

NATIONAL  
HEALTH CARE  
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HOMELESS  
COUNCIL



# TENN CARE

Shelter Enrollment Newsletter

*Helping shelters and providers connect with TennCare!*

September 2018 Vol. 1, No. 8



*The National Health Care for the Homeless Council is under contract with the Bureau of TennCare to provide enrollment support services and TennCare outreach through the TennCare Shelter Enrollment Project. This project exists to ensure that children without homes across the state of Tennessee can have access to medical care and enroll in and enjoy the benefits of TennCare. To that end, we provide training, resources, data, and enrollment events to both consumers and those who serve them in communities throughout Tennessee.*



## Greetings from the TennCare Shelter Enrollment Project!

We are so glad to be your partner in helping children without homes in Tennessee access quality health care! In this issue, we address the TennCare redetermination process, updating your address with TennCare, training opportunities for your shelter, and first quarter reporting. Let us know how we can help your shelter with healthcare!

What is the TennCare Shelter Enrollment Project?

## What Happened to My TennCare?

Last month I was privileged to meet Landon and his mother in a family shelter in rural West Tennessee.

Landon, an energetic second grader in Shelby county, was expelled from his elementary school in August, after attempting to stab a fellow classmate

who took his jump rope during recess. Although Landon struggles with aggressive behavior, depression, ADHD, and social anxiety he has historically excelled in school, controlling his mental illness with consistent behavior management training and a few well managed medications.

However, last month Landon was unexpectedly dropped from TennCare, and his mother could no longer afford his medications or therapy sessions.

Landon's ability to cope and regulate his behavior spiraled, and his mother was desperate to discover why he no longer received TennCare benefits and if it was possible to re-apply.



Children like Landon are losing TennCare because of complications with the renewal process. Most of the families we serve who lost coverage as a result of redetermination never received a renewal packet because TennCare did not have their correct address. Some received the packet(s) but did not complete and return them properly.

*Do you have individuals in your shelter like Landon, who have lost coverage?*

- [Click here to access resources from TennCare on the renewal process](#)
- [Email Cindy directly](#) and we will answer any questions you have and help you to navigate specific situations. We can even come to your shelter to meet with clients if needed.

**Don't give up on TennCare for clients like Landon! It is possible to restore TennCare coverage for families that have been dropped due to the redetermination process - we can help!**

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## Training for Communicable Disease Control in Shelter

Do you know what to do to prevent the spread of disease in your agency? Conditions such as lice, scabies, tuberculosis and flu can be treated and prevented in the shelter environment! We provide training to shelter staff on communicable disease control and a variety of shelter health related topics. [Email Cindy](#) to learn more about free, informative trainings available to your staff and/or residents.

## Can TennCare Find your Clients?

TennCare needs to know how to contact your clients! The required change of address form can be found [here](#). Simply complete the form and fax it to TennCare. Two weeks later, call TennCare to ensure that the form was received and contact information updated. Need help? [Contact our project!](#)

## First Quarter Reports due October 15th!

We are looking for more shelters to join the TennCare Shelter Enrollment Project. Partnering shelters report aggregate data related to children's insurance status and access to primary care visits. Complete the form found [here](#) and return it to Cindy Manginelli via [email](#) or fax (615-226-1656) today.

We would love the opportunity to visit your site and to help the families you serve enroll in TennCare. To find out more about the project or to schedule a visit, training, or enrollment event, email Cindy at [cmanginelli@nhchc.org](mailto:cmanginelli@nhchc.org).



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