



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

Documentation of Privacy Complaint

Date Privacy Complaint Received:		
Individual Reporting Complaint:		
Complaint Filed on Behalf of:		
Relationship to Aggrieved Individual:		
Complaint was received: <input type="checkbox"/> Orally <input type="checkbox"/> In Writing (<i>See attached</i>)		
Nature of complaint (<i>attach additional pages as necessary</i>):		
Complaint involved:	Name	Unit
<input type="checkbox"/> Employee:		
<input type="checkbox"/> Member of workforce:		
<input type="checkbox"/> Business Associate:		
Results of investigation:		
If complaint was against employee or other member of workforce, describe any sanctions that were taken against the employee or member of workforce:		

If complaint was against business associate, describe actions taken:

Business Associate was contacted, and agreed to the following:

Business Associate was contacted, but refused to make changes to cure the breach.
Agreement with Business Associate was terminated on:

Determination was made that there were no options other than using this Business Associate.
The DHHS Secretary was contacted and advised of such in writing. *(copy attached)*.

List any steps taken to mitigate past or future harm to the aggrieved:

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.

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