

# Updating Individuals' Address in Therap

**Background:** To streamline and align data between TennCare and DIDD, DIDD's Therap implementation uses a data feed from TennCare's systems to automatically populate most demographics data for DIDD individuals supported, in Therap. This also reduces the number of locations where individuals must update their home/ mailing address data for Medicaid services. Therefore, **to update individuals' addresses in Therap, the addresses must be kept up to date with TennCare** (as per Medicaid requirements for services).

*However*, this update process requires individuals' addresses to be updated *instead* with the Social Security Administration **if the individual is receiving SSI benefits**. The updates trickle down to TennCare and then to DIDD's Therap system.

**Summary:** To change an individual supported address in Therap, the individual will need to participate in the call/data updates with either the SSA or TennCare even if there's a conservator. Ensure both residential AND mailing address are updated.

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## *Methods for updating an address in Therap*

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- If the individual *DOES* receive SSI benefits, the individual must update their address with the Social Security Administration directly.
- If the individual does *NOT* receive SSI, the individual (or their family/designee) must update their own address with TennCare.
  - Individuals or their designated representatives may update their information online at the [TennCareConnect portal](#)
  - Information updates may also be accomplished via phone: 1-855-259-0701.
- In instances where a TennCare Partner is authorized (has presumptive eligibility), the Partner may update the individuals' address using the TennCare Access portal.
  - Additional information about [presumptive eligibility](#) for TennCare Partners can be found on TennCare's site.