



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 Change 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	()		

I am asking BlueCare/TennCareSelect to make a change to my health information on file. I understand that:

- BlueCare/TennCareSelect cannot make a change to records that BlueCare/TennCareSelect did not create.
- BlueCare/TennCareSelect will only change records if they are incomplete or wrong.
- I must give proof of the change I want made to my record. Any proof you can show us will help us understand the facts about your case. Attach it to this page when you send it back. Write on more pages if necessary.

I am asking for this change to be made to the record of my health information:

This is why I want the information limited:

Sign here: X _____ Date: _____

Your Right to Change Information in your Record

- You have a right to ask for changes to information we have about you.
- You have a right to have an answer within 60 days.
- If there are delays in getting you the answer, you will get a letter.
The delay cannot be more than 30 days. You will get an answer in writing.

What if you do not agree with our answer?

If you do not agree, you can write another letter. It should say why you think your information should have been changed. We will keep your letter(s) with your record. We may also write a reply to your letter(s). A copy of our reply will be put in your record and you will get a copy. Anytime your record is shared, we will include both your letter(s) and our reply. We will only send these things if the information shared is on the same subject as your letter(s).

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.