



STATE OF TENNESSEE  
**BUREAU OF TENNCARE**  
 P.O. Box 740  
 NASHVILLE, TENNESSEE 37202-740

### Have questions? Need special help?

- Call **1-800-758-1638** for free, or
- See the "Do You Need Special Help?" page with this letter. It tells you where to call.

**Versión en español atrás**

<Bar code>

Case Number

Date

Enrollee Name

Address

Address 2

City, State, Zip

## Starting November 1, 2008, you will have a new TennCare health plan.

Sometimes, it's called your **BHO** (Behavioral Health Organization).

### Why?

Our records show that the health plan you have now is Tennessee Behavioral Health (TBH). Starting November 1, 2008 TBH **won't** be a TennCare health plan in the area where you live anymore.

Your **new health plan** will be **Premier Behavioral Health**. They will take care of your mental health care and drug and alcohol treatment. You can call them for free at **1-800-325-7864**.

You have coverage for mental health care and drug and alcohol treatment. You also have coverage for mental health medicines. Your health plan **ONLY** pays for these kinds of care. Other kinds of health care or medicine are not covered.

**Before November 1, 2008**, keep using the same doctors, clinics, and other places you get care. You'll stay in TBH until then.

### **But, starting November 1, 2008:**

You **must** get care from doctors and other health care providers that take your **new** health plan. Most community mental health centers will take your new health plan. But, talk to your doctors. Ask if they will take **Premier Behavioral Health**. If they say yes, you don't have to change doctors.

### **What if your doctor says he won't take Premier Behavioral Health?**

You can keep seeing your doctor **until at least November 1, 2008**. After that, Premier Behavioral Health can help you move to a **new doctor** that takes your **new** health plan.

### **What if you're in the middle of getting care or treatment on November 1, 2008?**

You can keep getting that care from the **same** doctor or other health care provider until:

- You can safely change to one that takes your **new** health plan
- OR until the care is over (BUT no more than 90 days after November 1<sup>st</sup>).

In an **emergency**, call 911 or go to the closest emergency room. TennCare pays for mental health or drug or alcohol emergencies even if the doctor or hospital doesn't take your health plan.

**Do you have questions? Do you need help with this letter?** Is it because you have a health, mental health, or learning problem or a disability? **OR**, do you need help in another language? If so, you have a right to get help, and we can help you. Call the Family Assistance Service Center at **1-866-311-4287** for free.

- **Do you have a mental illness and need help with this letter?**  
The **TennCare Partners Advocacy Line (TPAL)** can help you.  
Call them for free at **1-800-758-1638**.

**We do not allow unfair treatment in TennCare.**

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

**Attachments:**

Do You Need Special Help?	TN A003
Foreign Language Assistance	TN A014