

## TENNCARE AFTER YOU TURN 21

# 4

### **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. However, you must be in a group TennCare covers. And even if you keep TennCare after you turn 21, your benefits will change. Along with this booklet, you can also read the following booklets in this series to learn more about these changes.

## **TENNCARE TRANSITIONS BOOKLET 4**

### **What to do next?**

Revised July 2023

## 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** explains how TennCare benefits change when you turn 21.

## BOOKLET 3

**CHOICES and Employment & Community First CHOICES** describes 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?** explains 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 get confused, you can always get help. Just call your health plan. Here's the number to call:

<b>Amerigroup</b>	1-800-600-4441
<b>BlueCare</b>	1-800-468-9698
<b>United Healthcare</b>	1-800-690-1606

Your health plan can answer your questions. We want to help you make informed 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 yet? 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:

<b>Amerigroup</b>	1-800-600-4441
<b>BlueCare</b>	1-800-468-9698
<b>United Healthcare</b>	1-800-690-1606

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 DIDD:

- 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.

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## **“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.

<b>Do you need free help with this letter? If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.</b>	
<b>Spanish:</b>	<b>Español</b> ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-259-0701 (TTY: 1-800-848-0298).
<b>Kurdish:</b>	کوردی ئاگاداری: ئەگەر بە زمانی کوردی قەسه دکهیت، خزمەتگوزاریهکانی یارمەتی زمان، بهخۆرای، یۆ تۆ بهردەسته. پهیوهندی به 1-855-259-0701 (TTY: 1-800-848-0298) بهکە.
<b>Arabic:</b>	العربية ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-259-0701 (رقم هاتف الصم والبكم: 1-800-848-0298).
<b>Chinese:</b>	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務。請致電 1-855-259-0701 (TTY 1-800-848-0298)。
<b>Vietnamese:</b>	Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-259-0701 (TTY: 1-800-848-0298).
<b>Korean:</b>	한국어 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-259-0701 (TTY: 1-800-848-0298).번으로 전화해 주십시오.

<b>French:</b>	<b>Français</b>
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-259-0701 (ATS : 1-800-848-0298).	
<b>Amharic:</b>	<b>አማርኛ</b>
ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚክተለው ቁጥር ይደውሉ። 1-855-259-0701 (መስማት ለተሳናቸው: 1-800-848-0298) .	
<b>Gujarati:</b>	<b>ગુજરાતી</b>
સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-259-0701 (TTY: 1-800-848-0298).	
<b>Laotian:</b>	<b>ລາວ</b>
ໂປດຊາບ: ຖ້າ ວ່າ ທ່ານ ຈຳນວນ ຈາກ ລາວ, ການ ບໍ່ ວ່າ ການ ຊ່ວຍ ຕ້ອງ ອັດ ການ ລາວ, ໂດຍ ບໍ່ ຈ່າ ຈ່າ ຈ່າ, ຄ່າ ນັ້ນ ບໍ່ ອາດ ທີ່ ທ່ານ. ໂທ 1-855-259-0701 (TTY: 1-800-848-0298).	
<b>German:</b>	<b>Deutsch</b>
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-259-0701 (TTY: 1-800-848-0298).	
<b>Tagalog:</b>	<b>Tagalog</b>
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-259-0701 (TTY: 1-800-848-0298).	

<b>Hindi:</b>	<b>हिंदी</b>
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-259-0701 (TTY: 1-800-848-0298), पर कॉल करें।	
<b>Serbo-Croatian:</b>	<b>Srpsko-hrvatski</b>
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-259-0701 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1- 800-848-0298).	
<b>Russian:</b>	<b>Русский</b>
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-259-0701 (телетайп: 1-800-848-0298).	
<b>Nepali:</b>	<b>नेपाली</b>
ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-259-0701 (टिटिवाइ: 1-800-848-0298) ।	
<b>Persian:</b>	<b>فارسی</b>
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-259-0701 تماس بگیرید. (TTY: 1-800-848-0298)	

- 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)**

