

**Save the Date**

## TennCare Provider Town Hall

TennCare is hosting a town hall for new providers on **Oct. 23** from **10:30 to 11:30 a.m. CT (11:30 a.m. to 12:30 p.m. ET)**. The topics covered will include onboarding, website navigation, contracting with the managed care organizations and more. Registration is required, so save your spot by filling out TennCare's registration form [here](#).

If you have questions, please email [provider.experience@tn.gov](mailto:provider.experience@tn.gov).

**Long-Term Services and Supports**

## QuILTSS #18 Now in Effect

QuILTSS #18 is underway. A memo outlining changes to this year's satisfaction survey scoring methodology has been released. For details on these updates and the specific requirements for QuILTSS #18, please review the memo and/or view the QBlue webinar recordings available on their portal.

**Important Deadline:** All data submissions for QuILTSS #18 to TennCare via Formstack are due by **Jan. 30, 2026**.

## ERC Audit Updates in PERLSS

Please note that ERC audit reviews conducted by Myers and Stauffer have now been integrated into the QuILTSS ERC module within PERLSS. These changes will apply to the upcoming audit cycle. Providers should have received instructions on accessing related training in PERLSS. If you have not received this information, please contact [ERC.LTSS@tn.gov](mailto:ERC.LTSS@tn.gov) for support.

## NADSP E-Badge Continuing

In 2024, TennCare partnered with the National Alliance for Direct Support Professionals (NADSP) to launch the E-Badge Academy. This program helps strengthen the workforce and elevate the roles of direct support professionals (DSPs), paid caregivers and

frontline supervisors (FLSs) through national certification. The results speak for themselves:

- 96% of participants said they're better able to provide high-quality care
- 90% felt more recognized and valued
- 8% drop in turnover intentions after certification
- 13% increase in long-term career commitment

We are excited that the 114th General Assembly has approved the continuation of the NADSP E-Badge Academy, including financial incentives for meeting quality goals. If you have questions or are interested in participating in the E-Badge Academy, contact any of the Workforce Development Directors at each of the managed care organizations (MCOs). If you have questions or need more information, please reach out to the MCO Workforce Development Directors. Thank you to the hundreds of DSPs, caregivers and supervisors who completed this certification and continue to make a difference every day.

## HCBS Capacity Building Funding Opportunity

If you didn't participate in the 2025 HCBS Capacity Building Funding Opportunity, get ready for the 2026 application.

The Division of TennCare has announced it will invest \$10 million per year over the next five (5) years in home- and community-based service providers (HCBS). Funding opportunities, starting July 1st of each year, are designed to help support providers to expand their capacity to serve both current and new HCBS program members, and to develop and implement quality improvement initiatives. The MCOs are currently reviewing all applications submitted for the 2025 funding opportunity and expect to notify awarded recipients in December (tentative). If you were unable to submit a proposal for the 2025 HCBS Capacity Building Funding Opportunity, the next opportunity will be available in July 2026.

## Looking Ahead to QuILTSS #19

A separate communication has also been issued regarding anticipated updates to the QuILTSS measure and scoring methodology that may take effect with QuILTSS #19, pending rule approval. If you did not receive this communication, please contact [QuILTSS@tn.gov](mailto:QuILTSS@tn.gov) to ensure you are included on the distribution list.

## Appeals

# Member Medical Appeals

When providers submit a medical appeal for prior authorization denials, please include the name of the service that was denied as well as the PA# or medical code. All are required.