

TENNCARE AFTER YOU TURN 21

4

TENNCARE TRANSITIONS BOOKLET 4

What to do next?

Revised June 2025

This series of booklets tells you how your TennCare will change when you turn 21.

As you know, TennCare is the state of Tennessee's Medicaid program and follows the Medicaid rules of the federal government. Medicaid rules are different for adults age 21 and older than they are for children under age 21. The rules to qualify for Medicaid are different. And the Medicaid benefits you get after you turn 21 are different. We want to help you plan for these changes.

YOU GOT THIS BOOKLET BECAUSE:

- You are turning 21 soon (at least in the next few years).
- And, you get home health care or private duty nursing paid for by TennCare.

You may be able to keep TennCare after you turn 21. But, you must be in a group TennCare covers. If you keep TennCare after you turn 21, your benefits will change. You can also read the following booklets in this series to learn more about these changes.

BOOKLET 1

Qualifying for TennCare at Age 21 tells you who can keep TennCare at age 21.

BOOKLET 2

Changes to TennCare Benefits at Age 21 tells you how TennCare benefits change when you turn 21.

BOOKLET 3

CHOICES and Employment & Community First CHOICES tells you about two programs you may qualify for – and who is eligible. It also tells you about the services in these programs.

BOOKLET 4

What to do next? tells you about next steps. It also suggests things you may want to talk about with your health plan.

BOOKLET 5

TennCare *Select* and Turning 21 is for people in a special health plan called TennCare *Select*.

REMEMBER:

If you need help you can call your health plan:

BlueCare	1-800-468-9698
United Healthcare	1-800-690-1606
Wellpoint	1-800-600-4441

Your health plan can answer your questions. We want to help you make good choices about your TennCare.

BOOKLET 4

What to do next?

Your next steps can be as easy as 1-2-3! For example:

1. **Open all of your mail from TennCare. If you get a renewal packet, fill it out and send it back.**

Don't wait! Do this right away.

Have you created an account with TennCare Connect? This is the easiest way to access TennCare and make sure TennCare has your current address!

Using TennCare Connect you can also review your coverage, upload documents, read letters we send you, and report changes. Go now to <https://tenncareconnect.tn.gov>.

You can also download the TennCare Connect App to your mobile phone from the App Store or Google Play. Using the app, you can access your coverage from anywhere, at any time.

2. If you don't get SSI now, consider applying. Read Booklet 1 to learn more. Do this now. Booklet 1 is titled Qualifying for TennCare at Age 21.
3. Talk **now** with your health plan about next steps. Again, do this now. Turn the page for the number to call:

BlueCare	1-800-468-9698
United Healthcare	1-800-690-1606
Wellpoint	1-800-600-4441

What should you ask your health plan? Try the topics below to help you.

If you have a physical disability:

- Talk to your health plan about CHOICES.
 - Ask about the services you might get.
 - Ask about any limits on those services and the total amount of services you might get.
 - Talk with them about how you might use those services instead of or along with home health or other services to meet your needs at home.
 - Ask if you will need to change home health or other providers.
 - Ask if consumer direction makes sense for you.
 - Ask when you should apply.
 - Find out what you need to do to have all your new services in place on the day you turn 21.
 - Ask if you will need to change health plans.
- **Start planning now!** Even if you keep TennCare, your benefits will change when you turn 21. For a refresher, review Booklet 2. Booklet 2 is titled Changes to TennCare Benefits at Age 21.

Think about what services you might want from CHOICES. Ask your health plan about this, too.

If you may have both a physical disability and an intellectual disability (ID) or a developmental disability (DD):

- Talk to your health plan about CHOICES and Employment and Community First CHOICES.
 - Ask about the services you might get in each program.
 - Ask about any limits on those services and the total amount of services you might get in each program.
 - Talk with them about how you might use those services instead of or along with home health or other services to meet your needs at home.
 - Ask if you will need to change home health or other providers.
 - Ask if consumer direction is right for you.
 - Ask when you should apply (unless you're already enrolled).
 - Find out what you need to do to have all your new services in place on the day you turn 21.
 - Ask if you will need to change health plans.
- **Start planning now!** Even if you keep TennCare, your benefits will change when you turn 21. For a refresher, review Booklet 2. Booklet 2 is titled Changes to TennCare Benefits at Age 21.

Think about what services you might want from CHOICES or Employment and Community First CHOICES. Ask your health plan about this, too.

If you don't have a physical disability – but you may have an ID or DD:

- Talk to your health plan about Employment and Community First CHOICES.
 - Ask about the services you might get.
 - Ask about any limits on those services and the total amount of services you might get.
 - Talk with them about how you might use those services instead of or along with home health or other services to meet your needs at home.
 - Ask if you will need to change home health or other providers.
 - Ask if consumer direction is right for you.
 - Ask when you should apply (unless you're already enrolled).
 - Find out what you need to do to have all your new services in place on the day you turn 21.
 - Ask if you will need to change health plans.
- **Start planning now!** Even if you keep TennCare, your benefits will change when you turn 21. For a refresher, re-read Booklet 2. Booklet 2 is titled Changes to TennCare Benefits at Age 21. Think about what services you might want from

Employment and Community First CHOICES. Ask your health plan about this, too.

If you don't have a physical disability – and you don't have an ID or DD:

- You may not qualify for CHOICES or for Employment and Community First CHOICES. But re-read Booklet 1 to see if you qualify for another group TennCare covers at age 21. For example, you might qualify for SSI due to a mental health disability. Booklet 1 is titled Qualifying for TennCare at Age 21.
- Even if you keep TennCare, your benefits will change when you turn 21. For a refresher, re-read Booklet 2. Booklet 2 is titled Changes to TennCare Benefits at Age 21.
- If you don't qualify for TennCare anymore, you might qualify for other insurance. Visit <https://www.healthcare.gov> to learn more. Or call 1-800-318-2596.

If you have an ID and are already in an HCBS waiver operated by DDA:

- Talk to your Independent Support Coordinator or case manager. You can also ask them about Employment and Community First CHOICES.
 - Ask about the services you might get in each program.
 - Ask about any limits on those services and the total amount of services you might get in each program.
 - Talk with them about how you might use those services instead of or along with home health or other services to meet your needs at home.
 - Ask if you will need to change home health or other providers.
 - Ask if consumer direction is right for you.
 - Find out what you need to do to have all your new services in place on the day you turn 21.

“What if I don’t qualify for TennCare?”

If you don’t qualify for TennCare anymore, you might qualify for other insurance. Visit <https://www.healthcare.gov/> to learn more. Or call 1-800-318-2596. If your TennCare ends, you might also qualify for help paying for prescriptions. This is called CoverRx. Visit <https://www.tn.gov/tenncare/coverrx.html> to learn more. Or call 1-800-424-5815.

“I have Medicare. Do I need to keep my TennCare?”

If you can get TennCare in addition to Medicare, you should. Medicare may not cover all the things you need. For example, Medicare only pays for home health aides if you need nursing care too. Medicare also has limits for some services like physical therapy. TennCare may pay for some things Medicare won’t, like some kinds of mental health care and rides to get health care if you don’t have a way to get there.

If you have Medicare, TennCare may be able to pay your Medicare premiums. This is called the “Medicare Savings Program”. If TennCare is not already paying your Medicare premium, let us know. Call 1-855-259-0701 and say you want help paying your Medicare premiums.

“I have private health insurance. Do I need to keep my TennCare?”

If you qualify for TennCare, it may help pay for things your private insurance doesn't cover. For example, insurance may not pay for home health care or certain therapies. TennCare may pay for some things private insurance won't.

“I have private health insurance or dental insurance. Should I keep this private coverage even if I get TennCare?”

Yes, you should probably keep your other insurance. Your private insurance may pay for things TennCare won't – particularly after you turn 21. For this reason, you may want to keep your private insurance.

Notice of availability of language assistance services and alternate formats

Do you need free language or an auxiliary aid or service?

If you speak a language other than English, help in your language is available for free.

We have free interpretation and translation services to help you. We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 1-800-690-1606 (TennCare) or 1-866-600-4985 (CoverKids) (TRS: 711).

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-800-690-1606 (TennCare) o al 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Arabic: ربيةعلا

تنبيه: إذا كنت تتحدث العربية، فتتوفر خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-690-1606 (TennCare) أو 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Chinese: 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服。請致電 1-800-690-1606 (TennCare) 或 1-866-600-4985 (CoverKids) (電訊轉接服務/聽障專線 (TRS/TTY:866-503-0264).

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi 1-800-690-1606 (TennCare) hoặc 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Korean:	한국어
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606 (TennCare) 또는 1-866-600-4985(CoverKids) (TRS/TTY:866-503-0264)로 전화주세요.	
French:	Français
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le +1-800-690-1606 (TennCare) ou le +1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264).	
Amharic:	አማርኛ
ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ፣ የነጻ ቋንቋ እርዳታ አገልግሎቶች አሉ። በ1-800-690-1606 (TennCare) ወይም 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) ላይ ይደውሉ።	
Gujarati:	ગુજરાતી
ધ્યાન આપો: જો તમે ગુજરાતી બોલતા છો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. 1-800-690-1606 (TennCare) અથવા 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) પર કોલ કરો.	
Laotian:	ພາສາລາວ
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-690-1606 (TennCare) ຫຼື 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).	
German:	Deutsch
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 1-800-690-1606 (TennCare) oder 1-866-600-4985 (CoverKids) an (TRS/TTY:866-503-0264).	

Tagalog:	Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-690-1606 (TennCare) o sa 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).	
Hindi:	हिंदी
ध्यान दें: अगर आप हिंदी बोलते हैं, तो निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-690-1606 (TennCare) या 1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264) पर कॉल करें।	
Russian:	Русский
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по номеру 1-800-690-1606 (TennCare) или 1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264).	
Japanese:	日本語
注意：日本語を話されるお客様へ。無料の言語支援サービスをご利用いただけます。TennCareに関するご相談があれば1-800-690-1606まで、CoverKidsに関するご相談があれば1-866-600-4985までお電話ください（TRS/TTY: 866-503-0264）。	
Persian:	فارسی
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 (TennCare) یا 1-866-600-4985 (CoverKids) تماس بگیرید. (TRS/TTY:866-503-0264)	

Notice of nondiscrimination

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English

proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help you can get

Disability related help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters, and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other formats.

Language help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters, and
- Translations — Information written in other languages.

Who to contact

TennCare Connect

Do you need help like applying or renewing your TennCare, need auxiliary aids and services, or language help to talk with TennCare? Call TennCare Connect for free at 855-259-0701.

TennCare's Office of Civil Rights Compliance

- Reasonable modifications:

If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").

- Grievance/complaint:

If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with TennCare's OCRC by email at **HCFA.fairtreatment@tn.gov**, mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC's website at **<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**, or calling 615-507-6474 (TRS 711). If you need help filing a grievance call TennCare Connect for free at 855-259-0701.

More information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: **<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>,

or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

Call us for free at **1-855-259-0701**. We can connect you with the free help or service you need. **(For TTY call: 1-800-848-0298)**

