

How to file a TennCare Eligibility Appeal

There are 2 ways to file a TennCare eligibility appeal:

1. Appeal **by phone** by calling the Family Assistance Service Center at **1-866-311-4287**.
2. **Or, appeal in writing.** You can get an appeal page from DHS. Or, you can write your appeal on plain paper. If you write your appeal on plain paper, **be sure you include:**
 - Your full name (first name, middle initial, last name)
 - Your Social Security Number
 - The names of anyone else in your household with the same problem
 - Your daytime phone number and the best time to call
 - The **specific mistake** you think we made
 - Any proof that shows why you think we made that mistake

Mail your appeal to this address: Tennessee Department of Human Services
Division of Appeals and Hearings
P.O. Box 198996
Nashville, TN 37219-8996

Keep a copy of your appeal. Write down the date that you sent it to DHS.

Or, **fax** your appeal to **1-866-355-6136**. It's a free fax line.

Keep the page that shows your fax went through.

Legal Services or Legal Aid may give you free help with your appeal. To get a list of their offices, call the Family Assistance Service Center for free at **1-866-311-4287**.

Do you need help filing a TennCare eligibility appeal? Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and DHS can help you. Call the Family Assistance Service Center for free at **1-866-311-4287**. Someone who has the legal right to act for you can also file an appeal for you.

Do you have a mental illness and have questions about an eligibility appeal?

The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.