



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



June 1, 2022

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

June 1, 2022

Appeal ID: [REDACTED]

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

On **May 27, 2022**, we received your appeal.

You appealed after your coverage ended or your benefits changed. We're still looking at your appeal. If your coverage has ended, you will not keep coverage during your appeal. If your benefits changed, you will keep the new benefits while we look at your appeal. But if we decide you qualify, you will get the same type of coverage you had before. And you can ask us to pay you back for care or medicine you receive during your appeal.

When you appeal, you're asking to tell a judge the mistake you think we made. It's called a fair hearing.

Before you get a fair hearing, we'll check first to see if your appeal was filed timely. If it's timely, we'll take a look at your case. What if we decide you're right? Then we'll fix the problem. We'll send you a letter that tells how we fixed the problem.

What if we decide you're wrong? Then we'll see if you can have a fair hearing. If you can have a fair hearing, you'll get a letter that says when your hearing will be. If you can't have a fair hearing, we'll tell you why.

We may ask you for more information. If we do, we'll send you a letter telling you what information we need.

If you want to withdraw your appeal, the page you need to use to tell us to end your appeal is included in this letter. It tells how to end your appeal and how to send that page back to us.

**Do you have questions about this letter?** Call us for free at **844-202-5618**.

Do you have an authorized representative who can talk to us or make decisions on your behalf? This is a trusted person who, with your consent (OK) will:

- talk about the information you've given us and your health care with us,
- see your information,

Dev: 18Apr21

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Need special help? Need to report a change? Have questions? Call us.

**TennCare Connect 855-259-0701**

We're here to help you Monday through Friday, 7 a.m. to 7 p.m.



- act for you on matters related to your coverage (including getting information about your application, renewal, or changes)
- and sign on your behalf.

If you want to add an authorized representative, change your authorized representative, or end your authorized representative's rights, call the **TennCare Connect** at **855-259-0701**. If you want to learn more about authorized representatives, go to <https://tn.gov/tenncare>.

**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**.

**People who lie on purpose to get TennCare or may be fined or sent to jail.**

**Are you eligible for other kinds of benefits like unemployment income, retirement income or disability? If so, you must apply for those benefits also to keep coverage with us.**

**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 ( [REDACTED] )** 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.



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



## How to End your TennCare Appeal (Withdrawal Form)



Appeal ID: 

Dear:  (Age: 87 and Person ID: )

You asked for a hearing with TennCare. **If you want a TennCare hearing, you don't have to do anything else right now.**

**But if you don't want a hearing anymore and want to end your appeal, sign this page and send it to us.**

**Sign this page ONLY if you want to end your TennCare appeal.**

To end your appeal, you or your authorized representative must sign and get this page to TennCare **before** you are scheduled to appear before a judge. This means your appeal will end and you won't get a hearing.

**I want to end my TennCare appeal.  
I do not want a hearing.**

Name: \_\_\_\_\_

If you were the one appealing, sign here: \_\_\_\_\_

Or, if you are a representative, sign here: \_\_\_\_\_

Print name of representative: \_\_\_\_\_

Today's date: \_\_\_\_\_

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

Go to the "How to Report Changes or Send Information to TennCare" page with this letter to find out how to send us your proof.



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