

## Do You Need Help With Your Renewal Packet?

<p><b>Are you getting nursing home care or Home and Community Based Services (HCBS) in CHOICES?</b></p>	<p>Call your TennCare health plan (MCO) Care Coordinator. If you're not sure who that is or how to reach them, you can call your MCO. The number is on the back of your TennCare card. Tell them you need to talk to your CHOICES Care Coordinator for help with your TennCare Renewal Packet.</p> <p>If you are in a nursing home, you can also ask your nursing home to help.</p>
<p><b>Do you live in a nursing home or medical facility, but <u>don't</u> have CHOICES?</b></p>	<p>Call your TennCare health plan (MCO). The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and want to apply for CHOICES nursing home care.</p> <p>You can also ask the nursing home to help.</p>
<p><b>Do you <u>need</u> nursing home care but aren't in a nursing home or medical facility?</b></p>	<p>Call your TennCare health plan (MCO). The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and you want to apply for nursing home care.</p>
<p><b>Do you <u>need</u> HCBS in CHOICES but aren't getting the care now?</b></p>	<p>Call your TennCare health plan (MCO). The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and want to apply for CHOICES home care.</p>
<p><b>Are you getting Home and Community Based Services (HCBS) in Employment and Community First CHOICES?</b></p>	<p>Call your TennCare health plan (MCO) Care Coordinator. If you're not sure who that is or how to reach them, you can call your MCO. The number is on the back of your TennCare card. Tell them you need to talk to your health plan (MCO) Care Coordinator for help with your TennCare Renewal Packet.</p>
<p><b>Do you <u>need</u> HCBS in Employment and Community First CHOICES but aren't getting the care now?</b></p>	<p>Call your TennCare health plan (MCO). If you're not sure who that is or how to reach them, you can call your MCO. The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and want to apply for Employment and Community First CHOICES home care.</p>
<p><b>Are you getting HCBS in PACE or do you need HCBS in PACE?</b></p>	<p>Call your PACE case manager directly or call PACE at <b>423-495-9114</b>.</p>
<p><b>Are you getting HCBS through the Comprehensive Aggregate Cap (CAC), Statewide or Self-Determination waivers for people with intellectual disabilities?</b></p>	<p>Call your Independent Support Coordinator (ISC) or, if you're in the Self-Determination waiver, call your case manager with the Department of Intellectual and Developmental Disabilities (DIDD). Or you can call DIDD at the number below:</p> <p>If you live in west TN call <b>866-372-5709</b>.          If you live in middle TN call <b>800-654-4839</b>.          If you live in east TN call <b>888-531-9876</b>.</p>
<p><b>Do you need or are you getting hospice care?</b></p>	<p>Call your TennCare health plan (MCO) Care Coordinator. The number is on the back of your TennCare card. Tell them you need help with your TennCare Renewal Packet and you're getting or need hospice care.</p>
<p><b>Do you have Medicare and get help or need help with Medicare cost sharing (QMB or SLMB)?</b></p>	<p>Call the State Health Insurance Assistance Program (SHIP) at <b>877-801-0044</b>. Tell them you need help with your TennCare Renewal Packet, and that you want to get help or keep help with Medicare cost sharing (QMB or SLMB).</p>
<p><b>Are you in an ICF/IID?</b></p>	<p>You can ask the ICF/IID to help you with your TennCare Renewal Packet.</p>