

## **Effective Communication Services for Persons with Disabilities**

The Division of TennCare (“TennCare”) ensures that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. This policy tells you about how we ensure effective communication with persons who interact with TennCare.

All written materials contain information on how to obtain free communication assistance called auxiliary aids or services. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other alternative (different) formats.

Information on how to obtain free auxiliary aids or services is included on documents, such as, provider directories, and member handbooks.

TennCare’s Office of Civil Rights Compliance (“OCRC”) reviews the communication needs of our TennCare population and updates and monitors the implementation of this policy and these procedures. Also, OCRC regularly assesses the effectiveness of these procedures, including the quality of the auxiliary aids or services, and resolves complaints filed by persons with disabilities.

On an annual basis, all TennCare staff receive training on TennCare’s nondiscrimination policies and procedures. New hires receive training as part of their onboarding process. All staff receive a training handout that includes information on how to assist persons with disabilities. All staff members have access to TennCare’s Language and Communication Assistance Services Guide on the intranet and can contact OCRC for assistance.

### **Types of help**

Do you need help applying for or renewing your TennCare, requesting auxiliary aids and services, or requesting language services to communicate with TennCare? Call TennCare Connect for free at 855-259-0701.

If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with TennCare’s OCRC by email at [HCFA.fairtreatment@tn.gov](mailto:HCFA.fairtreatment@tn.gov), mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC’s website at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>, or calling 615-507-6474 (TRS 711). If you need help filing a grievance, call TennCare Connect for free at 855-259-0701.