



BlueCare<sup>SM</sup>  
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

**Request for Limited Use and Disclosure  
of My Health Records**

|   |       |                |                               |       |      |
|---|-------|----------------|-------------------------------|-------|------|
| <b>Full Name of Enrollee (Please print)</b>                                       |       |                | <b>Date of Birth</b>          |       |      |
| Last  | First | Middle Initial | Month /                       | Day / | Year |
| <b>Current Full Mailing Address</b>   |       |                | <b>Social Security Number</b> |       |      |
| (PO Box, Rural Route, Apartment Number, Lot Number, Street Number and Name, etc.) |       |                |                               |       |      |
| .....   |       |                | <b>Daytime Phone Number</b>   |       |      |
| City  | State | Zip Code       | ( )                           |       |      |

**I am asking BlueCare/TennCareSelect to limit the use and disclosure of my health information on file.**

**I understand that:**

- BlueCare/TennCareSelect will consider my request.
- BlueCare/TennCareSelect does not usually have to agree with my request.
- BlueCare/TennCareSelect may need my OK to use and disclose information for some services. Without my OK, BlueCare/ TennCareSelect may not be able to see if I qualify for services.

**I am asking to limit the use and disclosure of the record of my health information**

- Tell us what you want limited.
- Write on more pages if necessary.
- Attach it to this page when you send it back.

**This is why I want the information limited:**

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**Sign here: X** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Your Right to Change Information in your Record**

- You have a right to ask for limited use and disclosure of your information.
- You have a right to have an answer to your request within 60 days. We will tell you if there is a delay in getting you an answer. The delay cannot be more than 30 days. You will get an answer in writing either way.
- If we agree to your request, the use and disclosure of your information will be limited.
- If you ask to end the limitation, we can end our agreement to limit your information. Both of these agreements must be in writing. They will be put in your record. If we have information that was created or received while the limit was in place, it will stay there. It will still be part of the earlier limitation.

**You have a right to file a privacy complaint.**

Do you have questions? Do you think that your privacy rights have been violated? If you have a question or a complaint, you can contact one of these offices. TennCare Information Line at 1-800-342-3145, Or

**Bureau of TennCare**

Attn: Privacy Office  
310 Great Circle Road  
Nashville, TN 37243  
Phone: 1-866-797-9469  
Fax: 1-615-532-7322

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.**

PLEASE DO NOT WRITE BELOW THIS LINE

**For BlueCare /TennCareSelect Use Only**

|  |                |
|--|----------------|
| Location of Record:                              | Record Holder: |
| <input type="checkbox"/> Approved _____          |                |
| <input type="checkbox"/> Denied _____            |                |
| <input type="checkbox"/> Delayed _____           |                |
| If delayed, we will act on your request by _____ |                |
| Comments _____                                   |                |
| _____  |                |
| _____  |                |
| BlueCare/TennCareSelect Representative Signature | Date           |

**¿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 Tennessee Health Connection for free at **1-855-259-0701**. In Nashville, call **743-2000**.

If you have a hearing or speech problem you can call us on a TTY/TDD machine.  
Our TTY number is **711** and ask for **1-888-418-0008**.

**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.

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