



Important Renewal Process Timeline Updates

September 13th, 2024

Hello,

This email is to inform you about a system change TennCare is implementing in our renewal process.

Renewal Time Frames are changing soon!

Why? Federal law requires us to conduct renewal processes for members so that renewal is completed before their Certification Period End Date (Renewal Date). This change means a member's renewal process will begin earlier than it used to.

Currently, renewal processes start approximately **1 month before** members' renewal dates to see if they still qualify for coverage. But with this change, member renewal processes will start approximately **3 months before** with a goal of completing the renewal by the end of the one year certification period.

The first group of members affected by this change are those who have a December 31, 2024 renewal due date. For these members, auto-renewal will be done in early October. If they are not auto-renewed, they will be sent their renewal packet in mid-October and it will be due back in late November.

Another change you may see affects termination dates when a member does not respond to their renewal packet. If a member does not respond to the renewal packet, their coverage will end on the last day of their certification month (unless that day is a weekend or holiday).

For example, a member has a certification period end date (Renewal Date) of February 28, 2025 but does not respond to their renewal packet. Their last day of coverage will be February 28, 2025.

The termination date and appeal dates will still be printed right on the notice.

What about members who are scheduled to renew in October 2024 and November 2024? These changes won't affect them until 2025.

Members who have chosen text and email nudges will still get them, but they will be sent earlier in their certification period. You will also see your patients' renewal dates in TennCare Access earlier than you have in the past.

The table below provides a comparison of the Renewal Timelines for Members whose Renewal Date is October 31, 2024 and those whose renewal date next year is October 31, 2025.

Certification Period End Date/Renewal Date	Old Timeline 1/31/2024	New Timeline 1/31/2025
Renewals Can Be Started in TennCare Connect or TennCare Access	1/7/2024	11/10/2024
Renewal Packets Mail	1/11/2024	11/15/2024
Renewal Packets Due	2/20/2024	12/25/2024
No Response Term Notices Mail	2/28/2024	1/3/2025
Last Day of Coverage for No Response to Renewal	3/19/2024	1/31/2025
90 th Day Reconsideration Period Ends	6/18/2024	5/2/2025

If you have any questions you can email the Partner Support team at partnersupport.tennCare@tn.gov.

Regards,

TennCare Access Partner Support Team