

Civil Rights Notice

- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

**Call us for free at 1-855-259-0701. We can connect you with the free help or service you need.
(For TTY call: 1-800-848-0298)**

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or online. Here are two places where you can file a complaint:

TennCare , Office of Civil Rights Compliance

310 Great Circle Road, Floor 3W
Nashville, Tennessee 37243

Email: HCFA.Fairtreatment@tn.gov

Phone: 1-855-857-1673 (TRS 711)

You can get a complaint form online at:

<http://www.tn.gov/assets/entities/tenncare/attachments/complaintform.pdf>

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

200 Independence Ave SW, Rm 509F, HHH Bldg
Washington, DC 20201

Phone: 1-800-368-1019

(TDD): 1-800-537-7697

You can get a complaint form online at:

<http://www.hhs.gov/ocr/office/file/index.html>

Or you can file a complaint online at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>