



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

Request to Look at My Health Records

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

If you are asking to look at your records with the BlueCare/TennCareSelect, these are things that you need to know.

- You may ask to look at or get information about yourself that is in our records.
- We cannot give you access to psychotherapy notes.
- We may tell you that you cannot see certain information. If we get information from someone who is not a health care provider, we must turn you down. We must do this if the law makes us keep it private. We cannot give you access to fraud or abuse compliance records.

I am asking for access to my information for this time period: _____ to _____

Sign here: **X** _____ Date: _____

Your Right to See and Get Copies of your Records:

- You have a right to ask to look at or get information about yourself that is in our records.
- You have a right to have an answer to your request within 30 days. If the information is not in our office, you will get an answer within 60 days. We will tell you if there is a delay in getting your information. The delay cannot be more than 30 days. You will get an answer in writing either way.
- If you have asked for the same information within the past year, a fee may be charged.
- If professionals involved in your care believe that getting this information could be harmful to you or others, your request may be denied.
- The reviewer must decide whether to approve or deny your request. He must do this within a reasonable time. You will get an answer in writing. The answer will include the reason for the decision.

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:
Request received: <input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> Letter <input type="checkbox"/> Fax	
<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 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.

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