



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 a List of Disclosures  
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 for a list of disclosures of my health information on file.

I want information from \_\_\_\_\_ to \_\_\_\_\_.

Note: Information cannot be requested for dates more than 6 years from the date of your request.

I understand that:

- The list is free one time in any 12-month period.
- BlueCare/TennCareSelect may charge for more lists in the same 12-month period.
- BlueCare/TennCareSelect will not list disclosures that were made more than 6 years before my request.
- BlueCare/TennCareSelect will only list disclosures of protected health information not related to treatment, payment or health care operations.
- BlueCare/TennCareSelect will not list disclosures made for fraud or abuse compliance.
- BlueCare/TennCareSelect will not list any disclosures that you have authorized.

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

**Your Right to an Accounting of Disclosures:**

- You have a right to ask for a list of disclosures made by BlueCare/TennCareSelect 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.
- Your request and our answer will be kept in your record.
- The first list you request in a 12-month period will be free.
- After the first list, you may be charged for more requests in that same 12-month period. 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:
<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.**