

## Consumer Direction Hourly Rates

As the employer you have to set your workers' wages using hourly rates approved by TennCare. Below is a chart that shows you the updated rates, as applicable, and what your options are for paying your workers. You can pick a rate that does not exceed the max rate allowed for the type of service that your worker is providing.

### Examples of Employee Wage and Cost to Your Budget

Type of Service	Service Code	Average Gross Hourly Rate	Average Gross Hourly Rate to Employer	Max Gross Hourly Rate	Max Gross Hourly Rate to Employer
Personal Assistance	T1019-UC	\$12.89	\$14.36	\$21.04	\$23.44
In-Home Respite	S9125-U1-UC/H0045-U1-UC	\$18.34	\$20.44	\$18.34	\$20.44
16-24 Hours/day Respite	S9215 U2 UC/H0045 U2-UC	\$203.05	\$226.26	\$203.05	\$226.26
24 Hours Awake Respite	S9215 U3 UC/H0045 U3-UC	\$240.54	\$268.03	\$240.54	\$268.03
FMAP Respite	S9125-U2-UC U6	\$203.05	\$226.26	\$203.05	\$226.26

**For example:** If you want to pay your employee \$12.89 an hour for Personal Assistance, then \$14.36 an hour is charged to your budget.

Transportation	Service Code	Unit Rate	Max unit Rate
Individual	T2002-UC	\$7.13	\$7.13

**\*\*Note -** The IRS has criteria to determine if your workers are exempt from certain federal taxes (FICA & FUTA) based on the employer/employee relationship. The IRS requires your worker take the exemption if the worker is your child, your parent, or your spouse. This means their net pay amount will be closer to their gross pay amount. However, no taxes will be paid into Social Security or Medicare for them.

**Do you need free help with this letter?**

**If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.**

**Spanish: Español**

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

- 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)

**Kurdish: کوردی**

ئاگاداری: ئهگهر به زمانی کوردی فهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بو تو بهرهدهسته.

- 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: ربيّةعلا**

وظةعلم: اذا ملكنت عغلا ربيّةعلا اتمدخ دةعاسملا وبةغلا رفوتم كل انجام.

- 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。

- 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)

**Vietnamese: Tiếng Việt**

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

- 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)

**Korean: 한국어**

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

- 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)

<b>French:</b>	<b>Français</b>
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	
<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>	
<b>Amharic:</b>	<b>አማርኛ</b>
ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል።	

<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (መስማት ለተሰናዥው:TRS:711 )</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (መስማት ለተሰናዥው:TRS:711 )</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (መስማት ለተሰናዥው:TRS:711 )</li> <li>- CDTN TennCare DDA: 888-450-3242 (መስማት ለተሰናዥው:TRS:711 )</li> </ul>	
---	--

<b>Gujarati:</b>	<b>ગુજરાતી</b>
સુચના: જો તમે ગુજરાતી બોલતા હો, તો ્ન:શુદ્ધ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.	
<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>	

<b>Laotian:</b>	<b>ພາສາລາວ</b>
ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ອັດຕະໂນພາສາ ໂດຍບໍ່ເສັຽຄ່າ ຄຸ້ມ ນມີ ພ້ອມໃຫ້ ທ່ານ	
<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>	

<b>German:</b>	<b>Deutsch</b>
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.	
<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>	

<b>Tagalog:</b>	<b>Tagalog</b>
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.	
<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>	

<p><b>Hindi:</b>                    हिंदी</p> <p>आनंद: िन्द आप िंहदी बोलते ह तो आपके िंलए मु म भाषा सहायता सेवाएं उपल ह।</p> <ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>
<p><b>Serbo-Croatian:    Srpsko-hrvatski</b></p> <p>OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.</p> <ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711 )</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711 )</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711 )</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711 )</li> </ul>
<p><b>Russian:</b>                Русский</p> <p>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.</p>

<ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>
---

<p><b>Nepali:</b>                नेपाली</p> <p>आन िन्दनुहोस: तपाइ ले नेपाली बोनु छ भने तपाइ को िंन भाषा सहायता सेवाह िंन: शु पमा उपल।</p> <ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>
---

<p><b>Persian:</b>                فارسی</p> <p>توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.</p> <ul style="list-style-type: none"> <li>- CDTN Wellpoint: 888-398-0664 (TRS:711)</li> <li>- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)</li> <li>- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)</li> <li>- CDTN TennCare DDA: 888-450-3242 (TRS:711)</li> </ul>
--

- 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. We can connect you with the free help or service you need. (For TRS call: 711)



## SELF DETERMINATION WAIVER PROGRAM SERVICES AND RATES

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

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 by phone. Here are three places where you can file a complaint:



## SELF DETERMINATION WAIVER PROGRAM SERVICES AND RATES

<p>TennCare Office of Civil Rights Compliance 310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: <a href="mailto:HCFA.Fairtreatment@tn.gov">HCFA.Fairtreatment@tn.gov</a> Phone: 855-857-1673 (TRS 711)</p> <p>You can get a complaint form online at: <a href="https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html">https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html</a></p>	<p>MCO/Contractor Information</p> <p>Wellpoint Phone: 800-600-4441 (TRS 711)</p> <p>BlueCare Tennessee Phone: 800-468-9698 (TRS 711: 888-418-0008)</p> <p>UnitedHealthcare Phone: 888-383-9253 (TRS 711)</p>	<p>U.S. Department of Health &amp; Human Services Office for Civil Rights 200 Independence Ave SW, Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 (TDD): 800-537-7697</p> <p>You can get a complaint form online at: <a href="http://www.hhs.gov/ocr/office/file/index.html">www.hhs.gov/ocr/office/file/index.html</a> Or you can file a complaint online at: <a href="http://ocrportal.hhs.gov/ocr/portal/lobby.jsf">ocrportal.hhs.gov/ocr/portal/lobby.jsf</a></p>
--	--	--