



TENNESSEE | COMPREHENSIVE AGGREGATE CAP WAIVER
& STATEWIDE WAIVER PROGRAM
COMMUNITY TRANSPORTATION REIMBURSEMENT

Dear Employer:

Welcome to Consumer Direct Care Network Tennessee (CDTN). CDTN is the Fiscal Employer Agent for Employers and Members enrolled in the TennCareSM Comprehensive Aggregate Cap Waiver and Statewide Waiver program.

Forms Required for reimbursement:

- Member Data Form
- Fraud Form
- Direct Deposit Authorization Form

Reimbursement Schedule

Notice of a Community Transportation reimbursement authorization received before 5pm CST Monday are normally processed for payment by the end of the same week. To provide reimbursement CDTN must have an authorization on file.

Questions?

CDTN encourages you to email or call us if you have questions. If needed, CDTN staff are available to help walk you through the forms over the phone.

We look forward to working with you! Welcome to Consumer Direction!

Sincerely,

Consumer Direct Care Network Tennessee



Member Information

Name in Program _____
First
Middle
Last

Member Physical Address _____
(Street address only. No PO Box. This is where service will be provided.)

City _____ State _____ Zip _____ County _____

Phone _____ Email _____
Home
Cell

Yes No I am ok to receive text messages

We may reach out to you via SMS/Text Messaging concerning your services with CDCN. Please note that CDCN will never request sensitive personal information, such as your Social Security Number, banking details, address, or date of birth through text messages. If you receive an SMS message from CDCN and would like to opt-out from future SMS messages, please respond to the initial message with "STOP".

Medicaid ID _____ Gender Male Female

Date of Birth _____ Social Security # ____ - ____ - ____

Prior Fiscal Agent: Yes No – Is Member switching services to CDCN from another Fiscal Agent?
 If yes, Agent Name: _____

Employer of Record (EOR) Information

EOR Relationship to Member Member (self) Other (describe): _____

Name on Social Security Card _____
First
Middle
Last

EOR Physical Address _____
(Street address only. No PO Box. This is where service will be provided.)

City _____ State _____ Zip _____ County _____

EOR Mailing Address (Street or PO Box.) _____

City _____ State _____ Zip _____

Phone _____
Home
Cell
Fax

Date of Birth _____ Social Security # ____ - ____ - ____ Email _____

Email Correspondence: Yes No – I wish to receive documents and information via email when available.

Prior Accounts: Yes No – Does EOR have an existing Sole Proprietor or Household Employer business with established accounts? If yes, please provide confirmation of your Employer Identification Number from the IRS (EIN Certification Letter 147C or EIN Confirmation Letter CP575).

Employer of Record Signature: _____ Date: _____



Statewide (SW) and Comprehensive Aggregate Cap (CAC) 1915(c) Waiver Programs

Consumer Direction Fraud Form – Person Supported and Employer of Record

You're in the SW or CAC 1915(c) Waiver Program. You've chosen to participate in Consumer Direction. Or, you've agreed to be someone's Representative for Consumer Direction. This means you will employ the people who provide support services. The people you hire will work directly for you (instead of an agency).

Before you begin, it's important that you understand things that are **not allowed** in Consumer Direction. If you do those things, you could be charged with Medicaid fraud. Please read this form. You can also go over it with your support broker. To be in Consumer Direction, you must sign at the bottom that you understand. If you have any questions about this form, contact Consumer Direct Care Network Tennessee 1-800-234-1996.

Who You can Hire to be Your Worker:

You may already know who you want to hire to give your support. It could be a friend or family member. BUT, you can't hire your spouse, Power of Attorney (POA), or conservator (unless the court order says you can) to provide support.

AND, you **can't** pay anyone who lives with you to provide Respite.

Paying for Support You Need:

You should **only** pay workers to provide support you need. Don't ever let a worker provide more services than you need, even if they tell you they need the money.

You should only pay workers when you don't have family members, friends, or other people who are willing and able to help you without paying them. This is true whether you are at home or out in the community.

Signing a Service Agreement:

You or your Representative must sign a Service Agreement with each worker you employ. It's like a contract that sets out what each of you agree to do. The Service Agreement must include:

- The services the worker will provide,
- The rate the worker will be paid, and
- Any self-directed healthcare tasks your Worker will help you with.



The services listed in the Service Agreement must be provided **to you** (the person supported) **only**. Workers cannot provide services to your family members, friends, or pets (except for service animals).

AND, workers cannot be paid for services provided while you are in the hospital, Nursing Facility or other inpatient care setting.

What is Medicaid Fraud and Abuse?

Most Consumer Direction Participants and workers are honest. But even a few dishonest people can hurt the Consumer Direction program. People who lie on purpose to get Consumer Direction services may be fined or sent to jail. If you find out about a case of fraud and abuse in the Consumer Direction program, you must tell us about it. But you don't have to tell us your name.

Some examples of fraud include:

- A worker putting time on their timesheet that they did not work.
- Letting your worker put more time on their timesheet without really providing your support.
- Hiring someone who DDA says is not allowed to work for you.

To tell us about fraud and abuse, call Consumer Direct Care Network Tennessee 1-800-234-1996. Here are some other places that you can call or write to report fraud and abuse:

Agency	Phone	Address
Office of Inspector General (OIG)	1-800-433-3982 toll-free	Office of Inspector General P.O. Box 282368 Nashville, TN 37228
Tennessee Bureau of Investigation	1-800-433-5454 toll-free	TBI Medicaid Fraud Control Division 901 R.S. Glass Blvd. Nashville, TN 37216

You can also tell us about fraud and abuse online. Go to <http://tn.gov/tnoig>. Then click on "Report Fraud" on the left-hand side of the page.

To participate in Consumer Direction, you must check each box below AND sign this form. You must tell us you have received and understand this information:

- Workers can only be paid to provide services the person needs and when there is a signed Service Agreement for those services.
- Consumer Direction services can't be provided to anyone but the person who is enrolled in the SW or CAC Waiver Program. This includes the person's spouse, children, or



others who live in the home, including family pets (except for service animals).

Workers can't be paid to provide services while the person receiving services is in the hospital, nursing facility or other inpatient setting.

The person's spouse, Power of Attorney (POA) except with limited exceptions, or Conservator (unless the court order says you can) cannot be paid to provide services.

Violating any of these rules is considered fraud. It could lead to an investigation by the Office of Inspector General (OIG) or the Tennessee Bureau of Investigation Medicaid Fraud Control Division (MFCD). It could also lead to criminal charges.

Is any worker the member's Power of Attorney (POA) or conservator? YES NO

If yes, the conservator, does the court order say that's ok? YES NO

Please attach a copy of the order.

I have read and understand the information in this form:

Person Supported Name

Date of Birth

Employer of Record Signature

____/____/_____
Date





DIRECT DEPOSIT AUTHORIZATION FORM

Table with 2 columns: Member Name, CDTN Member ID #

Consumer Direct Care Network (CDTN) can make weekly direct deposit payments to vendors for services provided. Benefits include:

- Payment goes straight to your bank account.
• No mail delays.
• No trips to the bank to deposit your check.
• No checks lost, misplaced, or stolen.

Information for Individual/Vendor who will be Issued Payment

Individual/Vendor Name: _____ Phone: _____

Email: _____

If I provide my email, I agree to have CDTN email me information.

I authorize CDTN to make deposits to the bank or credit union account named below.

Name of Bank or Credit Union: _____

Account Type (check one): [] Checking [] Savings

Checking Accounts:

Attach (tape) voided check here
Do not attach a deposit slip.

For Savings Accounts: Provide a document from your bank with your account numbers to process direct deposit. Please provide a separate document for larger documents. Do not attach a deposit slip. Deposit slips do not have all the necessary numbers.

If CDTN deposits money into my account by mistake, I give them permission to take it back from my account to fix the error. It's my job to check and confirm each deposit. If there are any fees for not having enough money in my account, I agree to pay them. CDTN can choose not to accept any direct deposit requests. All direct deposits have to go through an Automated Clearing House (ACH). This process follows the rules of ACH and your bank. This agreement will stay in place until I cancel it in writing.

Individual/Vendor Signature

Date

Form submittal: Please email to InfoCDTN@consumerdirectcare.com.





**CAC/SW and SDWP
COMMUNITY TRANSPORTATION PAYMENT REQUEST FORM**

Member Name	CDTN Member ID #	Program Name

Mail/Drop Off: 2 Vantage Way
Suite 250
Nashville, TN 37228

Email:
infoCDTN@consumerdirectcare.com

Fax: 1-800-234-1996

Submit Community
Transportation payment
requests by 5:00 pm CST
Monday.
Consumer Direct Care
Network Tennessee
(CDTN) normally makes
the payment by the end of
the same week.

For Internal Use Only

Member Name & ID

Vendor Name & Address

Serv. Code Matches Auth

Amount approved

Item/Service Authorized

Funds available

- *The payer must authorize CDTN to make payment for all goods and services.*
- *The Member must have approval for the service amount.*
- *Include all receipts and/or invoices with this form.*
- *CDTN may send this form back for needed corrections. This may result in delay of payment.*
- *If funds are deposited to my account in error, or an improper payment is made, I authorize CDTN to debit my account to correct the error. If my account cannot be debited due to closure or insufficient balance, then CDTN may withhold future payments until the erroneous deposited amounts are repaid.*

Date of Service	Description of Transportation	Total Dollar Amount

Please attach a copy of the voided receipt for the service provided from the vendor if applicable.

I approve CDTN to make payment to the person/vendor named above. I confirm the information above is accurate. I know making intentional false statements is considered fraud. This may result in dismissal from the program and/or criminal prosecution.

_____ /_____/_____
Member/Employer of Record Signature Print Name Date (mm/dd/yyyy)





CAC/SW and SDWP
COMMUNITY TRANSPORTATION PAYMENT REQUEST FORM

Member Name	CDTN Member ID #	Program Name

Date of Service	Description of Transportation	Total Dollar Amount

Please attach a copy of the voided receipt for the service provided from the vendor if applicable.

I approve CDTN to make payment to the person/vendor named above. I confirm the information above is accurate. I know making intentional false statements is considered fraud. This may result in dismissal from the program and/or criminal prosecution.

_____ / ____ / _____
Member/Employer of Record Signature Print Name Date (mm/dd/yyyy)



Do you need free language or an auxiliary aid or service?

If you speak a language other than English, help in your language is available for free. We have free interpretation and translation services to help you. We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 855-259-0701 (TRS: 711 or TTY:866-503-0264)

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al -

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Arabic: ربيّة علّا

وظة حلم: اذا ملكنته غللا ربيّة علّا اتمدخ دة عاسملا وبيغلا رة فوتم كذا انجام. اتصل مقبر:

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Chinese: 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

- CDTN Wellpoint: 888-398-0664 (TRS:711)
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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số

- CDTN Wellpoint: 888-398-0664 (TRS:711)
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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오.

- CDTN Wellpoint: 888-398-0664 (TRS:711)
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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Amharic: አማርኛ

ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ

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- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ

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- CDTN TennCare DDA: 888-450-3242 (TRS:711)

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer:

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Tagalog: Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
पर कॉल करें।

- CDTN Wellpoint: 888-398-0664 (TRS:711)
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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Звоните

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Japanese: 日本語

「日本語を話す方は、通訳や翻訳などの言語支援サービスを無料で利用できます」

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Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرید.

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- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Notice of Nondiscrimination

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help You Can Get

Disability Related Help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. 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 formats.

Language Help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters and
- Translations - Information written in other languages.

Who to Contact

TennCare Connect

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

TennCare's Office of Civil Rights Compliance

- Reasonable Modifications
If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").
- Grievance/Complaint
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, 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.

More Information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

1. Website Requirements

The following LCAS notice and nondiscrimination notice must be placed on your website in a location that is prominent and easily accessible for applicants and members to link to from your home page. The information must be provided in a format that can be electronically saved and printed. If a member or applicant requests that you mail them a copy of the following information, you must mail this information to them within five (5) days of that request.

The home page link to the following language assistance information must read "Language and Communication Help" in a noticeable location on the home page that directs the individual to the full text of the following information:

Language and Communication Help:

Do you need free language or an auxiliary aid or service?

If you speak a language other than English, help in your language is available for free. We have free interpretation and translation services to help you. We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 855-259-0701 (TRS: 711 or TTY:866-503-0264)

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al

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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Arabic: ربيّة عّلا

وظة حلم: اذا ملكنته عّلا اتمدخ ده عاسملا وبة عّلا رة فوتم لك انجام. اتصل مقبر: 1-800-

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
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- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số

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- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
번으로 전화해 주십시오.

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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le

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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Amharic: አማርኛ

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ

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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711) .

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા છે, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો

- CDTN Wellpoint: 888-398-0664 (TRS:711)
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- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DDA: 888-450-3242 (TRS:711)

Laotian: ພາສາລາວ

ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທສ

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German: Deutsch

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Tagalog: Tagalog

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Hindi: हिंदी

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पर कॉल करें।

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Russian: Русский

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Звоните

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Japanese: 日本語

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Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرید.

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The home page weblink to the following information shall read **“Nondiscrimination Notice”**:

Notice of Nondiscrimination

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people

or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help You Can Get

Disability Related Help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. 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 formats.

Language Help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters and
- Translations - Information written in other languages.

Who to Contact

TennCare Connect

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

TennCare's Office of Civil Rights Compliance

- Reasonable Modifications
If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").
- Grievance/Complaint
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, 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.

More Information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

2. Written Materials

The below tagline/combined notice must be included on vital documents and written materials that are critical to obtaining services, including, at a minimum, provider directories, enrollee handbooks, newsletters, appeal and grievance notices, denial and termination notices, notice of nondiscrimination, notice of privacy practices, application and intake forms, explanation of benefits, communications about a person's rights, eligibility, benefits or services that require or request a response from a participant (includes providers), beneficiary, enrollee, or applicant, communications related to a public health emergency, experience surveys, consent forms and instructions related to medical procedures or operations, medical power of attorney, or living will (with an option of providing only one notice for all documents bundled together), discharge papers, complaint forms, and communications related to the cost and payment of care with respect to an individual, including medical billing and collections materials, and good faith estimates required by section 2799B-6 of the Public Health Service Act.

Do you need help?

We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 855-259-0701 (TRS: 711) If you speak a language other than English, help in your language is available for free. We have free interpretation and translation services to help you.

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (TRS/TTY:866-503-0264).

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Arabic: ربيّةعلا

وظةحلم: اذا ملكنتت عغللا ربيّةعلا اتمدخدةعاسملا ويّعغللا رةفوتم كئلا انجام. اتصل مقبر:

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Chinese: 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

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Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số.

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Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오.

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French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le

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Amharic: አማርኛ

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ.

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Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો

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The Beneficiary [Support](#) System (BSS) helps people who are enrolled in the CHOICES, Employment and Community First (ECF) CHOICES, and the Katie Beckett program. They also help people who want to enroll into these programs. For help call 888-723-8193.

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. If you need reasonable modifications or think you were treated differently, or discriminated against you can file a grievance (complaint) with TennCare's Office of Civil Rights Compliance at HCFA.fairtreatment@tn.gov, <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>, 310 Great Circle Road Floor 3W, Nashville, TN 37243, or calling 615-507-6474 (TRS 711). Need help filing a grievance? Call TennCare Connect at 855-259-0701.