

## Request to Look at My Health Records

### Enrollee Information

Insert information about the individual who is requesting Health Records.

**Name**

**Address**

**Date of Birth**

MM DD YYYY

**Social Security Number**

**Phone Number**

### Requesting Health Records

**If you are asking to look at your records with the BlueCare/ TennCare*Select*, these are things that you need to know.**

- You may ask to look at or get information about yourself that is in our records.
- We cannot give you access to psychotherapy notes.
- We may tell you that you cannot see certain information. If we get information from someone who is not a health care provider, we must turn you down. We must do this if the law makes us keep it private. We cannot give you access to fraud or abuse compliance records.

I am asking for access to my information for this time period:

\_\_\_\_\_ to \_\_\_\_\_

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

## Your Right to See and Get Copies of your Records:

- You have a right to ask to look at or get information about yourself that is in our records.
- You have a right to have an answer to your request within 30 days. If the information is not in our office, you will get an answer within 60 days. We will tell you if there is a delay in getting your information. The delay cannot be more than 30 days. You will get an answer in writing either way.
- If you have asked for the same information within the past year, a fee may be charged.
- If professionals involved in your care believe that getting this information could be harmful to you or others, your request may be denied.
- 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

### 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.**

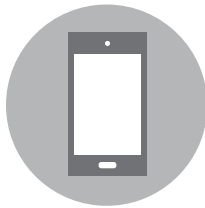
## PLEASE DO NOT WRITE BELOW THIS LINE

### 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 <i>Select</i> 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: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، 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)**

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