



You have a right to fair treatment.

If you think you have been treated unfairly, this page tells you who to contact.

We do not allow unfair treatment in TennCare.

State and Federal laws protect you from unfair treatment
No one can treat you in a different way because of your:

- Race**
- Birthplace**
- Sex**
- Beliefs**
- Disability**
- Color**
- Language**
- Religion**
- Age**

In TennCare, unfair treatment could mean many things. It could mean someone treated you differently because of one of the things listed above. For example:

- Maybe they didn't let you take part in the same things as other people.
- Maybe you did not get the help you needed to get health care.
- Maybe you did not get the health care that you needed.

Do you think you have been treated unfairly? You may contact any of the places listed below for help.

You also have the right to file a complaint. By law, no one can get back at you for filing a complaint.

This is who you can contact if you are treated unfairly under TennCare.

<p>Is your problem with your:</p> <ul style="list-style-type: none"> • Physical health care? Then call your health plan MCO. • Mental health care? Then call your MCO. • Dental care? Then call DentaQuest. <p>Call their Member Services Line. The number is listed in your Member Handbook. Ask to speak with the Non-discrimination Compliance Coordinator.</p> <p>Bureau of TennCare You can call the Office of Non-discrimination at: (615) 507-6474.</p> <p>You can call for free at (855) 857-1673. You can write to: Office of Non-discrimination Bureau of TennCare 310 Great Circle Road Nashville, TN 37247</p> <p>Fax: (615) 253-2917 TTY: Toll Free - 1-877-779-3103</p>	<p>U.S. Department of Health & Human Services - Office for Civil Rights You can call (800) 368-1019 for free.</p> <p>You can write to: Director - Office for Civil Rights U.S. Department of Human Services 200 Independence Ave., S W -Room 506 F Washington, DC 20201</p> <p>TDD: (800) 537-7697</p> <p>U.S. Department of Health & Human Services - Region IV Office for Civil Rights You can call: (404) 562-7859. You can write to: U.S. DHHS / Region IV Office for Civil Rights 61 Forsyth Street, SW - 3rd Floor, Suite 3870 Atlanta, GA 30303 Fax: (404) 562-7881</p> <p>THRC - Tennessee Title VI Compliance Program You can call (615) 532-4882. You can write to: Director Andrew Johnson Tower -I st Floor 710 James Robertson Parkway Nashville, TN 37243-0635 Fax: (615) 253-1886</p>
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