



BlueCareSM
TennCareSelect
bluecare.bcbst.com

BlueCross BlueShield of Tennessee
Privacy Office
1 Cameron Hill Circle
Chattanooga, TN 37402
Phone: 1-888-455-3824
e-mail: privacy_office@bcbst.com

You do not have to do anything with this letter. It is for your information.

For Your Protection: THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. IT ALSO TELLS HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Facts About Your Health Are Private

The law says that we must keep facts about your health private. It also says we must give you this notice.

Selling your health information is not allowed.

Here are the rules that we must follow to keep facts about your health private. Everyone who works with us must agree to follow these rules. These rules can change. If important changes are made, we will tell you.

The Facts We Have About You and Your Health

When you applied for TennCare, you gave us certain facts. We have facts like your name, where you live and your income. Your application also allowed us to get facts about your health.

These are facts such as:

- A list of all the health services and treatments that you get
- Notes or records from your doctor, drugstore, hospital or other health care providers
- Lists of illnesses you now have or have had before
- Lists of the medicine you take now or have taken before
- Results from x-rays and lab tests

The Facts We Have About You and Your Health

We must share facts about your health to run our program.

We share it with:

- Your health plan. (Health plans cannot use your genetic health facts against you to decide your coverage)
- Other government agencies.
- Private companies.
- Health care providers.

We share facts about your health so you can get the health care you need.

When you applied for TennCare, you did NOT give your OK to share facts about your health with everyone. We will sometimes need your written OK to share these facts.

When we need your OK, we must ask for it on a written form. We call this an authorization form. You can take back the OK that you give us on that form at any time. If you want to take back your OK, you must tell us in writing.

TennCare shares facts about you only as the law allows.

This is why we would share facts about you:

- **To make sure that you get the medical treatment you need.**
- **To get payment to your health plan and health care providers.**
- **To both run and check on our program.**
This helps us be sure that you get quality care from your health plan and health care providers.
- **To tell your family or others who are involved in your care.**
You may ask us not to tell them your information. We will agree if we can.
If you are a minor child or in an emergency, we might not be able to agree.
- **To law enforcement or for legal reasons.**
- **To the court when the law says we must or are ordered to do so.**
If you file a TennCare appeal, we may share facts about you.
Other people may also be in court during your appeal hearing.
- **To help if anyone's health or safety is in danger.**
- **To update records used by public health agencies.**
These are things like updating records for births and deaths or to track diseases.
- **To check how health programs are working.**
Your facts may help us find insurance fraud.
- **To report cases of abuse or neglect.**
- **To report facts to a coroner, funeral home, or people dealing with organ transplants.**
- **To medical research organizations.**
They must keep facts about you private.
We may also do it if we take out the facts that tell who you are.
- **To obey laws on workers' compensation.**
- **To other government agencies.**
These would be agencies like those for military and veterans' activities, national security activities and correctional institutions.
- **To people that need to make sure you are on TennCare.**
- **To you for appointments and other health information.**
We may send you reminders for checkups. We may also send you information about health services that may interest you.

Your Health Information Rights

You have the right to:

- **You have the right to know if your information has been shared wrongly.**
- **You have the choice not to take part in communications asking for money.**
- **See and get copies of your records.**
If you want a copy, you must ask for it in writing.
You cannot get a copy of certain facts.
If we deny your request, we will send you a letter that tells you why.
- **Talk to TennCare about how we share your information.**
- **Ask us to change health information that is wrong.**
You must ask us in writing. You must give us a reason why we need to change it.
We may not be able to agree to the change.
- **Ask us for a list of who got your health information.**
The list will tell you who got your information after April 14, 2003.
You must ask us in writing for a copy.
The law says that we do not have to give you a list when:
 - **We have your OK to give it out, or**
 - **We use it to help you get health care, or**
 - **We use it to help with payment for your care, or**
 - **We use it to run our program.**
- **Ask us not to share certain facts about your health.**
You must ask us in writing. You must tell us:
 - What facts you do not want shared, and
 - With whom you do not want us not to share those facts.

There may be some cases when we cannot agree to your request.
- **Take back your OK.**
If we ask you to sign an authorization form, you can take it back at any time.
You must do it in writing. This will not change any facts that we have already shared.
- **Ask us to contact you in a different way or in a different place.**
You must tell us that you would be put in danger if we kept writing or talking to you about your health in the same place. You must ask us in writing.
- **Ask for a new notice of our privacy practices.**
The notice is also on our Web site at <http://www.state.tn.us/tenncare>

Questions or Complaints

Do you have questions? Do you think that your privacy rights have been violated?

You may contact the following:

TennCare Information Line at **1-800-342-3145**.

Or

BlueCare Tennessee

Attn: Privacy Office

1 Cameron Hill Circle

Chattanooga, TN 37402

Phone: **1-888-455-3824**

Fax: 1-423-535-1976

e-mail: Privacy_Office@BCBST.com

Or

U.S. Department of Health and Human Services

Atlanta Federal Center Suite 3B70

61 Forsyth Street, SW

Atlanta, GA 30303-0064

1-404-562-7886

You will not be punished if you complain or ask for help.



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¿Habla español y necesita ayuda con esta carta? Llámenos gratis al BlueCare 1-800-468-9698.

Llámenos gratis al TennCareSelect 1-800-263-5479.

We do not allow unfair treatment in TennCare.

No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Family Assistance Service Center for free at **1-866-311-4287**. In Nashville, call **743-2000**.

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our **TTY/TDD** number is **1-800-226-1958**.

Need help in another language?

You can call **TennCareSelect** for assistance in any language at **1-800-263-5479**. Call **BlueCare** for assistance in any language at **1-800-468-9698**. Interpretation and translation services are free to TennCare members.

Do you need help with this information?

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 we can help you. Call **BlueCare** Customer Service at **1-800-468-9698** for more information. Call **TennCareSelect** Customer Service at **1-800-263-5479** for more information.

Do you have a **mental illness and need help with this information?** The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.

BlueCare Tennessee and BlueCare are Independent Licensees of the BlueCross BlueShield Association.