

Beneficiary Support System

Disability Rights Tennessee (DRT) partners with TennCare. DRT helps people enrolled in the CHOICES, Employment and Community First (ECF) CHOICES, and Katie Beckett programs. They also help people who want to enroll. This is called the Beneficiary Support System.

Here are some ways the Beneficiary Support System can help you:

- Explain TennCare member rights and responsibilities;
- Answer questions about TennCare programs;
- Talk with TennCare on your behalf;
- File and find answers to concerns or complaints;
- File appeals or find out about an appeal you've filed;
- Connect you to help, so you can apply for CHOICES, ECF CHOICES, or Katie Beckett; and,
- Answer other questions about your TennCare benefits or community supports available.

After you contact DRT, your issue will be reviewed by a Benefit Specialist. Here's what can happen next:

- You may get information and resources to help solve your issue;
- Benefit Specialists may begin working to help solve your issue; or,
- You may be referred to TennCare, your TennCare health plan, or someone else for next steps. DRT can help with these next steps.

There is no cost for any services. DRT has interpreter services, translation services, and other aids available. Tell DRT if you need this kind of help.

**Do you need help with your health care, talking with us, or reading what we send you?
Call us for free at: 888-723-8193 (TRS 711)**

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-723-8193.

Kurdish: کوردی

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆراپی، بۆ تۆ بەردەستە. پەیوەندی بە 888-723-8193

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birthplace, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call 888-723-8193 or TennCare 855-857-1673 (TRS 711) for free.