



Notice of Fair Treatment

Federal and State laws protect your rights. They do not allow anyone to be treated in a different way because of:

- | | | | |
|-------|------------|------------|----------|
| Race | Language | Sex | Age |
| Color | Birthplace | Disability | Religion |

The Cover Tennessee Programs do not deny any person the right to have or work for CoverKids, HealthyTNBabies and AccessTN for the reasons listed above.

These laws give you these rights:

- Title VI of the Civil Rights Act of 1964 (42 USC 2000 *et seq.*),
- Section 504 of the Rehabilitation Act of 1973 (29 USC 794 *et seq.*),
- The Age Discrimination Act of 1975 (42 USC 6101 *et seq.*), and
- The Americans with Disabilities Act (42 USC 12101 *et seq.*).

In CoverKids, being treated differently can mean things like:

- They didn't let you take part in the same things as other people
- You didn't get the help you needed to get your care
- You didn't get the care that you needed

You have the right to make a complaint if you think you are not getting fair treatments. By law, no one can get back at you for making a complaint.

Do you have questions? Need help? Do you want to file a complaint? Please contact:

CoverKids Office of Non-Discrimination Compliance
 Attn: Director of Non-Discrimination Compliance
 310 Great Circle Road, 4th Floor
 Nashville, TN 37243
 Phone: **Toll-Free (855) 286-9085** or **TTY/TDD dial 711** and ask for **(855) 286-9805**
Fax: (615) 253-2917

Do you need help in another language? Language help is free at (800) 758-1638.

- | | | | | |
|------------------|---------------------|----------------|--------------------|-------------------------|
| | العربية | (Arabic); | Bosanski | (Bosnian); |
| كوردی – بادینانی | (Kurdish-Badinani); | كوردی – سۆرانی | (Kurdish- Sorani); | |
| Soomaali | (Somali); | Español | (Spanish); | Người Việt (Vietnamese) |

DentaQuest
 TN CoverKids
 Attn: Customer Service
 12121 North Corporate Parkway
 Mequon, WI 53092
 Customer Service 1-888-291-3766 or TTY/TDD 1-800-466-7566



HOW TO REPORT A DISCRIMINATION COMPLAINT

Do you think you have been treated differently because of your race, color, birthplace, disability, age, sex, or religion? You or someone on your behalf can report a complaint with the CoverKids Program or DentaQuest.

Complaints must be reported by 180 days (6 months) from the date you think you were treated in a different way. You may have more than 180 days to report your complaint if there is a good reason why you waited (like a serious illness or death in your family). The 180-day deadline may be increased if you can give a good reason for the delay in reporting your complaint to your CoverKids Program.

A complaint may be reported by using the complaint page at <http://www.dentaquest.com/state-plans/regions/tennessee/memberpage/member-document/> or by mailing a written complaint. You can write on a plain piece of paper or you can use the discrimination complaint form found on page 16 of this handbook. This information must be on your complaint:

- **Your name, address, social security number, and telephone number.** You must sign your name. If you file a complaint on someone's behalf, include your name, social security number, address, telephone number, and your relationship to that person--example: wife, sister, lawyer, friend.
- **Name and address of the program (CoverKids, DentaQuest) you think treated you in a different way.**
- **How, why, and when you think you were treated in a different way.**
- Tell us as much as you can about the problem, and make sure to give us any other important information.

Do you have questions? Need help? Do you want to file a complaint? Please contact: Call DentaQuest at 1-888-291-3766 for free. Or you can write to:

CoverKids Office of Non-Discrimination Compliance
ATTN: Director of Non-Discrimination Compliance
310 Great Circle Road, 4th Floor
Nashville, TN 37243

Phone: **Toll-Free (855) 286-9085** or **TTY: Toll-Free** dial 711 ask for **(855) 286-9085**
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Soomaali (Somali); Español (Spanish); Người Việt (Vietnamese)
Language help is free at (800) 758-1638.

You can report a complaint to:

DentaQuest

TN CoverKids

Attn: Non-discrimination Compliance Officer

12121 North Corporate Parkway

Mequon, WI 53092

Customer Service 1-888-291-3766 or TTY/TDD 1-800-466-7566

U.S. Department of Health & Human Services

– Region IV Office for Civil Rights

You can call: (800) 368-1019

TDD: (800) 537-7697

You can also write to:

U.S. DHHS / Region IV Office for Civil Rights

61 Forsyth Street, S.W - Suite 16T70

Atlanta, GA 30303-8904

Fax: (404) 562-7881