

How2

Set Up Your Own TennCare Member Account

Setting up your own TennCare account allows you to access all your TennCare information—family members, approved or denied, letters you have been sent, a secure portal for uploading documents, and other information.

Here are a few steps to set up your account.



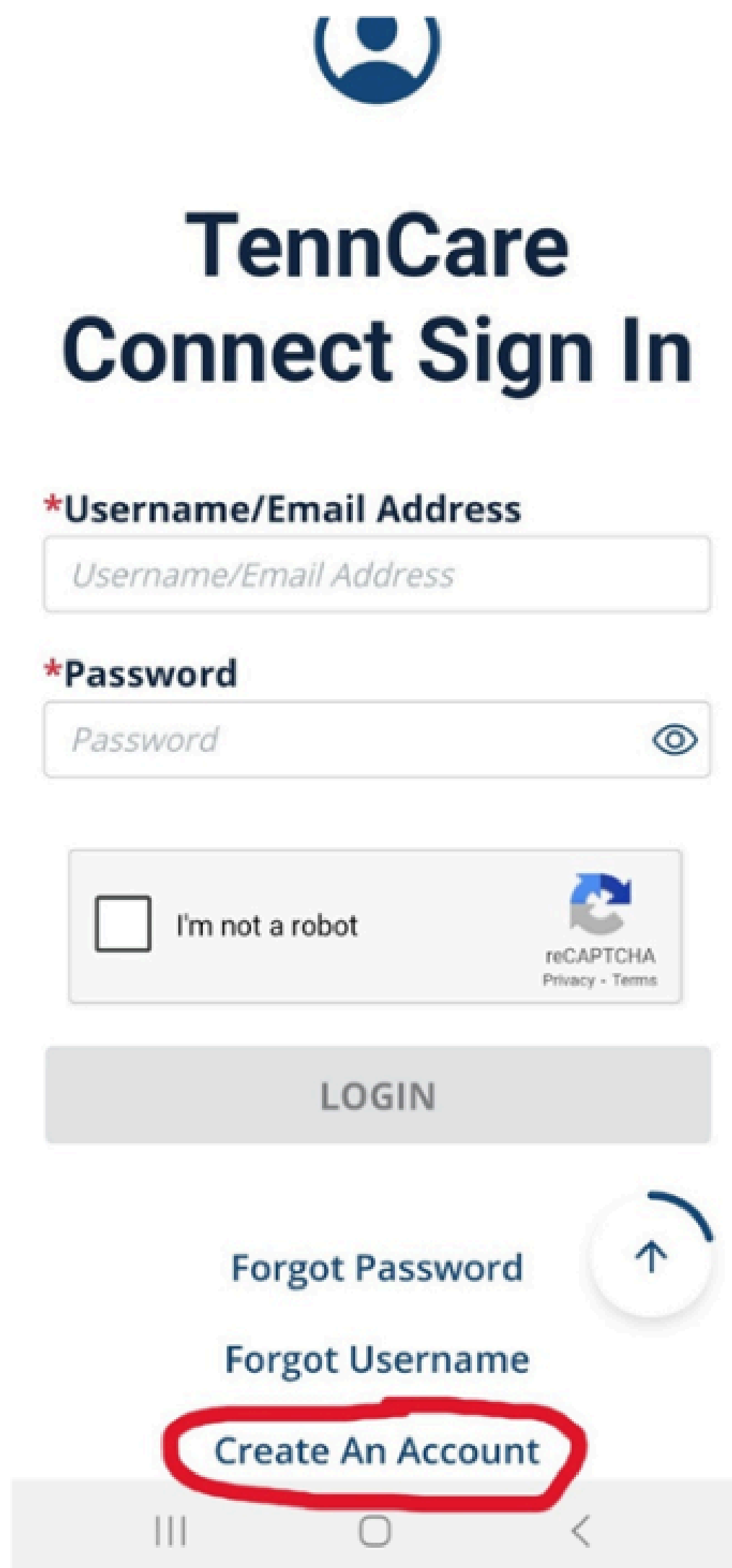
STEP 1

Download the
TennCare app on
your mobile phone



STEP 2

Next, click “**Create an Account**”



The image shows a mobile app screen for "TennCare Connect Sign In". At the top is a blue user icon. Below it, the title "TennCare Connect Sign In" is displayed in a large, dark blue font. There are two input fields: the first is labeled "*Username/Email Address" and contains the placeholder text "Username/Email Address"; the second is labeled "*Password" and contains the placeholder text "Password", with an eye icon to its right for toggling visibility. Below the password field is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo with links for "Privacy" and "Terms". A large grey button labeled "LOGIN" is positioned below the reCAPTCHA. At the bottom, there are three links: "Forgot Password", "Forgot Username", and "Create An Account". The "Create An Account" link is circled in red. To the right of these links is a circular arrow icon with an upward-pointing arrow. The bottom of the screen shows a standard mobile OS navigation bar with three icons: a square, a circle, and a triangle.

STEP 3

Complete the Registration portion of the account

Registration

[← Back to previous page](#)

Create Your Account

*Username

✓

*First Name

✓

*Last Name

✓

*Email Address ⓘ

✓

*Confirm Email Address

✓

STEP 4

Create your own password for the account. Note the parameters in the box below

Create a Password

Be sure to follow the password guidelines below when creating a new password. The guidelines will appear on the right to let you know if you have met all of the guidelines.

*Password

Enter Password

*Confirm Password

Confirm Password

Password Guidelines:

Must be between 8-32 characters in length

Must include at least one upper case letter (A-Z)

Must include at least one lower case letter (a-z)

Must include at least one number (0-9)

Must include at least one special character (!\$#,&@~^*_ -+;=><?%:;|)

STEP 5

Select your security questions and then write answers that only you will remember

Select Your Security Questions

Select a question from each drop down and then provide the answer. Each answer must be different and use at least 3 characters. Then click the **Next** button.

***First Question**

Pick an option ▾

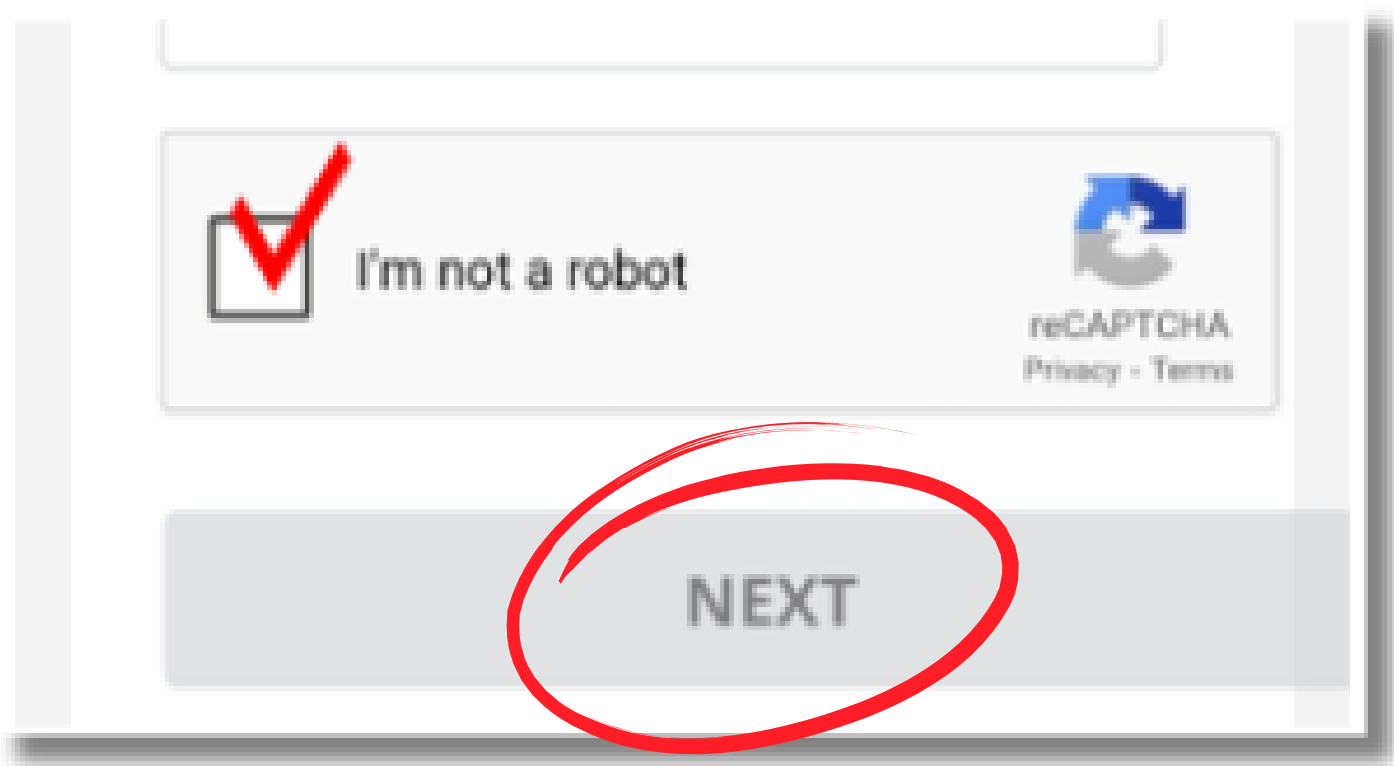
***Answer**

***Second Question**

Pick an option ▾

STEP 6

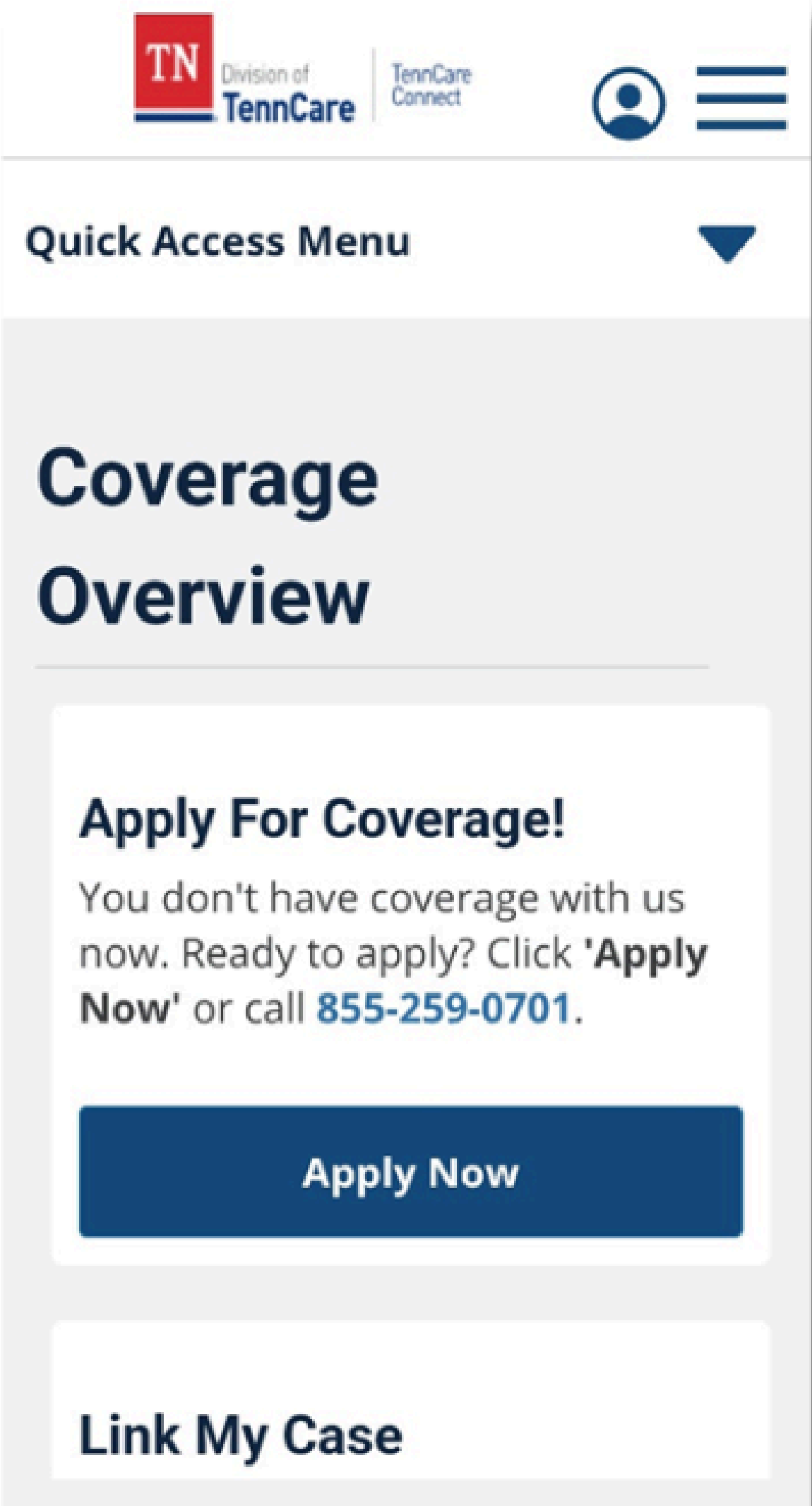
Then click “I am not a robot,” and click “Next”



A screenshot of a web form interface. At the top, there is a text input field. Below it, a reCAPTCHA widget is displayed, featuring a checkbox with a red checkmark and the text "I'm not a robot". To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". Below the reCAPTCHA widget is a large, light gray button with the word "NEXT" in the center. The "NEXT" button is circled with a red oval.

STEP 7

Congratulations! Now you have created your own TennCare Connect Account!



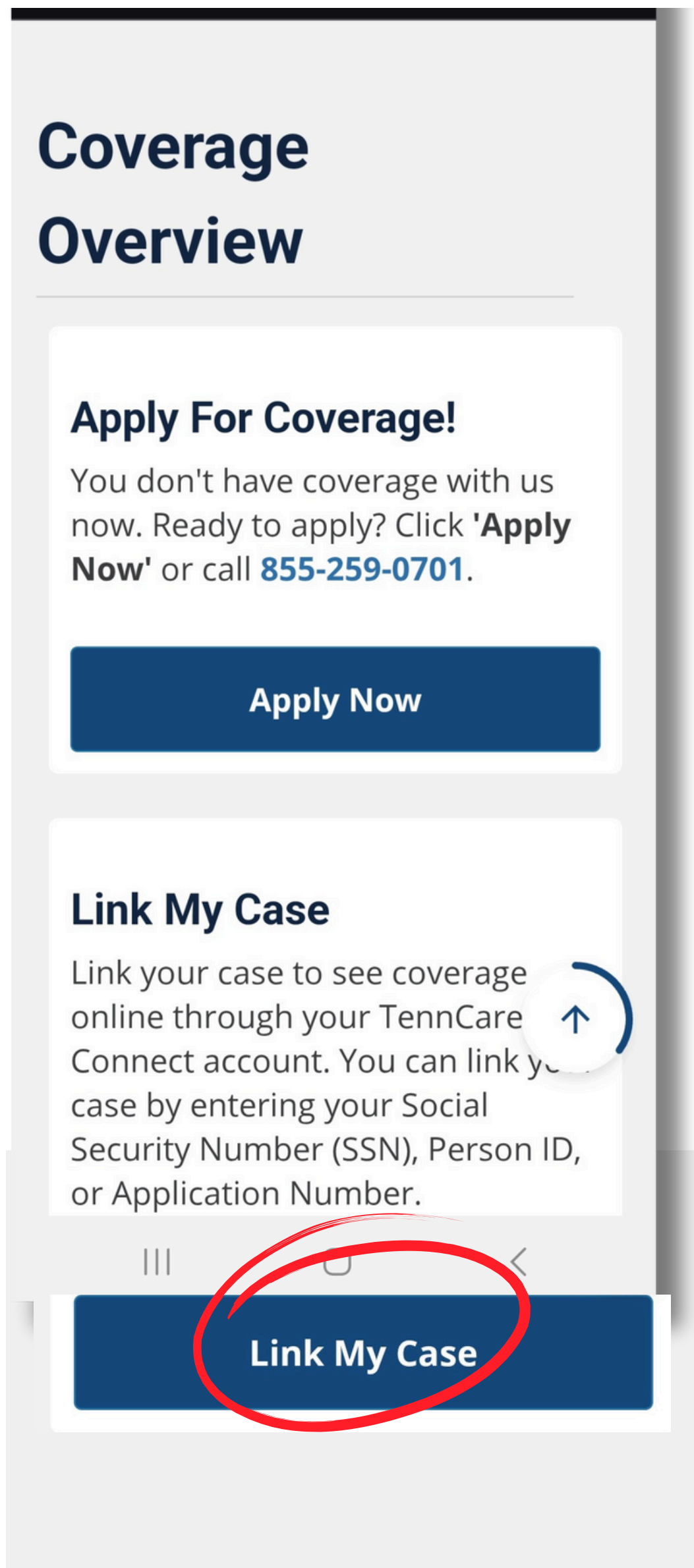
How2

Link Your Case

If you need to link your TennCare Connect account to an existing case within the TennCare system, just follow these steps.

STEP 1

Click “**Link My Case**”



STEP 2

At the bottom of the page, enter the **Date of Birth** for the person listed as Head of Household on your account. Then choose an option.

Link Your Case

Enter your Date of Birth and another search option to help us find your case.

Only one Person ID can be linked to your account. Linking your Head of Household allows you to report changes and renew your coverage when its time. If you link someone who is not the Head of Household, you can only view coverage and letters. This means you can't make changes to your case. Do you need to know who your Head of Household is? Call us at 855-259-0701, Monday - Friday, 7a to 7p CST.

***Date of Birth**

MM/DD/YYYY



***And**

Pick an option



STEP 3

Enter any **one** of the following options:

Application Number, Person ID, or Social Security Number.

Head of Household allows you to report changes and renew your coverage when its time. If you link someone who is not the Head of Household, you can only view coverage and letters. This

Pick an option

Application Number

Person ID

Social Security Number

***And**

Pick an option

STEP 4

Way to go! You will now be directed to your own TennCare record because you have now linked your case!