

TennCare COVID-19 Frequently Asked Questions

How is TennCare helping its members access (get) COVID-19 treatment?

TennCare members can get the COVID-19 treatment they need. This is also called medically necessary. We're working with providers and health plans so members can get the care, testing, and treatment they need.

I have TennCare. Can I still get my other health care benefits during this time?

Yes. We're working with providers to offer help and care over the phone. You might know this as telehealth or telephonic services. Telehealth services are things like:

- Behavioral Health
- Skilled Therapies or Occupational Therapy
- Physical Therapy
- Speech Therapy
- Tele Dentistry Services
- Home Health Services
- Well-Child Visits

Is TennCare sending yearly Renewal Packets during this time?

No. We are not mailing Renewal Packets at this time. Some members will keep their coverage for now, but some members' coverage may end. Reasons coverage may end include:

- A member asks for their coverage to end
- Death of a member
- A member is getting presumptive eligibility (short-term coverage) but is not eligible for TennCare Medicaid
- A person was not eligible to enroll
- A member is not a Tennessee resident
- A CoverKids member who is over the age of 19
- A CoverKids member who does not meet citizenship and immigration standards reaches the end of their post-partum period

And some members' coverage may change too. That means the level of benefits they have may change.

Is TennCare still asking members for information during this time? Do members need to send TennCare the information they ask for?

Yes, and yes! We're still sending letters asking for the information we need. So, send us the information we ask for by the due date in the letter. What if a member doesn't send us what we need or doesn't send it by the due date in the letter? Their coverage may end. Or their coverage may change to a different level of benefits.



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How will the federal stimulus funds be distributed (given out)?

The IRS says it will use tax filing information. Have you filed a tax return recently? If yes, the IRS says they will use the information they have for you. If no, you may want to file a simple return for the recent tax year. Do you get Social Security benefits? If yes, you may be able to submit a Social Security income statement.

Will the federal stimulus funds count as income?

TennCare will not count federal stimulus payments as income. But what if there is an asset limit for the kind of TennCare you can get? After one year we will count federal stimulus funds you have left as an asset. Assets are things you own that have value like cash, accounts, cars, and property.

Will unemployment benefits count as income?

They are often counted as income when you apply for TennCare and CoverKids. Did you get special unemployment benefits (also called Pandemic Unemployment Compensation) from the CARES Act? These benefits (state and federal) are not counted as income. The Federal Pandemic Unemployment Compensation (FPUC) program ended on July 3, 2021.

How can I apply for TennCare?

You can apply online at tenncareconnect.tn.gov. Or you can apply by calling TennCare Connect for free at 855-259-0701. You can also find more information on our website. Go to the “How Do I Apply for TennCare?” page at: <https://www.tn.gov/tenncare/members-applicants/how-do-i-apply-for-tenncare.html>.

Where can I find more information about TennCare’s response to COVID-19?

Go online to <https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html>. You’ll find TennCare related COVID-19 information and resources from all of Tennessee State Government.

