

Do you need free help with this document? If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.

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

Kurdish: ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاری یارمەتی زامان، بەخۆرای، بو تو بەردەستە. پەیوەندی بە 1-800-468-9698 (TTY: 711: 888-418-0008) بکە.

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1 800-468-9698 (رقم هاتف الصم والبكم: 711: 888-418-0008).

Chinese: 繁體中文 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-468-9698 (TTY 711: 888-418-0008)。

Vietnamese: Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-468-9698 (TTY: 711: 888-418-0008).

Korean: 한국어 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-468-9698 (TTY: 711: 888-418-0008)번으로 전화해 주십시오.

French: Français ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-468-9698 (ATS: 711: 888-418-0008).

Amhraic: 1-800-468-9698 (711: 888-418-0008)

Gujarati: ગુજરાતી સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-468-9698 (TTY: 711: 888-418-0008)

Laotian: ພາສາລາວ ໂປດອູ່ບ: ຖ້າ ວ່າ ທ່ານ ເວົ້າ ພາສາ ລາວ, ການບໍລິການ ວ່າ ອຸທິ ອດ ານພາສາ, ໂດຍບໍ່ ສິດ ຈາ, ແມ່ນ ບໍ່ ອມໃຫ້ ທ່ານ. ໂທ 1-800-468-9698 (TTY: 711: 888-418-0008).

German: Deutsch ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-468-9698 (TTY: 711: 888-418-0008).

Tagalog: Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-468-9698 (TTY: 711: 888-418-0008).

Hindi: हदी ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-468-9698 (TTY: 711: 888-418-0008) पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-468-9698 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711: 888-418-0008).

Russian: Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-468-9698 (телетайп: 711: 888-418-0008).

Nepali: नेपाली न दनिहोस्: तपारङ्गले नेपाली बोलनुहुन्छ भने तपारङ्गको नमित्ति भाषा सहायता सेवाहरू नःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-468-9698 (टटिविडः 711: 888-418-0008) ।

Persian: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرد. 1-800-468-9698 (TTY: 711: 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 you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone. Here are three places where you can file a complaint:

BlueCross BlueShield of Tennessee
The Privacy Office
1 Cameron Hill Circle
Chattanooga, Tennessee 37402-0001
Phone: 1-888-455-3824

TennCare
Office of Civil Rights Compliance
310 Great Circle Road, 3W
Nashville, Tennessee 37243
Email: HCFA.Fairtreatment@tn.gov
Phone: 855-857-1673 (TRS 711)
You can get a complaint form online at: <https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf>

U.S. Department of Health & Human Services
Office for Civil Rights
200 Independence Ave SW,
Rm 509F, HHH Bldg
Washington, DC 20201
Phone: 800-368-1019
(TDD): 800-537-7697
You can get a complaint form online at: <http://www.hhs.gov/ocr/office/file/index.html> Or you can file a complaint online at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



- **Do you need help talking with us or reading what we send you?**
- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

Call us for free at 1-800-468-9698. We can connect you with the free help or service you need. (For TTY call: 711 and ask for 888-418-0008)



BlueCare Tennessee
1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association