

- **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 1-888-816-1680. We can connect you with the free help or service you need. (For TRS call: 711)

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, national origin, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, national origin, language, age, disability, religion, or sex? You can file a complaint online, by mail, or by email. Here are two places where you can file a complaint:

TennCare
Office of Civil Rights
Compliance
310 Great Circle Road, 3W
Nashville, TN 37243

Email:
HCFA.Fairtreatment@tn.gov
Phone: 855-857-1673
(TRS 711)

File a complaint online at:
<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>

OptumRx
Civil Rights Coordinator
11000 Optum Circle
Eden Prairie, MN 55344

Email:
Optum_Civil_Rights@Optum.com
Phone: 800-562-6223
(TTY 711)

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>