

TennCare COVID-19

Frequently Asked Questions

What is TennCare doing to ensure those on TennCare have access to COVID-19 treatment?

TennCare members have access to medically necessary COVID-19 related treatment. TennCare has been coordinating with the provider community and health plans to ensure access to care for members in need of testing or treatment.

Can I still get my regular health care benefits during this time?

Yes, TennCare members may still receive their regular TennCare benefits. TennCare is committed to assisting providers in offering telehealth and telephonic services to TennCare members during this time. TennCare has worked with each of its health plans to align policies for telehealth services where possible including behavioral health, skilled therapies such as occupational therapy, physical therapy, and speech therapy, teledentistry services, home health services, and well-child visits.

Is TennCare sending out annual renewal packets to members during this time?

TennCare has paused all Medicaid and CHIP terminations, with very few exceptions, during this emergency. The exceptions to this pause of termination from the TennCare or CoverKids program is if an individual requests a voluntary termination of eligibility or an individual is no longer a resident of the state. TennCare members who may be in their annual redetermination period from February or March of 2019 and received a renewal packet that had not been processed when the emergency began will not be terminated from the program during this period but will receive a new renewal date and packet at a later time. TennCare will pause the mailing of any future renewal packets until the emergency ends.

How will the federal stimulus funds be distributed?

We are working with our federal partners to understand the CARES Act and its implications for Tennesseans. At this time, it is our understanding the amount individuals or families may receive will be based on income and family size. The IRS has shared the stimulus amount will be based on 2019 income tax filings or 2018 filings if the 2019 filing has not yet occurred. If a TennCare member has not filed an income tax return in recent years, they may be able to submit a Social Security income statement, if they receive Social Security benefits, or consider filing a simple return for the 2019 tax year to the IRS.

Will the federal stimulus funds count as income?

Federal stimulus payments will not be counted as income for TennCare eligibility purposes. For individuals in eligibility categories with an asset test, federal stimulus funds will not count as assets until after one year.



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Will unemployment benefits count as income?

Unemployment benefits are typically counted as income for persons applying for TennCare and CoverKids. This will continue to be the case. However, the additional \$600 weekly Pandemic Unemployment Compensation (monthly equivalent of \$2,580) provided for in the CARES Act are not counted as income for persons applying for TennCare or CoverKids.

How can someone apply for TennCare if they have recently experienced a loss in income and may qualify for TennCare services?

TennCare encourages anyone who thinks they may be eligible to apply. Individuals can apply online at tenncareconnect.tn.gov or by calling 855-259-0701. You can find more information on the “How Do I Apply for TennCare?” page

<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?

Please visit <https://www.tn.gov/tenncare/information-statistics/tenncare-information-about-coronavirus.html> to find TennCare related COVID-19 information as well as resources from all of Tennessee State Government.

