

## ***Request to Change the Way or Place Where BlueCare/TennCareSelect Communicates with me About My Health Records.***

### **Enrollee Information**

Insert information about the individual whose information will be changed.

**Name**

**Address**

**Date of Birth**

MM DD YYYY

**Social Security Number**

**Phone Number**

### **Requesting Information**

**If you are asking to get information about your health from BlueCare/TennCareSelect in a different way or at a different place, these are things that you need to know**

- We will look at what you ask if you ask us by phone, in person or in writing.
- To get your information at a place where you do not live, you must tell us certain facts.
- These are examples. If we do not agree to your request:
  - You will be put in danger; or
  - Your health facts will not be protected.

**I am asking to get information about my health from BlueCare/TennCareSelect at a different place. I want to get my information at this place and/or number.**

(PO Box, Rural Route, Apartment Number, Lot Number, Street Number and Name, etc.)

City State Zip Code

**Phone Number**

**Fax Number**

**Please tell us why you are asking for this change.**

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**Tell us why you will be in danger or not protected if this change is not made.**

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

## 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

### BlueCross BlueShield of Tennessee

Privacy Office  
1 Cameron Hill Circle  
Chattanooga, TN 37402  
Phone: 1-888-455-3824  
e-mail: [privacy\\_office@bcbst.com](mailto:privacy_office@bcbst.com)

### U.S. Department of Health and Human Services

Atlanta Federal Center Suite 3B70  
61 Forsyth Street, SW  
Atlanta, GA 30303-0064  
Phone: 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 /TennCare Select 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/TennCare Select Representative Signature	Date

**Spanish: Español** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare 1-800-468-9698. Llame al TennCareSelect 1-800-263-5479 (TTY: 711: 888-418-0008).

**Kurdish:** کوردی ناگاداری: نهگهر به زمانی کوردی قهسه دهکبیت، خزمهنگوزار بهکانی یار مهتی زمان، بهخۆرایی، بو تو بهردهسته پهیهندی به 1-800-263-5479 TennCareSelect 1-800-468-9698 BlueCare (711: 888-418-0008) TTY بکه.



**Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: BlueCare 1-800-468-9698 or TennCareSelect 1-800-263-5479 (TTY: 711 and ask for 888-418-0008).**

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call BlueCare 1-800-468-9698, TennCareSelect 1-800-263-5479 or TennCare 1-855-857-1673 (TRS 711) for free.

BlueCare Tennessee  
1 Cameron Hill Circle | Chattanooga, TN 37402

**[bluecare.bcbst.com](http://bluecare.bcbst.com)**

BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association

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