



STATE OF TENNESSEE  
**BUREAU OF TENNCARE**  
 P.O. Box 20007  
 NASHVILLE, TENNESSEE 37202

### Do you need special help?

- Call **1-866-311-4287** for free, or
- See the “Do You Need Special Help?” page with this letter.

**Versión en español atrás**

<Bar code>  
 Case Number  
 Enrollee Name  
 Address  
 Address 2  
 City, State, Zip

Date

**This letter is not about your TennCare benefits. This letter is only about how we’ll keep your health facts.**

We know you value the privacy of your **P**rotected **H**ealth **I**nformation (**PHI**). **PHI** is information that identifies you, like your name and date of birth. **PHI** is also information about your health kept in your health care records. We call **PHI** your **health facts**.

On **October 1, 2006**, TennCare will keep your health facts in a statewide electronic health record.

### What’s an electronic health record?

It’s your health facts including your health history that are kept in a computer. We can use it to send your health facts right to your doctors’ office computers.

The electronic health record we’ll use is called the Clinical Health Record™ by Shared Health.

**These pages tell you:**

1. how an electronic health record can help you and your doctors
2. how it will be used in your health care **and**
3. how your health facts will be kept private

### How does this electronic health record help me?

You probably go to more than one doctor for your health care. Sometimes it’s important for your doctors to know about all of the care you’re getting. This electronic health record lets your doctors see the health facts that are listed in your health care record. They won’t have to wait for paper copies. While you’re in their office, your doctor can see:

- other health problems you have and treatment you’ve gotten
- the kinds of medicine you take and
- allergies you have to medicine, food, or things like bee stings or latex

Having these health facts helps you and your doctors make better choices about your care. Remember, the health facts must be in your record for your doctors to see them.

Doctors can also write your prescriptions from their own computers and send them right to your pharmacy. It’s called **ePrescribe** and is part of this electronic health record.

Using ePrescribe will tell your doctors:

- the medicines TennCare pays for
- the medicines that need TennCare's OK and
- the kinds of medicines that can hurt you if you take them together.

### **How do doctors see my electronic health record?**

Wherever you get care, doctors can see your health facts over a secure internet site. BUT, the public **can't** see them. Federal and state laws require all doctors and other health providers to keep your health facts private. TennCare and Shared Health will watch their use too.

### **How will my health facts be kept private?**

Only people we OK (authorized users) can see them.

**Before** doctors or other health providers can see your health facts they must:

- Sign a promise to keep your health facts private
- Use their password (every doctor or provider will have their own) AND
- Follow the federal and state privacy laws

Your health facts **can't** be seen by:

1. the public **or**
2. by doctors or other health providers we don't OK.

### **What kinds of facts are part of the electronic health record?**

- Your name, age, address, telephone number, etc
- Your TennCare ID number (on your TennCare card) and your Social Security Number
- Health problems you have now or have had in the past; including treatment you got
- Medicine you take now or have taken in the past, including medicine you get over the counter (without a prescription) if your doctor lists them in your record
- Children's shot records and Well Child check ups
- Lab results
- Drugs you're allergic to if your doctor lists them in your record
- Primary care doctor's name and address
- Information on your TennCare health plan and benefits

### **What kinds of facts are NOT part of the electronic health record?**

- Facts on new health claims that your doctors haven't turned in yet
- Facts on older health claims before 2004
- Dental facts unless your dental care was given in a hospital
- Over the counter medicine you get without a prescription that your doctor doesn't list in your record
- X-rays and other film and charts (like an EKG or MRI)
- Psychotherapy notes
- Health facts from providers that don't share information with TennCare or Shared Health
- Care you get from a health plan that does not use this electronic health record

### **How do my health facts become a part of the electronic health record?**

When you get health care, your doctor turns in a "health claim" to TennCare. It shows the health problem(s) you were treated for and the date you got care. Most of the facts in your electronic health record come from these health claims.

Some health facts, like lab results or prescriptions, will be added right away. But, it may take several weeks for other kinds of health facts to be added.

And not all of your health facts will be listed in this electronic health record. Your paper health records at your other doctors' offices may have other health facts. So, it's important that you talk with all of your doctors about your health facts.

**Are any kinds of facts BLOCKED from providers using the electronic health record?**

Yes. TennCare will NOT show some kinds of medical facts. These health facts will be **blocked**. Even your health providers who have an **OK** to see your other health facts won't see:

- Genetic testing results – these say if you have a risk that runs in your family for certain health problems (like some kinds of cancer)
- Some kinds of drug and alcohol treatment at clinics who get money from the federal government
- **Are you age 21 or older?** HIV and sexually-transmitted disease (STD) tests and treatment you have at your county Health Department won't show. But, prescription drugs you get for HIV or STDs will show if TennCare pays for them.
- **Are you under age 21?** Wherever you get care, testing and treatment for things like pregnancy, STD, or HIV won't show. And birth control and HIV medicines won't show.

If you have health facts like these, you may want to tell your doctors. These kinds of health facts won't show in this electronic health record.

**Do I have to sign up to have an electronic health record?**

**No.** You don't have to do anything. TennCare will put health facts on all TennCare enrollees into the electronic health record. But, **no one** will see the **blocked** health facts.

**What if I don't want my health facts shared in this electronic health record?**

TennCare will still have your health facts and can share them as allowed by privacy laws.

**BUT**, you can decide not to show the medical health facts in this electronic health record. This is called **opt out**. Health providers won't be able to see your medical health facts:

- when caring for you or
- if you are in an emergency or
- if you are hurt and can't talk to the health providers caring for you or
- if you can't get your health facts because of a natural disaster, like a flood or tornado.

**If I decide to opt out, what will health providers see?** They can still see other health facts like your name, date of birth, or ID number. But the record will say you have decided **not** to show your medical health facts.

To **opt out**, you must ask us in writing. We have an **opt out** page you can use. Call the Family Assistance Service Center at **1-866-311-4287**. They can mail the page to you. OR, go to [www.tn.gov/tenncare/](http://www.tn.gov/tenncare/). Click on **Members** at the top.

You can also ask to opt out on your own paper. Mail it to: TennCare Privacy Officer  
Bureau of TennCare  
P.O. Box 20007  
Nashville, TN 37202

**Remember: you only need to fill out the paper or write to us if you want to **opt out**.**

The information on these pages may change without notice. To be sure you have up to date information, you can:

- Go to [www.tennessee.gov/tenncare](http://www.tennessee.gov/tenncare). Click on **Members** at the top. **OR**
- Call the Family Assistance Service Center for free at **1-866-311-4287**.

**Do you need help with this letter?**

Is it because you have a health, mental health, or learning problem or a disability? **OR**, do you need help in another language? If so, you have a right to get help, and DHS can help you. Call the Family Assistance Service Center for free at **1-866-311-4287**.

- **Do you have a mental illness?** The TennCare Partners Advocacy Line can help you. Call them for free at **1-800-758-1638**.

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

No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help?

You can make a **free call** to the Family Assistance Service Center at **1-866-311-4287**. In Nashville, call **743-2000**.

Attachments:

Do You Need Special Help?	TN A003
Notice of Privacy Practice	TN A109