



2024 Tennessee TennCare Member Handbook addendum

Important changes to the UnitedHealthcare Community Plan Member Handbook

Below are updates to the UnitedHealthcare Community Plan Member Handbook. Please keep this document with your Member Handbook. If you have questions, call us at **1-800-690-1606**.

Part 2 | Other TennCare services (page 52)

Complex rehabilitation technology

(Special gear for people with trouble moving around because of an injury or a disability.)

UnitedHealthcare Community Plan pays for special gear that helps people with injuries or disabilities move around better. This gear is called complex rehabilitation technology (CRT). It is a part of the durable medical equipment (DME) benefit. Tennessee law makes sure this gear is checked each year for any issues and gets fixed when it needs repairs.

Do you need to see a doctor in person to talk about your CRT, but can't because of an injury or disability? The law says that doctors have to offer you a video or phone call visit instead.

Do you have questions about CRT or need more information? Call **1-800-690-1606**.

Part 3 | Receiving services in the CHOICES program (page 71)

Employment supports¹

There are many different kinds of services to help you get and keep a job. They will help you:

- Decide if you want to work and the kinds of jobs you might like and be really good at
- Try out certain jobs to see what they're like and what you need to do to get ready for those jobs
- Write a plan to get a job (or start your own business) and carry out that plan
- Have a job coach to support you when you start your job until you can do the job by yourself or with help from co-workers
- Get a better job, earning more money
- Understand how the money you earn from working will impact other benefits you get, including Social Security and TennCare

¹ Beginning July 1, 2024, Employment Services will be offered to eligible members through March 31, 2025.

Employment services are available to individuals of working age in CHOICES Groups 2 and 3. In Tennessee, the working age starts at 16.

The goal in this program is “individual, integrated, competitive employment.” Here is what that means.

“Individual” means that you are employed by yourself and not as part of a small group of people with disabilities. This doesn’t mean you can’t work with other people or be part of a team on your job. You could also be “self-employed.” This means you have a business and work for yourself.

“Integrated” means your work (or your business if you’re self-employed) is in the community. You work with (or provide services to) people who don’t have disabilities.

“Competitive” means the wage you earn for your work (or from your business, after expenses) is at least the minimum wage. And it should be the same wage that is paid to people who don’t have disabilities that do the same work.

For some people, a job may be “customized.” This means that your employment provider helps find or develop a job that’s just for you. They match the kinds of things you like and are good at with the needs of an employer. There will be a special agreement between you and your employer to make sure both of your needs are met. The employer may agree to change things about the job to make it work for you. You may only do parts of a job, share parts of the job with someone else, or do things that no one else does. The agreement may also cover things like:

- Where you work
- The hours you work
- The supports you need
- How much you’re paid

If you have greater support needs, “customized employment” may help find a job that’s right for you.

What if you don’t think you want to work?

Before you make up your mind, we want to help you explore the kinds of jobs you might like and be good at. We want to help you understand the benefits of work and answer any questions you have. This is called **Employment Informed Choice**. It means you have the facts you need to make a good decision about working.

You can get Exploration to help you make an informed choice about employment.

Exploration — Helps you decide if you want to work and the kinds of jobs you might like and be really good at by visiting job sites that match your skills and interests. Also helps you (and your family) understand the benefits of working and helps answer your questions about work.

Service How it can help you Limits	What benefit groups cover it?	
	Group 2	Group 3
Employment Supports		
Individual Employment Supports		
<p>Exploration – Individualized Integrated Employment</p> <p>Helps you decide if you want to work and the kinds of jobs you might like and be really good at by visiting job sites that match your skills and interests. Also helps you (and your family) understand the benefits of working and helps answer your questions about work.</p> <p>Limits: No more than once a year (at least 365 days between services) and only if you're not employed or getting other employment supports and haven't decided if you want to work.</p>	✓	✓
<p>Exploration – Self Employment</p> <p>Helps you decide if you want to start your own business and the kind of business that would be right for you. Also helps you (and your family) understand the benefits of working and helps answer questions about work.</p> <p>Limits: No more than once a year (at least 365 days between services).</p>	✓	✓
<p>Discovery</p> <p>Someone to help you identify the kinds of work you want to do, the skills and strengths you will bring to your work, and what you need to be successful. This information can be used to help you write a plan to get a job or start your own business.</p> <p>Limits: No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.</p>	✓	✓
<p>Situational Observation and Assessment</p> <p>A chance to try out certain jobs to see what they're like and what you need to do to get ready for those jobs.</p> <p>Limits: No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.</p>	✓	✓

Service How it can help you Limits	What benefit groups cover it?	
	Group 2	Group 3
<p>Job Development Plan or Self-Employment Plan</p> <p>Someone to help you write a plan to get a job (or start your own business).</p> <p>Limits: No more than once every 3 years and only if you're not employed or getting other employment supports and have a goal to get a job within 12 months.</p>	✓	✓
<p>Job Development Start-Up or Self- Employment Start-Up</p> <p>Someone to help you carry out your plan to get a job (or start your own business).</p> <p>Limits: No more than once a year (at least 365 days between services) and only if you're not employed or getting other employment supports and have a goal to get a job within 9 months.</p>	✓	✓
<p>Job Coaching</p> <p>A job coach to support you when you start your job until you can do the job by yourself or with help from co-workers.</p> <p>Limits: Max 40 hours per week; 50 if employed at least 30 hours in individual integrated employment.</p>	✓	✓
<p>Job Coaching for Self-Employment</p> <p>A job coach to support you when you start your business until you run the business by yourself.</p> <p>Limits: Max 40 hours per week; 50 if employed at least 30 hours in individual integrated self-employment.</p>	✓	✓
<p>Co-Worker Supports</p> <p>Paying a co-worker to help you on your job instead of a job coach.</p> <p>Limits: Max 40 hours per week; 50 if employed at least 30 hours in individual integrated employment.</p>	✓	✓

Service How it can help you Limits	What benefit groups cover it?	
	Group 2	Group 3
Career Advancement Services to help you get a better job, earning more money. Limits: No more than once every 3 years to get a promotion or second job.	✓	✓
Benefits Counseling Someone to help you understand how the money you earn from working will impact other benefits you get, including Social Security and TennCare. Limits: <ul style="list-style-type: none"> • Only if you can't get the service through another program • Initial counseling up to 20 hours no more than once every 2 years • Up to 6 more hours, no more than 3 times a year to consider a new job, promotion, or self-employment • Up to 8 extra hours 4 times a year to help you stay employed or self-employed 	✓	✓
Pre-Vocational Training		
Integrated Employment Path Services Time-limited trainings to get you ready for work in the community. Limits: <ul style="list-style-type: none"> • Up to 12 months; may get up to 12 more months if actively working to get a job • Up to 30 hours per week 	✓	✓

Service How it can help you Limits	What benefit groups cover it?	
	Group 2	Group 3
Independent Community Living Supports		
<p>Community Transportation</p> <p>Helps you get to work or to other places in the community when public transportation isn't available, and you don't have any other way to get there.</p> <p>Limits: Up to \$225 per month if you to get this service through consumer direction.</p> <p>If you get it this service from a provider and aren't getting another service right before or after:</p> <ul style="list-style-type: none"> • No more than 2 one-way trips per day • No more than 12 one-way trips per week for work • No more than 6 one-way trips per week to do integrated things in the community (besides work) • No more than 12 one-way trips per week combined 	✓	✓

Changes to Personal Care and Attendant Care

TennCare combined its Personal and Attendant Care services into one service. This service is called Personal Care. It gives you more time to schedule with your provider. You do not need to ask for a new service if another service is needed.

Personal Care allows visits up to 2,580 hours per calendar year.

This means someone will help you with personal care needs and support in your home, on the job, or in the community. This can be things like helping with household chores such as fixing meals, cleaning, or laundry. Or they can run errands for you, like grocery shopping or picking up your medicine.

This Personal Care service is only for you. Personal Care will do these services if no one else in the household can do them for you. This is not for other family members who are not enrolled in CHOICES.

Questions: Call Member Services at **1-800-690-1606**, TTY **711**.