



STATE OF TENNESSEE  
BUREAU OF TENNCARE

**You have a right to fair treatment.**

**If you think you have been treated unfairly,  
this page tells you who to contact.**

**We do not allow unfair treatment in TennCare.**

State and Federal laws protect you from unfair treatment  
No one can treat you in a different way because of your:

- Race                      Birthplace              Sex              Beliefs              Disability
- Color                      Language              Religion              Age

In TennCare, unfair treatment could mean many things. It could mean someone treated you differently because of one of the things listed above. For example:

- Maybe they didn't let you take part in the same things as other people.
- Maybe you did not get the help you needed to get health care.
- Maybe you did not get the health care that you needed.

**Do you think you have been treated unfairly?** You may contact any of the places listed below for help.

You also have the right to file a complaint. By law, no one can get back at you for filing a complaint.

**This is who you can contact if you are treated unfairly under TennCare.**

**Is your problem with your:**

- **Physical health care?**  
Then call your health plan MCO.
- **Mental health care? Then call your MCO.**
- **Dental care? Then call TennDent.**

Call their Member Services Line.  
The number is listed in your Member Handbook.  
Ask to speak with the Non-discrimination  
Compliance Coordinator.

**Bureau of TennCare**

You can call the Office of Non-discrimination at:  
(615) 507-6474.

You can call for free at (855) 857-1673.

You can write to: Office of Non-discrimination  
Bureau of TennCare  
310 Great Circle Road  
Nashville, TN 37247

Fax: (615) 253-2917

TTY: Toll Free – 1-877-779-3103

**U.S. Department of Health & Human Services –  
Office for Civil Rights**

You can call (800) 368-1019 for free.

You can write to:

Director - Office for Civil Rights  
U.S. Department of Human Services  
200 Independence Ave., SW –Room 506 F  
Washington, DC 20201

TDD: (800) 537-7697

**U.S. Department of Health & Human Services –  
Region IV Office for Civil Rights**

You can call: (404) 562-7859.

You can write to:

U.S. DHHS / Region IV Office for Civil Rights  
**61 Forsyth Street, SW - 3rd Floor, Suite 3B70**  
Atlanta, GA 30303  
Fax: (404) 562-7881

**THRC - Tennessee Title VI Compliance  
Program**

You can call (615) 532-4882.

You can write to:

Director  
Andrew Johnson Tower -1<sup>st</sup> Floor  
710 James Robertson Parkway  
Nashville, TN 37243-0635

Fax: (615) 253-1886