# Renewals: How to find a member's renewal date

Help your patient's know when it is their time to renew their health care coverage. Check their renewal date on My TennCare Partner Portal or through TennCare Online Services (TCOS) Eligibility Verification and let them know as they schedule appointments or come in for office visits.
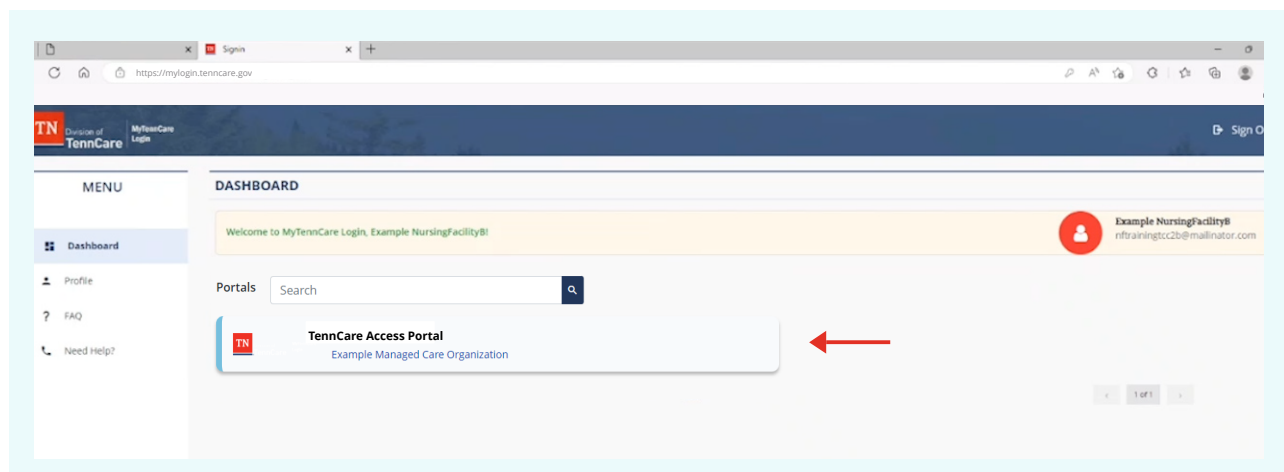
My TennCare Partner Portal:

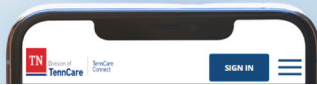**+ Step One: Login to your My TennCare portal**
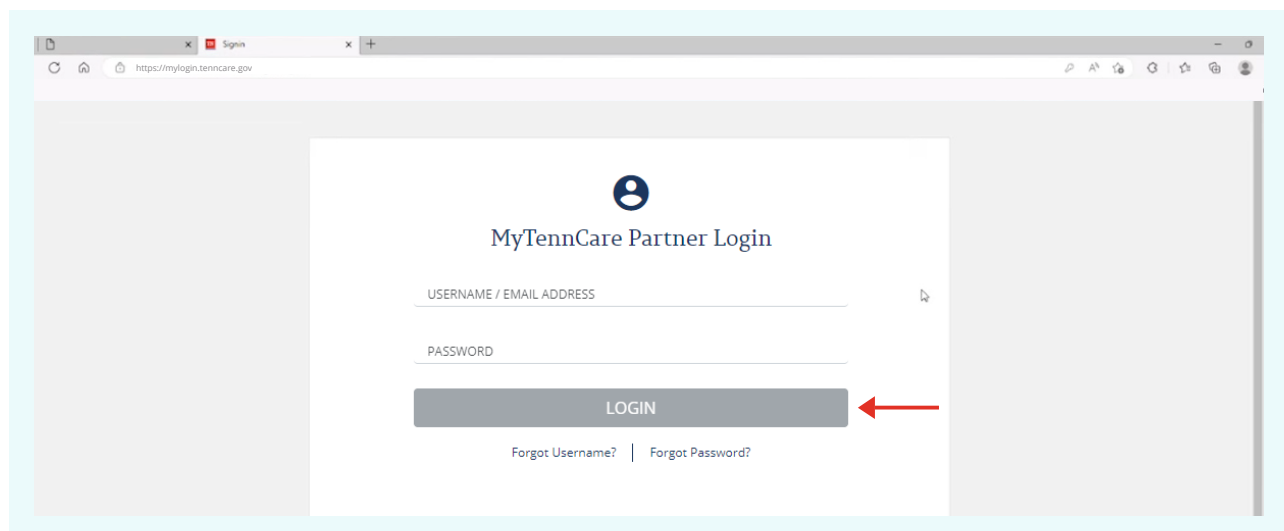
Go to your browser of choice and type **https://mylogin.TennCare.gov** into your search bar. On the Welcome Page enter your **Username/Email Address**, **Password** and Click **LOGIN.**
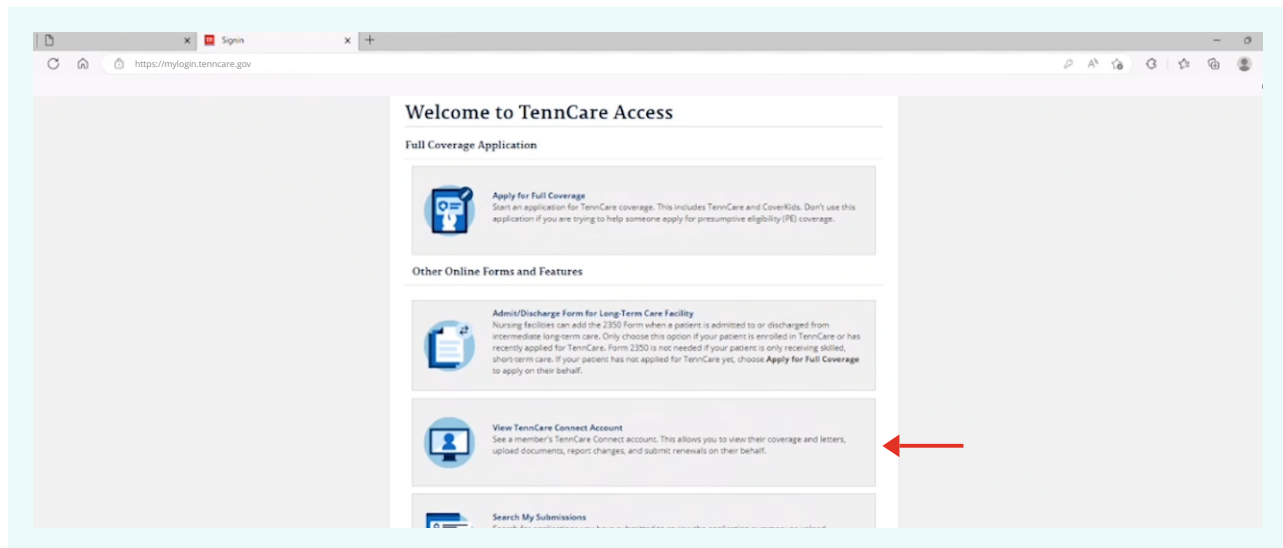
+ Step Two: Open the access portal from the account dashboard

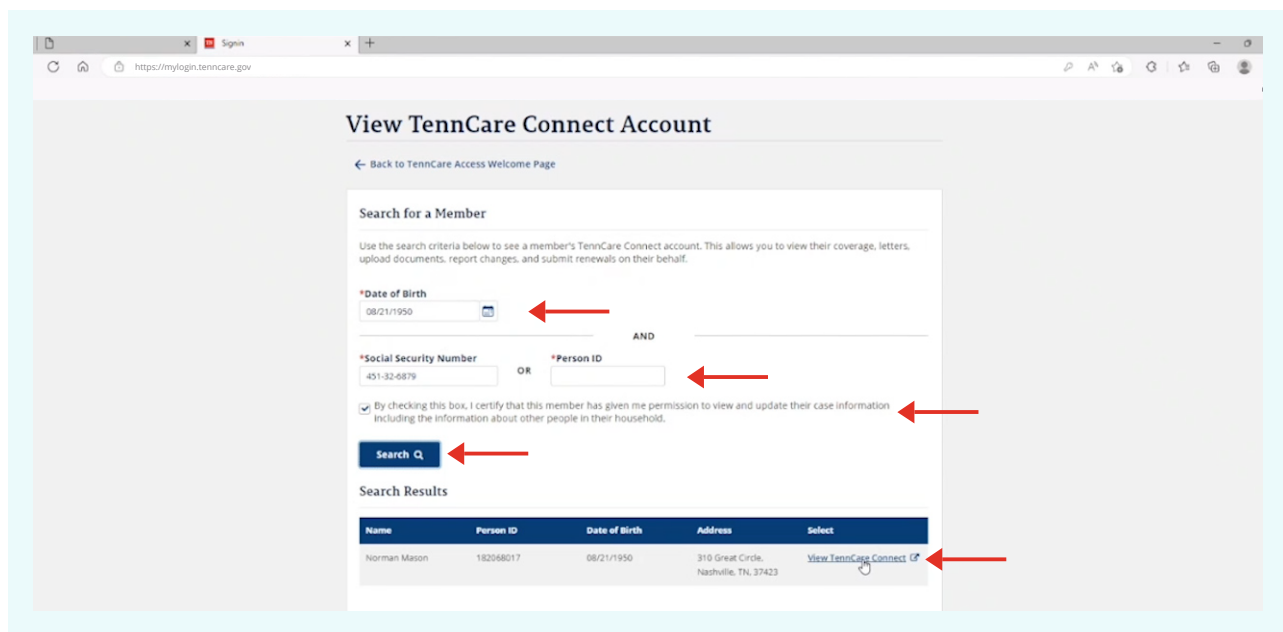Select TennCare Access Portal from the dashboard.

Step Three: Select view TennCare Connect account

Click View TennCare Connect Account to begin searching for members.

Step Four: Finding the member

On the "View TennCare Connect Account page" you will:

- Enter the member's **Date of Birth**, and **Social Security Number** or **Person ID**.
- You must check that the member has given you permission to view and update their case information.
- Click Search
- Click the "View TennCare Connect" hyperlink next to the member in the search results.

Note: The person in this example is not a real member and is an example case.
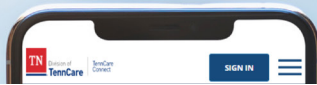
## Step Five: Look for the "Upcoming Renewal" Box
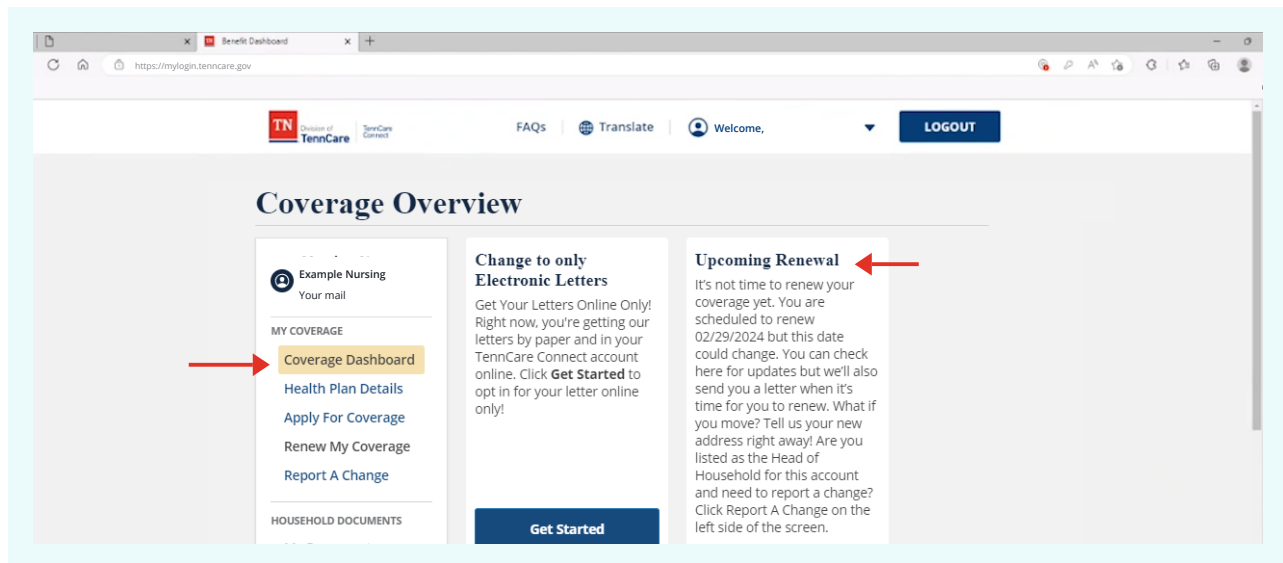
You will be brought to the **Coverage Overview** page for the member.

At the top of the page you will see a box titled "Upcoming Renewal" or "Time to Renew". The box will show the date a renewal will be due. In this example the box has 2/29/24 listed, which means TennCare will run ex parte in January and send the packet or email during the first week of February.

If you do not have access to the TennCare Online Services portal, you can tell a member that they can view their renewal date online at TennCareConnect.TN.gov or by calling 855-259-0701.

TennCare Online Services (TCOS) Eligibility Verification

Step One: Go to the TCOS home page
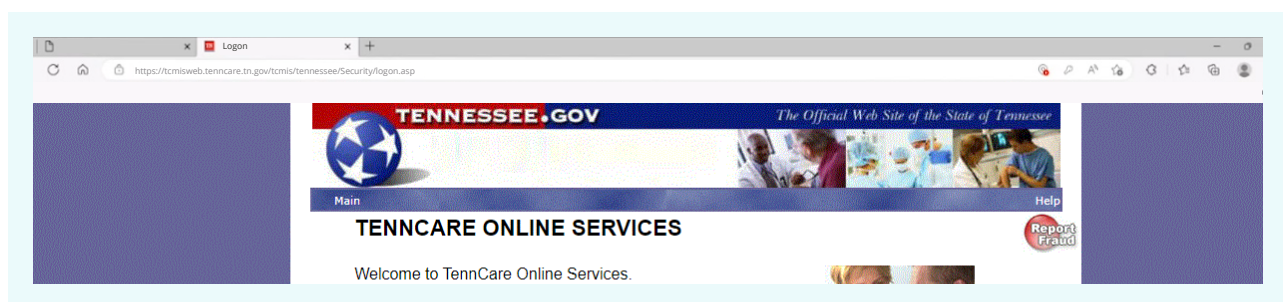
Go to your browser of choice and type **TN.gov/TennCare/providers/verify-eligibility.** On the TennCare Provider Verify Coverage page **click the hyperlink** in the middle of the page titled **"Log In Page for TennCare Online Eligibility."**

You can also type https://tcmisweb.tenncare.tn.gov/tcmis/tennessee/Security/logon.asp in your browser of choice.
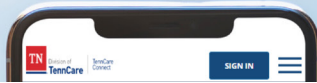
Step Two: Enter User ID & Password

Scroll to the bottom of the page and enter your information.

• Click the login button.

Step Three: Click Eligibility Verification

 On the provider home page scroll down to the **Eligibility Verification** link and **click it**.

Step Four: Enter Member Information

Scroll down and enter the member information into the **User Information** section.

• You must input either the Medicaid ID, SSN or date of birth along with name and date span.
• Click submit.
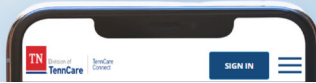
Scroll down on the page and you will see the current redetermination status box.
The upcoming renewal date listed in the box will be when the members renewal will be due.

• Note: TennCare will send Renewal Packets at the beginning of the month that is shown. For example, if the date listed is 2/29/24, the Renewal Packet will be mailed the first week of February.