displayed in the **Date** field.
 - If a recipient is not a part of the Redetermination process or a renewal packet has not been mailed for the recipient, then this section will appear blank.