

# TennCare COVID-19 Policies

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## Medicaid/CoverKids CHOICES Financial Eligibility Redetermination

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### Medicaid/CoverKids

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- During the COVID-19 emergency, TennCare and CoverKids will not terminate coverage for residents of Tennessee who were enrolled as of March 18, 2020.
- Redeterminations will continue only if the member can be renewed automatically.
- TennCare Connect will remain open and will accept applications and signatures by phone.
- If documentation is not available due to COVID-19, TennCare will accept your statement for income and resources.
- If you gain eligibility during the pandemic, you will still need to apply to maintain eligibility.
- For information, go to <https://tenncareconnect.tn.gov/services/homepage>.

### CHOICES Financial Eligibility Redetermination

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If you are chosen for financial eligibility redetermination in February, March, or April 2020:

- A new packet will be mailed to you between May 2020 and October 2020.
- The change in redetermination dates will be reflected in TennCare Access within one week.
- There will be no termination of existing benefits for current members.
- If possible, reapproval will be made without requesting verifications.
- If TennCare cannot reapprove without requesting verifications, then the renewal will be stopped and the renewal date will be removed.

## Contact Legal Aid of East Tennessee if you need legal help

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- Johnson City Office: (423) 928-8311
- Morristown Office: (423) 587-4850
- Knoxville Office: (865) 637-0484
- Maryville Office: (865) 981-1818
- Cleveland Office: (423) 303-2266
- Chattanooga Office: (423) 756-4013
- Family Justice Center, Blountville: (423) 574-7233
- Family Justice Center, Johnson City: (423) 722-3720
- Family Justice Center, Knoxville: (865) 215-6835
- Family Justice Center, Chattanooga: (423) 643-7604
- Erlanger, Chattanooga: (423) 778-7807
- Tennessee Senior Law Alliance: (866) 333-1505