

TENNCARE AFTER YOU TURN 21

5

TENNCARE TRANSITIONS BOOKLET 5

TennCare *Select* and Turning 21

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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 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 5

TennCare *Select* and Turning 21

"What is TennCare *Select*?"

People in TennCare have health plans. Your health plan helps you get the care you need. Some children under age 21 are in a special health plan called TennCare *Select*. If you're in a Home and Community Based Services (HCBS) waiver managed by the Department of Disability and Aging (DDA), you may be in a health plan called *Select*Community. To find out if you have TennCare *Select* or *Select*Community, call your health plan.

If you have TennCare *Select*, you **must** change health plans when you turn 21. You must pick BlueCare, United Healthcare or Wellpoint as your new health plan. TennCare will mail you a letter with your new health plan before you turn 21.

If you have *Select*Community, you **do not** have to change health plans when you turn 21 unless you want to.

If you apply for Employment and Community First (ECF) CHOICES, TennCare may help you change health plans **before** you turn 21.

"What if I have TennCare *Select* and I am getting private duty nursing?"

The rules for private duty nursing are the same for all health plans. This means your benefits will change when you turn 21, even if you have *Select*Community. The TennCare *Select* team will work with you before you turn 21 to make sure you get the care you need as an adult.

It is very important to work with the TennCare *Select* team. If you have TennCare *Select*, you will have to change health plans when you turn 21.

If you are in *Select*Community, you can stay in *Select*Community when you turn 21. You can also change health plans if you want to. Remember, *Select*Community is a health plan for people who are in an HCBS waiver managed by DDA.

To keep TennCare when you turn 21, you must qualify for TennCare. For more information on how you can keep TennCare when you turn 21, read Booklet 1 titled Qualifying for TennCare at Age 21.

"If I keep TennCare, how much private duty nursing can I get after I turn 21?"

You will have to meet the private duty nursing rules for adults. These rules are the same for all health plans. For more information about the rules, read Booklet 2 titled Changes to TennCare Benefits at Age 21.

If you qualify for private duty nursing as an adult, the amount you can get depends on what you need.

When you turn 21:

- You may be able to get some private duty nursing if you use a ventilator or similar technology more than 12 hours a day.

- You may be able to get some private duty nursing if you don't use a ventilator but have a trach and need certain specialized care.

If you don't have these kinds of needs, you won't qualify for private duty nursing. But you may qualify for home health services. For more information about home health, read Booklet 2 titled Changes to TennCare Benefits at Age 21.

If you're in an HCBS waiver managed by DDA, you may be able to get nursing care through the waiver. Talk with your Independent Support Coordinator or case manager about this option. For more information, read Booklet 4 titled What to do next.

If you qualify for private duty nursing as an adult your health plan will work with you to figure out how many hours of private duty nursing you can get. The amount of care you'll get is based on your nursing care needs and medical necessity rules. All TennCare health plans use doctors and nurses to review your needs and make these decisions based on TennCare rules.
For more information on how TennCare benefits change when you turn 21, read Booklet 2 titled Changes to TennCare Benefits at Age 21.

"I get more hours of private duty nursing now than I can get after I turn 21. What should I do next?

It's important that you **start planning now**. The TennCare *Select* team will work with you a few years before you turn 21. They'll help you plan for and get the care you need as an adult that is within the benefit limits.

Remember, you will need to change health plans when you turn 21 if you're not in *Select*Community. You will pick the health plan you want to change to about 6 months before you turn 21. If you don't pick a new health plan before you turn 21, TennCare will pick one for you.

The health plan will work with you and TennCare *Select* to get you ready for the change. They will get you the care you need as an adult that is within the benefit limits.

When you turn 21, you will change to your new health plan. TennCare will mail you a letter with the information for your new health plan before you turn 21.

To keep TennCare, you will need to qualify for TennCare when you turn 21. For more information on how you can keep TennCare when you turn 21, read Booklet 1 titled Qualifying for TennCare at Age 21.

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 proposes 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 હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. 1-800-690-1606 (TennCare) અથવા 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) પર કૉલ કરો.
Laotian: ພາສາລາວ ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, 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 नि:शुल्क 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) (TRS/TTY:866-503-0264) تماس بگیرید.

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)**


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TennCare