

**** How to Purchase Your *TennCare* - Serena Business Manager Licenses ****

Greetings –

Thank you for your interest in TennCare's Serena Business Manager (called "SBM") licenses. My role is to help you purchase your TennCare SBM license and this email will explain both: (A) how to purchase your licenses and (B) what information we need to complete your purchase, and (C) will give TennCare contacts who you can contact if you have questions about how many licenses you may need, how to access the TennCare SBM system, or other TennCare related questions.

(A) **HOW TO PURCHASE.** Purchasing is easy and only takes a few minutes. Here's how it works:

- (1) You email me with the purchase and buyer information we need (details listed below in Section "B");
- (2) We email you a "Purchase Authorization Letter" or "PAL" detailing the license price, annual support fee, which you give to your Buyer (which may be you);
- (3) Once you receive the PAL from us, your Buyer can complete it and sign it, and email or fax it back to us;
- (4) We email you with a Serena Support website link and log-in information (typically within 24-48 hours), where you will access your TennCare SBM licenses number;
- (5) You will contact the Help Desk for TennCare Long Term Services and Supports LTC.Operations@TN.gov and give them your Serena License Serial Number. If you purchased a license for a new user then they will forward you the forms required to be completed by the state. If you purchased a license to upgrade an existing user to a dual license then you will need to provide the TPAES User Names to be upgraded;
- (6) We send an invoice to your Buyer - who then has 30 days to pay us.

(B) **INFORMATION WE NEED.** In order to complete your purchase, we need the following information from you: (1) your Buyer Contact Information, (the name of the facility that will be using the license) (2) what Type of License access you will need, and (3) How Many Licenses of each you want to purchase. Once you send me that information, I can send you an email with a purchase request document called a "Purchase Authorization Letter" or "PAL".

(1) Please email me your Buyer Contact Info:

- Full Name of the Authorized Buyer
- Buyer's Email Address

- Buyer's Phone Number
- Company or Organization Name ([the specific company name that will be using the license.](#))

(2) Type of License:

- You will need a TennCare-SBM **PAE/PASRR (Dual License)**. This gives a named individual user system access to TPAES.

(3) How Many Licenses You Need:

- Please let us know how many PAE/PASRR licenses you need so we can provide you with an accurate PAL.

(C) **TennCare CONTACT.** If you have questions about how to access TennCare's SBM system for PAE or PASRR, how to update current TPAES users, how many additional licenses you may need or other TennCare related questions, you can contact:

- (1) Dallas Dowell – (615) 687-4747 – Dallas.Dowell@tn.gov
- (2) Phyllis Sales – (877) 224-0219 – LTC.Operations@tn.gov

We hope that you find this helpful and we look forward to supporting your success!

All the best,

Cory Hawk

Account Manager

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