Tennessee Self-Verification Guide: Detecting Possible Misuse of Benefits and Services in Your Name (Parents & Caregivers)

Last Updated: 2026-01-01

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Devolpment Document: #34966

Tennessee Self-Verification Guide

Detecting Possible Misuse of Benefits and Services in Your Name (Parents, Caregivers, and Guardians)

Prepared by: Tocsin Data

Date: January 1, 2026

Purpose: This document provides a Tennessee-specific, legally safe pathway for parents, caregivers, and guardians to verify whether public benefits or services were billed, paid, or claimed using their own identity or that of a dependent, and outlines official steps to take when discrepancies are identified.

Introduction

Tennessee does not publish a single public, name-searchable clearinghouse that aggregates every benefit payment or health claim. Records are maintained by individual agencies and managed care entities under state and federal confidentiality rules. The recommended approach is **self-verification**: obtain and review official records you are legally entitled to access, document any discrepancies, then escalate concerns through formal dispute and fraud-reporting channels if warranted.

This guide is designed for **parents, caregivers, and guardians**. It does not allege wrongdoing by any person or provider. It is intended to help you locate official resources, request your own records where permitted, and use official reporting pathways.

Section 1 — Licensed / Regulated Child Care Verification (Tennessee DHS)

Child care licensing and oversight in Tennessee is administered through the Tennessee Department of Human Services (TDHS), Division of Child Care and Community Services. Use the official tools below to verify whether a provider is licensed/regulated and to confirm identifying details (name, location, and related licensing information).

1.1 Official provider search (public)

TDHS — Find Child Care (Child Care Locator Map):
https://www.tn.gov/humanservices/for-families/child-care-services/[REDACTED].html **[1]**

1.2 Child Care Services overview (licensing context)

TDHS — Child Care Services (program and licensing overview):
https://www.tn.gov/humanservices/for-families/child-care-services.html **[2]**

Section 2 — Child Care Subsidy / Voucher Verification (Smart Steps / Child Care Certificate Program)

Tennessee provides child care payment assistance through TDHS. If you suspect that child care subsidies or vouchers were used in your name or your child's name, use the official program pages below to identify the correct program, then request case-specific verification through the agency channels provided by TDHS.

2.1 Official program entry point

TDHS — Child Care Payment Assistance (subsidized child care overview):
https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance.html **[3]**

2.2 Smart Steps / Child Care Certificate Program details

TDHS — Child Care Certificate Program (Smart Steps Child Care Payment Assistance):
https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance/child-care-certificate-program.html **[4]**

2.3 What parents/guardians should review (practical checklist)

- Any approval/authorization notices (dates, child identifiers, and provider information).
- Provider identity and license status using the official TDHS locator (Section 1.1). **[1]**
- Service dates and attendance compared to your own calendar/records.
- Whether benefits continued after withdrawal, provider change, or program closure.

Section 3 — Medicaid / Health Claims Verification (TennCare) and Fraud Reporting

TennCare is Tennessee's Medicaid program. Health services billed under TennCare generate claims records. If you suspect services were billed in your name or your child's name, use official TennCare account tools where applicable, and contact your managed care organization (health plan) to request or review claims history and related notices.

3.1 TennCare Connect (account services)

TennCare Connect (online account services):
https://tenncareconnect.tn.gov/ **[5]**
Sign-in:
https://tenncareconnect.tn.gov/signin **[6]**

3.2 MyTennCare login (plan/member access)

MyTennCare Login:
https://mylogin.tenncare.gov/ **[7]**

3.3 Reporting suspected TennCare fraud (official channels)

TennCare — Program Integrity (Fraud and Abuse reporting options, including hotline and online reporting):
https://www.tn.gov/tenncare/fraud-and-abuse/program-integrity.html **[8]**

3.4 Reporting TennCare fraud (forms and additional methods)

State of Tennessee Finance — Report TennCare Fraud (official reporting forms and submission methods):
https://www.tn.gov/finance/looking-for/fa-fraudinfo.html **[9]**

3.5 If you find a questionable claim (safe escalation steps)

- Write down the date of service, provider name, and location shown on the claim/notice.
- Request clarification from your health plan or TennCare resources using the official portals above. **[5] [7]**
- If you still suspect fraud or abuse, report through Program Integrity or official reporting forms. **[8] [9]**

Section 4 — Public Records Requests (Tennessee Public Records Act)

Tennessee public records access is governed by the Tennessee Public Records Act (TPRA). Many records involving minors, individual benefit cases, or health information are protected by confidentiality laws; however, parents/guardians can request records they are legally entitled to receive and request written explanations for denials or redactions.

4.1 Official TPRA guidance (Open Records Counsel)

Tennessee Comptroller — Tennessee Public Records Act FAQs: https://comptroller.tn.gov/office-functions/open-records-counsel/open-meetings/frequently-asked-questions/tennessee-public-records-act-faqs.html **[10]**

4.2 Official statute citation resource

Tennessee Open Records Act (archived legal citation PDF referencing T.C.A. Title 10, Chapter 7, Part 5): https://rda.tnsosfiles.com/legal-citation/1888.legal.pdf **[11]**

4.3 TennCare public records portal (agency-specific requests)

TennCare — Public Records (Public Records Portal for requests/status/responsive records): https://www.tn.gov/tenncare/legal/public-records.html **[12]**

Section 5 — Reporting Suspected Benefit Fraud (Non-Medicaid Programs)

If you suspect misuse of benefits or services (including child care payment assistance), preserve documentation first (letters, notices, provider names, dates, and any case identifiers you lawfully possess), then report through official channels. Avoid sharing unnecessary sensitive information when making an initial report.

5.1 TennCare-related reporting (Program Integrity)

TennCare — Program Integrity (Fraud and Abuse):
https://www.tn.gov/tenncare/fraud-and-abuse/program-integrity.html **[8]**

5.2 Child care payment assistance and provider verification (TDHS)

Use TDHS official pages to confirm program and provider identity before reporting concerns:

- Find Child Care (provider verification):
  [https://www.tn.gov/humanservices/for-families/child-care-services/[REDACTED].html](https://www.tn.gov/humanservices/for-families/child-care-services/[REDACTED].html) **[1]**
- Child Care Payment Assistance:
  https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance.html **[3]**
- Child Care Certificate Program:
  https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance/child-care-certificate-program.html **[4]**

Section 6 — Public "Red Flag" Patterns (For Awareness Only)

The following markers do not prove misconduct, but they can indicate when additional verification is warranted:

- **Date mismatch:** payments/claims on days the child was not in care or not receiving the service.
- **Provider mismatch:** provider listed that the family never used.
- **Duration mismatch:** billing continues after termination/withdrawal.
- **Authorization mismatch:** billed hours exceed authorized hours (or care shown without authorization).
- **Identity mismatch:** records referencing a child/dependent you do not recognize.

Appendix A — Official Tennessee Resources

1. TDHS Find Child Care — [https://www.tn.gov/humanservices/for-families/child-care-services/[REDACTED].html](https://www.tn.gov/humanservices/for-families/child-care-services/[REDACTED].html) **[1]**
2. TDHS Child Care Services — https://www.tn.gov/humanservices/for-families/child-care-services.html **[2]**
3. TDHS Child Care Payment Assistance — https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance.html **[3]**
4. TDHS Child Care Certificate Program — https://www.tn.gov/humanservices/for-families/child-care-services/child-care-payment-assistance/child-care-certificate-program.html **[4]**
5. TennCare Connect — https://tenncareconnect.tn.gov/ **[5]**
6. TennCare Connect Sign-in — https://tenncareconnect.tn.gov/signin **[6]**
7. MyTennCare Login — https://mylogin.tenncare.gov/ **[7]**
8. TennCare Program Integrity (Fraud and Abuse) — https://www.tn.gov/tenncare/fraud-and-abuse/program-integrity.html **[8]**
9. Report TennCare Fraud (Finance) — https://www.tn.gov/finance/looking-for/fa-fraudinfo.html **[9]**
10. TPRA FAQs (Comptroller Open Records Counsel) — https://comptroller.tn.gov/office-functions/open-records-counsel/open-meetings/frequently-asked-questions/tennessee-public-records-act-faqs.html **[10]**
11. Tennessee Open Records Act (legal citation PDF) — https://rda.tnsosfiles.com/legal-citation/1888.legal.pdf **[11]**
12. TennCare Public Records Portal page — https://www.tn.gov/tenncare/legal/public-records.html **[12]**

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This document is provided for general informational purposes only and does not constitute legal advice. Tocsin Data does not make allegations about any specific person, provider, or agency in this document. Verification outcomes depend on program rules, record accuracy, and case-specific facts. If you believe you have identified misuse or fraud, use the official reporting channels listed and/or consult qualified counsel.

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Created: 2026-01-01

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