



BlueCare<sup>SM</sup>  
 TennCareSelect  
 bluecare.bcbst.com

BlueCross BlueShield of Tennessee  
 Privacy Office  
 1 Cameron Hill Circle  
 Chattanooga, TN 37402

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## Disclosure of Enrollee Protected Health Information (PHI)

<b>Name:</b>	<b>ID Number:</b>
<b>Record Holder:</b>	<b>Location of Record:</b>

<b>Name of Person/Entity Disclosing PHI</b>	<b>Date Disclosed:</b>	<b>PHI/Information Disclosed:</b>
	/ /	
<b>Name of Person/Entity Receiving PHI</b>		
<b>Address Person/Entity Receiving PHI</b>		<b>Reason Disclosed:</b>
(PO Box, Rural Route, Apartment Number, Lot Number, Street Number and Name, etc.)		
City	State	
	Zip Code	
<b>Name of Person/Entity Disclosing PHI</b>	<b>Date Disclosed:</b>	<b>PHI/Information Disclosed:</b>
	/ /	
<b>Name of Person/Entity Receiving PHI</b>		
<b>Address Person/Entity Receiving PHI</b>		<b>Reason Disclosed:</b>
(PO Box, Rural Route, Apartment Number, Lot Number, Street Number and Name, etc.)		
City	State	
	Zip Code	

## Facts about Disclosure of Health Information

The law says that we do not have to tell you about every disclosure that we may make of your health information. Here is a list of reasons for disclosure that we do not have to tell you about.

1. Routine disclosures for payment, treatment and health care operations;
2. Disclosures to you, the enrollee;
3. Disclosures during the normal course of business (For instance - A member of the public accidentally overhears a comment by a member of our staff in the normal course of business. Every precaution has been taken to limit this risk, but we cannot always keep this from happening. The federal government understands.);
4. Any disclosure for which you signed an authorization form;
5. Disclosures made to people directly involved in getting you proper care and/or services;
6. Disclosures made for reasons of national security or intelligence;
7. Disclosures made more than six (6) years before your request;
8. Disclosures made to law enforcement officials. This can happen if the subject is an inmate in a correctional facility or when the enrollee is the subject of a fraud or abuse compliance investigation; and
9. A disclosure in which all data that identifies you as a specific person has been removed.

Some disclosures may be excluded for a time. Law enforcement or a health oversight agency can make this request. It may not appear on this list, but may appear on a later one.

**Do you need help? Do have more questions?  
You can call the TennCare Information Line at 1-800-342-3145.  
It is a free call.**

**¿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.**