

Need Health Insurance?



Call: 1-800-318-2596

How to apply using the telephone:

Step 1: Have pen and paper if you are applying by phone. Be sure to write down:

Date: _____ Time: _____

Step 2: Have the following information on each person who is applying for benefits:

*Name *Date of Birth *Social Security Number *Address *Annual
Income
*Employment Status *Citizenship or Documentation Status or Documentation Status

Step 3: Call 1-800-318-2596, expect to be on the phone for a minimum of about 60 minutes.

****The Marketplace is open 24/7, however there is less call traffic during the morning and late at night.***

*Name of the person you spoke with: _____

*Any valuable information the agent gave you such as the application ID number, what plan you qualify for, and any additional information given to you by the agent on the phone:

Step 4: Once your application has been approved, call 1-800-318-2596 back in ONE week to ensure all your information is correct and has been sent to the Department of Human Services.

Step 5: If you have not received a follow-up letter from the Department of Human Services within 2-3 weeks, contact the TN Health Connection at 1-855-259-0701.

REMINDER: If there are any changes in the information you provided while applying for insurance (including address, employment, custody, ect.) you must contact TN Health Connection at 1-855-259-0701.

*If you have any further questions you may also call the Vine School Health Center at 865-594-5078, press 4, and then press 3, to speak with a social worker.

Apply for and manage your benefits online, on one account!

ONE DHS Services:	Benefits you can apply for:
<ul style="list-style-type: none">● Applying for benefits● Upload, submit, and view documents related to services● Update household and contact information● Check your case status● Review notifications about your case● File Appeals● Learn about programs, services, and find answers to FAQs	<ul style="list-style-type: none">● Child support● Child Care Assistance● Families First (TANF)● Supplemental Nutrition Assistance Program (SNAP)● Women, Infants, and Children (WIC)● Disaster/Relief Assistance● Education + Training● Employment and career development● Military benefits

How to Create an Account

- Go to their website: <https://onedhs.tn.gov/csp>
- Enter your personal information
 - Name, email address, phone number, password
 - Remember to keep track of your username and password!

★ **If you have filled out applications or the forms listed in the past, you will need to create a new username and password!**



How To Apply For TennCare: TennCare Connect



TennCare Connect is an online self-service portal for Tennesseans to apply for or renew TennCare, CoverKids, and Medicare Savings Programs. This is the easiest way to keep track of your benefits

Step 1:

- Make an email address if you do not already have one. You can make one by going to Google, Yahoo, Outlook, etc, and following the instructions on the website.

Step 2:

- Create an account with TennCare Connect:
 - Follow the registration steps on this website: tenncareconnect.tn.gov/register-account
 - Keep track of your username and password:

- **Username:** _____

- **Password:** _____

- And Security Questions:

1. _____

2. _____

3. _____

- To have access to your information on your phone, download the TennCare Connect app for free.
 - The app will let you view notices in your account, upload documentation, and report changes to your account

Step 3:

- Go into your email inbox and look for an email from TennCare Connect to confirm your email address, all you have to do is click the link in the email to confirm.

Step 4:

- Login to your account and go through the Tutorial prompts. Then, select “Apply Now” in the middle of your dashboard.
- You will need the following items to complete the application:
 - Current address, phone numbers, Social Security Numbers, and birth dates for the household.
 - Copy of one of the following proof of employment documentation: 8 weeks of most recent pay stubs, bank statements including 6 weeks' worth of pay stub deposits, or employer letter stating when you started working and your hourly wage.
 - Total household income
 - Citizenship and immigration status
 - Value of cars and other properties
 - Any other health insurance information
- At the end of the prompts, it should show a review of the information. Then a submit option will be available.

Step 5:

- After submission, download and print the application confirmation packet.

- **Confirmation Number:** _____

Step 6:

- The app will notify you within 30 days after submission if more information is needed or if you have been approved or denied.

Call TennCare at this number for more information about your application: **(855) 259-0701**

If you need more assistance, please call us at VSHC: (865) 594-5078, extension 4 for the social work department

Updated: Sept 2023

How to Apply for Marketplace Insurance: Online



This guide will be for people applying to Marketplace **online** at healthcare.gov

- ❖ To create an account online, go to healthcare.gov/create-account and follow the prompts
 - Keep track of your username and password:
 - Username: _____
 - Password: _____
 - Security question answers:

 - Verify your account by clicking on the link sent to your email address. Then log in to your account. Select your state, TN, then select “Start My Application”
- ❖ Before you fill out the application, make sure you have the following information:
 - Address, phone number, and demographic information
 - Information about everyone in the household applying for insurance including social security numbers, and your relationship to the other household members
 - Who you claim as a dependent on your taxes and information on how you complete your taxes.
 - Immigration citizenship status.
 - Employer and income information for you and everyone in the household. This can include:
 - Wages and salaries reported on W-2 forms and pay stubs, tips, unemployment compensation, net income from self-employment, Social Security payments including disability payments (but not SSI), alimony from divorce finalized before January 1st, 2019, investment income, retirement or pension income, rental income, and other taxable income.
 - Estimate of total household income
 - Current health coverage information
 - Employer information for each person in your household
 - Health Reimbursement Arrangement (HRA), which only applies if anyone in your household is offered an HRA through their employer.
- ❖ After the application is submitted, make sure to keep track of any confirmation numbers you receive for your application.
- ❖ Marketplace will notify you online immediately if you are approved, denied, or if more information is needed. Then you can search which plans work best for you inside your eligibility range.

If you have any questions or if you need more assistance, call Marketplace at 1-800-318-2596

If you still need assistance, please call us at VSHC: (865) 594-5078, extension 4 for the social work department
healthcare.gov/quick-guide/getting-marketplace-health-insurance/

Health Insurance- Extra Assistance Resource



TennCare Connect

Questions about your current application?

Updating application?

Still waiting for a decision on your application?

If you have waited for a decision for more than 45 days (or more than 90 days if you applied for long-term care) you can now ask for a “delay hearing.”

To start the process, create a TennCare Connect Account at: tenncareconnect.tn.gov/create-account

OR call 1-855-259-0701

You can also easily view your information on the TennCare Connect Mobile App

Knoxville Area Project Access (KAPA)

Don't have insurance?

Aren't working but need medical services?

KAPA helps those with no insurance find medical providers that will donate their services

To see if you qualify, call 865-531-2766.

Online help: kapatn.org/for-patients

Cherokee Health Systems: 'Certified Application Counselors' (CAC)

Need help signing up for TNCare or CoverKids insurance?

CACs are certified to help you navigate the insurance marketplace, even if you aren't a patient of Cherokee Health Systems.

For a free consult, call 1-866-672-1979

Children's Special Services (CSS)

Do you have a child age 21 or younger who has a chronic physical disability or has special health care needs and does not qualify for TNCare?

Your local health department/CCS can help determine eligibility with diagnosis and finances to pay for medical and non-medical services.

Knox County: (865) 215-5000

Silvia Calzadilla and Priscila Morales *Spanish and English speaking*

Need help signing up for TNCare or CoverKids insurance?

Call any time during the week for assistance on applying for insurance. Can do consults over the phone or in person, on an appointment basis.

To schedule an appointment call, (615) 227-7500

Online at: insureall.tn.com

Please contact a social worker at the Vine School Health Center if you have any additional questions or need any additional help.

VSHC phone #: 865-594-5078, press 4 for social work, then press 3.