



Do You Need Special Help?

Here are some places you can call for help.

All of these numbers are free calls.

Do you have questions or need help with TennCare? Or, do you need help because you have a health, mental health, learning problem or disability?

- Call **TennCare Connect** at **855-259-0701**.

Do you have a hearing or speech problem and have questions or need help?

- Call the **Tennessee Relay Service (TNRS)** at **800-848-0298**. Ask them to connect you with TennCare Connect at 855-259-0701.

Do you need help with prescription or refills at the drug store?

- First, call **your doctor**. Then, if you still need help call the **TennCare Member Medical Appeals** at **800-878-3192**.

Do you have questions about Medicare for people over age 65 and for the disabled?

- Call Tennessee's **State Health Insurance Assistance Program (SHIP)** at **877-801-0044**.

Do you need help getting health care, mental health care or drug or alcohol treatment?

- First, call **your health plan**. If you still need help call the **TennCare Advocacy Program** at **800-758-1638**.
- Then, if you still need help, call the **TennCare Member Medical Appeals** at **800-878-3192**.

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 855-259-0701.

We can connect you with the free help or service you need. (For TTY call: 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:

Division of TennCare Office of Civil Rights Compliance

310 Great Circle Road

Nashville, Tennessee 37243

Email: HCFA.Fairtreatment@tn.gov

Phone: 855-857-1673 (TRS 711)

You can get a complaint form online at:

<https://tn.gov/content/dam/tn/tenncare/documents/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: 800-368-1019

(TDD): 800-537-7697

You can get a complaint form online at:

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

Or you can file a complaint online at:

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