



**Medicaid and CHIP Operations Group**

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July 1, 2024

Stephen Smith  
Director, Bureau of TennCare  
Deputy Commissioner  
Tennessee Department of Finance and Administration  
310 Great Circle Road  
Nashville, TN 37243

Dear Director Smith,

The Centers for Medicare & Medicaid Services (CMS) is pleased to enclose the summary report of the Health and Welfare Site Review (H&W SR) team visit to Tennessee in March 2024. The focus of the visit was to learn more about your health and welfare operations and systems within your home and community-based services (HCBS) offerings in the state. We appreciated the hard work of your team to arrange meetings with state staff, individuals receiving HCBS services, advocates, case managers, service providers, and other interested parties. Additionally, your team provided extensive information regarding incident management and other health and welfare documentation before and during our visit.

If you have any questions about the enclosed report, please feel free to contact me by telephone at (410) 786-7561. You may also contact Kijhana Glasco at [kijhana.glasco@cms.hhs.gov](mailto:kijhana.glasco@cms.hhs.gov) or at (303) 844-7131.

Sincerely,

A solid black rectangular box redacting the signature of George P. Failla, Jr.

George P. Failla, Jr., Director  
Division of HCBS Operations & Oversight

cc: Katie Evans, Division of TennCare  
Meghann Galland, Division of TennCare  
Shannon Nehus, Division of TennCare  
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