



State of Tennessee
Division of TennCare
P.O. Box 305240
Nashville, TN 37230-5240

June 6, 2022

ELDER LAW PRACTICE
DAVID MCGUFFEY
PO BOX 2023
DALTON GA 30722-2023

Appeal ID: [REDACTED]

Dear: [REDACTED] (Age: 87 and Person ID: [REDACTED])

We received your facts that show the mistake you think TennCare made. Based on the facts you gave us, **we are sending your appeal to a fair hearing.** Your hearing will take place over the phone. A judge will hold the hearing and decide your case. You have the right to have a lawyer talk for you. You can have witnesses and show proof about why you think you're right.

You will get another letter that says when your hearing will be. We'll send that letter by certified mail to your street address. This can't be delivered to a P.O. Box. What if we don't have a street address for you? Or, what if you don't want a hearing? Please contact us right away.

Would you rather have your hearing in person? Please tell us right away.

Do you have questions about this letter? Or do you need to talk to us about your hearing?
Call us for free at **844-202-5618.**

Do you have documents or proof you need to send us? Send it to us right away.

Be sure to keep the originals for your records. Send us a copy.

See the "How to Report Changes or Send Information to TennCare" page at the end of this letter.

Do you need help with this letter because you have a health problem, learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help and we can help you. See the "Do you need Special Help" page with this letter. Or call **TennCare Connect** for free at **855-259-0701.**



- **Do you have a mental illness and need help with this letter?**
The TennCare Advocacy Program can help you.
Call them for free at **800-758-1638**.

We do not allow unfair treatment in our program.

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a **free call to TennCare Connect at 855-259-0701**.

How to Report Changes or Send Information to TennCare

This page tells you how to send us proof or information we need from you.

To Report Changes

1. Call TennCare Connect at **855-259-0701**.
2. Use your online account for TennCare Connect at <https://tenncareconnect.tn.gov>
3. Use the TennCare Connect mobile app.

After you report a change, we may ask you for proof or more information. Be sure to keep the originals for your records and only send us a copy.

Sending us Information

When you send us your copy (or copies) you must:

- **Send THIS page.** It includes a barcode and that will help us know you've sent something to us.
- **AND write your name, your date of birth and this number () on each additional page you send us.**

There are several ways to get this to us. You only have to pick one:

1. Use your online account at <https://tenncareconnect.tn.gov>. With TennCare Connect you can also view your case information, update your records, renew your coverage when it's time and view your letters.

Haven't created an online account yet? Go to <https://tenncareconnect.tn.gov> and click on the Create Account button. After you create an account and have logged in, select Link My Case from the menu option at the top. You'll need to enter your Social Security Number (SSN) to link your case to your TennCare Connect account. Or you can enter your Person ID which is found in this letter next to your name.

2. Use the TennCare Connect mobile app. Using the app, you can take a photo of the file(s) we ~~need and send it to us right from your phone!~~ With TennCare Connect you can also view your case information, update your records and view your letters.

Haven't downloaded it yet? Go to the iTunes or Google Play store and look for TennCare Connect. After installing the app, create an account by clicking the Create Account button. You'll need to enter your Social Security Number (SSN) to link your case to your TennCare Connect account. Or you can enter your Person ID which is found in this letter next to your name.



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3. Fax it to: 855-315-0669
Be sure to keep the page that says your fax went through.

4. Mail it to: TennCare Connect
P.O. Box 305240
Nashville, TN 37230-5240



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We've made a change to how we send our letters. When possible, we try to put all of the letters mailing to your household on the same day in one envelope.

That means there may be more than one letter in this envelope for you. Be sure to look through all of the pages so you don't miss important news!

If you have questions or need more help, please call **TennCare Connect** at **855-259-0701**.

Want to save time? Create Your TennCare Connect Account Today!

Access your coverage from anywhere at any time. From your online account, you can read the letters we send you about your coverage and renew your coverage when it's time. You can also upload documents, and report changes directly right from your phone or computer. Go to <https://tenncareconnect.tn.gov> to get started!





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