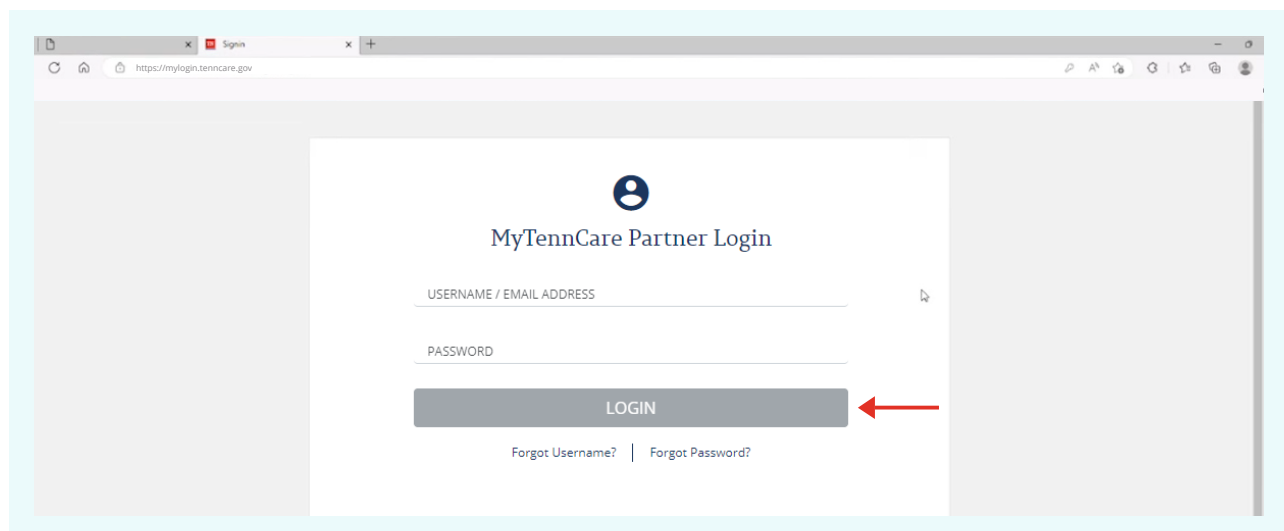


Renewals: How to find a member's renewal date

Help your patient's know when it is their time to renew their health care coverage. Check their renewal date on My TennCare Partner Portal or through TennCare Online Services (TCOS) Eligibility Verification and let them know as they schedule appointments or come in for office visits.

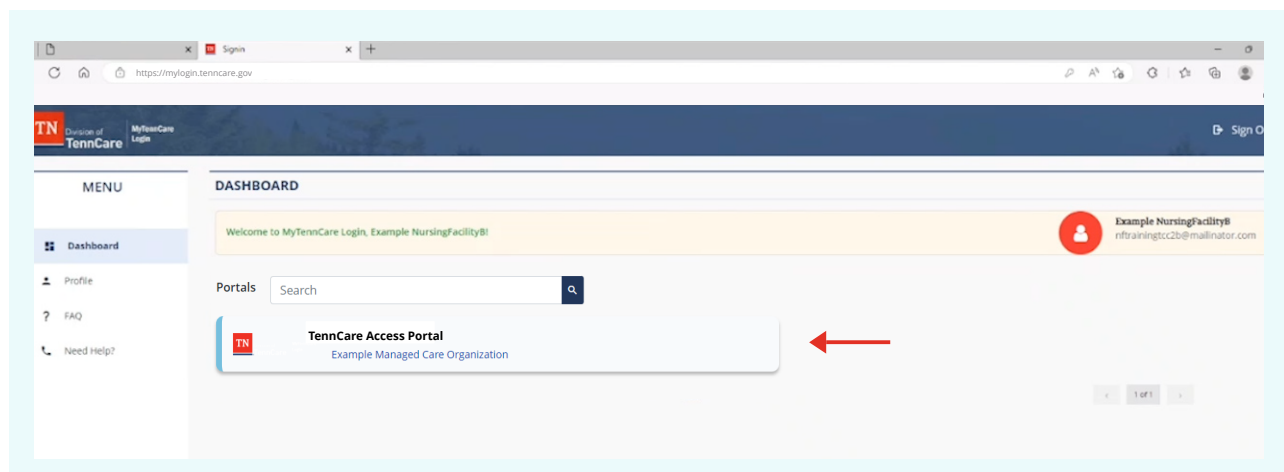
My TennCare Partner Portal:

+ Step One: Login to your My TennCare portal

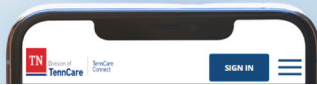


Go to your browser of choice and type **https://mylogin.TennCare.gov** into your search bar. On the Welcome Page enter your **Username/Email Address**, **Password** and Click **LOGIN**.

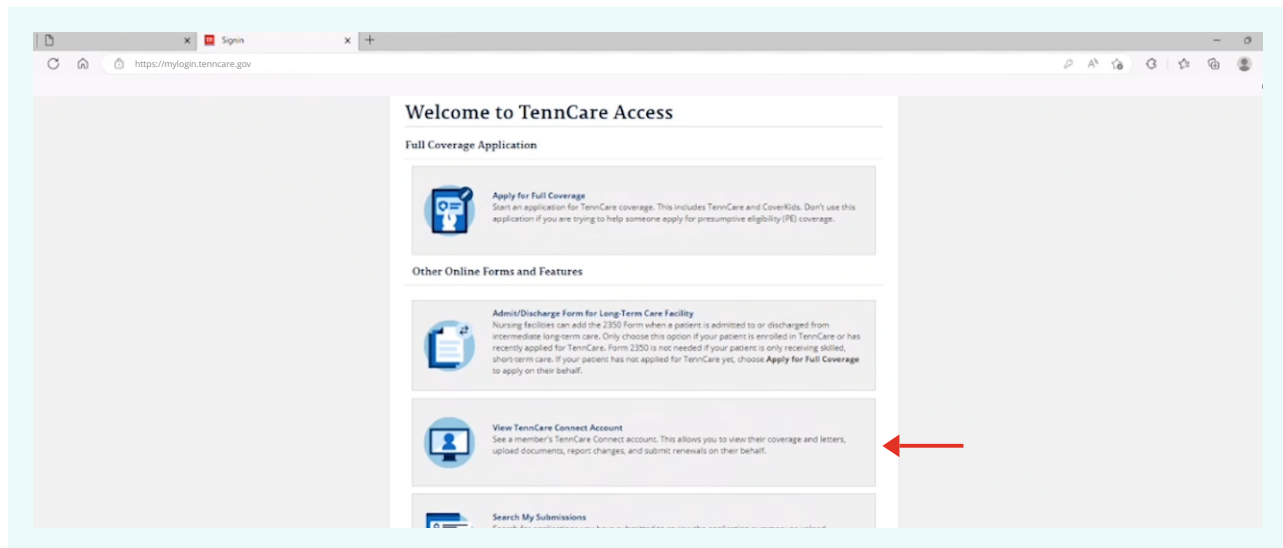
+ Step Two: Open the access portal from the account dashboard



Select TennCare Access Portal from the dashboard.

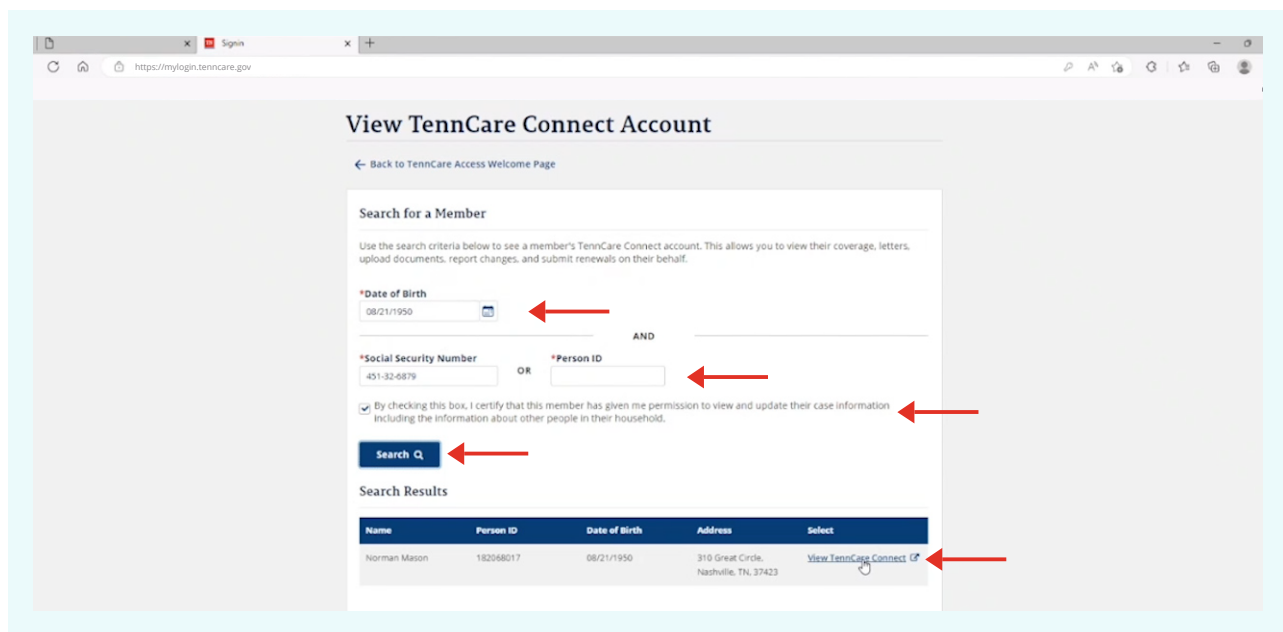


+ Step Three: Select view TennCare Connect account



Click View TennCare Connect Account to begin searching for members.

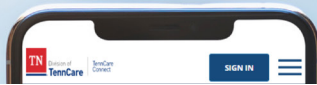
+ Step Four: Finding the member



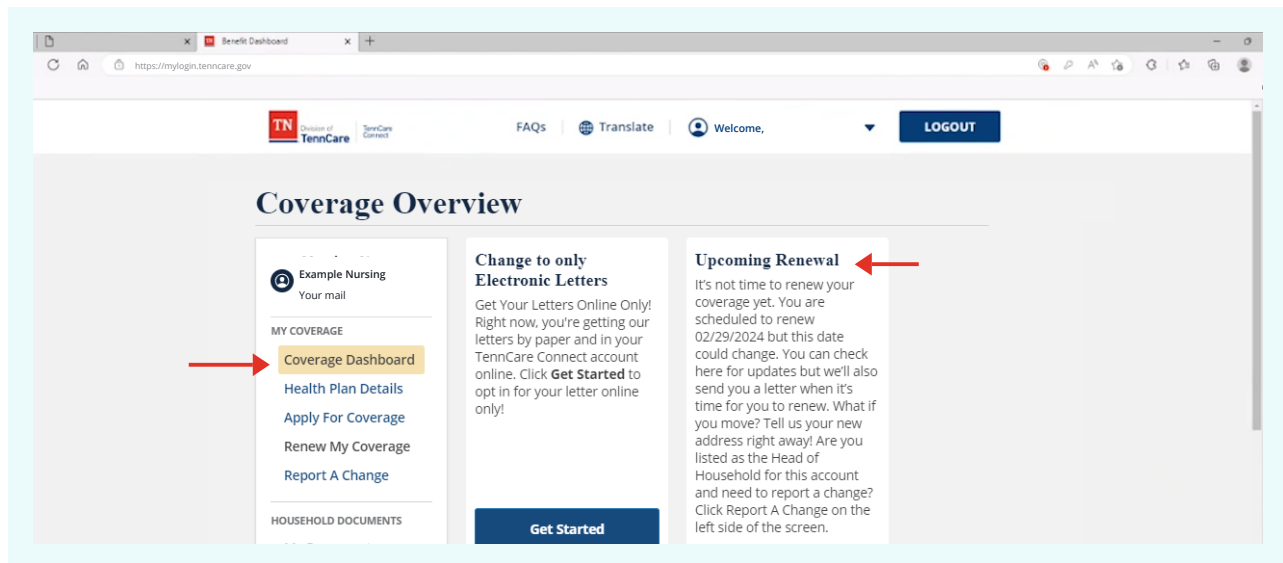
On the “View TennCare Connect Account page” you will:

- Enter the member’s **Date of Birth**, and **Social Security Number** or **Person ID**.
- You must check that the member has given you permission to view and update their case information.
- Click Search
- Click the “View TennCare Connect” hyperlink next to the member in the search results.

Note: The person in this example is not a real member and is an example case.



+ Step Five: Look for the “Upcoming Renewal” Box



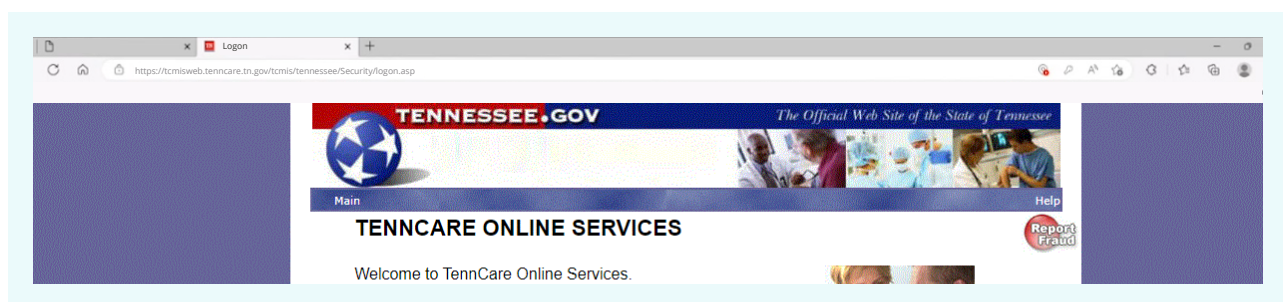
You will be brought to the **Coverage Overview** page for the member.

At the top of the page you will see a box titled “Upcoming Renewal” or “Time to Renew”. The box will show the date a renewal will be due. In this example the box has 2/29/24 listed, which means TennCare will run ex parte in January and send the packet or email during the first week of February.

If you do not have access to the TennCare Online Services portal, you can tell a member that they can view their renewal date online at TennCareConnect.TN.gov or by calling 855-259-0701.

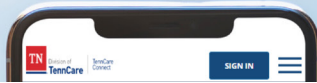
TennCare Online Services (TCOS) Eligibility Verification

+ Step One: Go to the TCOS home page



Go to your browser of choice and type **TN.gov/TennCare/providers/verify-eligibility**. On the TennCare Provider Verify Coverage page **click the hyperlink** in the middle of the page titled **“Log In Page for TennCare Online Eligibility.”**

You can also type <https://tcmisweb.tennCare.tn.gov/tcmis/tennessee/Security/logon.asp> in your browser of choice.



+ Step Two: Enter User ID & Password

New/Current Subscriber LOG IN:

User ID:

Password/Passcode:

[Log In](#)

[TN.gov](#) | [TennCare Web Site](#) | [Centers for Medicare & Medicaid Services](#) | [Password & User Help](#)

Scroll to the bottom of the page and enter your information.

- Click the login button.

+ Step Three: Click Eligibility Verification

Logon

https://tcmsweb.tennicare.tn.gov/tcms/tennessee/home/Providerhome.asp

TENNESSEE.GOV The Official Web Site of the State of Tennessee

Main EVS RA Profile PAE Messages Claims Logout Change Password Help

Welcome to the Provider Home Page

Provider Number: #####

NPI: Taxonomy:

To look up information under another provider number [click here](#)

[You have 0 unread messages](#)

[Eligibility Verification](#) This page will allow you to perform an Eligibility Verification Search on Recipients.

Attention: An update to Eligibility Verification has been made to meet Federal requirements. Please [click here](#) for additional update information.

On the provider home page scroll down to the **Eligibility Verification** link and **click it**.

+ Step Four: Enter Member Information

Eligibility dates are subject to change due to the enrollee application, reverification and appeal processes. Please verify both the beginning and ending eligibility dates each time an enrollee receives services.

User Information

Recipient ID Recipient SSN Recipient Date of Birth

MM/DD/CCYY

Recipient Name First Last

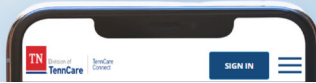
Request Date Span From To

MM/DD/CCYY MM/DD/CCYY

[Submit](#) [Reset](#)

Scroll down and enter the member information into the **User Information** section.

- You must input either the Medicaid ID, SSN or date of birth along with name and date span.
- Click submit.



+ Step Five: Scroll down to the “Current Redetermination Statuses Box”

to inquire on recipient eligibility information either enter:

- The recipient's Medicaid ID and Request Date Span
- The recipient's Social Security Number, Date of Birth, and Request Date Span
- The recipient's First Name, Last Name, Date of Birth, and Request Date Span

Eligibility dates are subject to change due to the enrollee application, reverification and appeal processes. Please verify both the beginning and ending eligibility dates each time an enrollee receives services.

User Information

Recipient ID	Recipient SSN	Recipient Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>
Recipient Name		
First	Last	
<input type="text"/>	<input type="text"/>	
Request Date Span	From	To
	04/01/2022	03/15/2023

[Submit](#) [Reset](#)

Verification #

Recipient ID	Name	Date of Birth	SSN
ID of PERSON	NAME, PERSONS	1/12/2000	#####

Current MCO
Date span request is prior to current date. Current MCO not displayed. See history below.

Current BHO
Date span request is prior to current date. Current BHO not displayed. See history below.

Current DBM
Date span request is prior to current date. Current DBM not displayed. See history below.

Current Redetermination Status
Upcoming Renewal Date:
Current Redetermination Status:
Date:

Scroll down on the page and you will see the current redetermination status box. The upcoming renewal date listed in the box will be when the members renewal will be due.

- Note: TennCare will send Renewal Packets at the beginning of the month that is shown. For example, if the date listed is 2/29/24, the Renewal Packet will be mailed the first week of February.