

Dear *TennCareSelect* Member,

We are pleased to continue serving you as your *TennCare* health plan. *TennCare* realizes that managing your **total** health care is an important job. That's why starting September 1, 2009, your mental and physical health care will be handled in one place.

This means you will no longer call a separate number if you need to use your mental health and substance abuse benefits. Instead, you will call *TennCareSelect* directly at the number on the back of your ID card.

You will soon get a new member packet in the mail. Check inside for helpful information about your benefits. It will include a new member handbook. After you get your new handbook, throw your old one away.

You will also receive a new *TennCareSelect* member ID card. The new card will have the numbers for you to call to gain access to all your health benefits. Please keep this new card with you at all times.

Also starting Sept. 1, you will no longer call a different number to get a ride to mental health visits. Call Southeastrans toll free at **1-866-473-7565** to schedule a ride for physical or mental health visits.

We want to continue providing you with excellent service. If you have any questions about these changes, call our toll-free hotline. The number is **1-800-263-5479**.

We look forward to continuing to serve you.

Sincerely,



Sonya Nelson
President and CEO
BlueCare Administration

Para información acerca de *TennCare* en español llame al 1-866-311-4290.

No one is treated in a different way because of race, color, birthplace, language, sex, age, religion or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

For more information about interpretation and translation services, which are free to the enrollee, call 1-800-263-5479.

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