



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

Do you need special help?

- Call **1-866-311-4287** 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

October 1, 2008

Enrollee Name

Address

Address 2

City, State, Zip

Starting November 1, 2008, TennCare Select is your new health plan.

Sometimes, it's called your MCO (Managed Care Organization).

For physical health care, the person listed below will be in **TennCare Select**:

Name	SSN
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WHY? On November 1, 2008, the health plan you have now won't be a TennCare health plan anymore. So, you can't stay in the health plan you have now.

And, our records show that:

- you're age 20 or older,
- you have TennCare Standard,
- AND, you live in West Tennessee.

Because our records show this, your new health plan will be TennCare Select.

TennCare Select will send you a **new** TennCare card and handbook. If you don't get them soon, call TennCare Select for free at **1-800-263-5479**. Need care now? You don't have to wait until you get your new TennCare card. Just take this letter with you.

TennCare Select will also send you a list of their doctors, drug stores, and places to get health care. You **must** get care from places that take your **new** TennCare health plan. To get help finding a doctor that takes your new TennCare health plan, call TennCare Select for free at **1-800-263-5479**.

Your health plan for mental health care or drug or alcohol treatment may have changed too. Starting November 1, 2008 your TennCare plan for mental health care or drug or alcohol treatment is **Premier Behavioral Health Systems**. If this is a new plan for you, they'll send you a new card and handbook too. If you don't get them soon or if you need a new card, call **Premier Behavioral Health Systems** for free at **1-800-325-7864**.

IMPORTANT: If your TennCare has ended, you should **not** have gotten this letter. If your TennCare ends, we won't pay for any health care or medicine anymore.

Do you think we made a mistake changing your health plan? Are you under age 20? Or, don't live in West Tennessee? Then call TennCare Solutions **right away!** You can call them for free at **1-800-878-3192**. They can help you Monday through Friday from 8:00 a.m. until 4:30 p.m. Central Time. But if you have an emergency, you can call anytime. Or you can file an appeal.

How to file a TennCare appeal about this change

You have **until November 10, 2008** to appeal this change.

Your health plan will **still change** on **November 1, 2008**. But, we'll look at your appeal.

What if you win? We'll change your MCO to one of the 2 new plans coming to West Tennessee. The new plans are Blue Care and AmeriChoice. If you win your appeal, you can tell us which new plan you want to be in.

What if you lose? You will stay in TennCare Select. You can check with them to see if your doctors take TennCare Select. If they don't, they'll help you pick new doctors.

After November 10, 2008, it's **too late** to appeal.

When you appeal, you're asking to tell your side to a judge or hearing officer. It's called a fair hearing. Reasons you can have a fair hearing include things like:

- We have your age wrong. You're really under age 20.
- OR, you **don't** have TennCare Standard.
- OR, you **don't** live in West Tennessee.

Before we give you a hearing, we'll check to see if one of these things is true for you. If we decide you're right, we'll fix the problem.

What if we decide you're wrong? If you still think we made a mistake about a fact, you can have a fair hearing. If you **don't** think we made a mistake about a fact, you **can't** have a fair hearing. You **don't** have a right to a fair hearing just because you don't like these changes or think they'll cause problems for you.

This means that **you won't get a hearing if** the only reason for your appeal is something like:

- You want to stay in the MCO you have now.
- You want to keep seeing your doctor and he/she only takes the MCO you have now.
- Other family members who live with you are being moved to one of the new plans coming to West Tennessee.

People who lie on purpose to get TennCare services may be fined or sent to jail.

There are 2 ways to appeal:

1. Appeal **by phone** by calling the TennCare Solutions Unit free at **1-800-878-3192**.
2. **OR**, appeal **in writing**. You can get an appeal page from our website.

Go to **www.tennessee.gov/tenncare**. Click "I am a member" then click on "File a Medical Appeal". Or, you can write your appeal on plain paper.

