



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

Have questions? Need special help?

- Call **1-800-523-2863** 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
 Enrollee Name
 Address
 Address 2
 City, State, Zip

Date

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

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

Two NEW TennCare health plans are coming to West Tennessee. They are: **AmeriChoice** and **BlueCare**.

Starting November 1, 2008, the person(s) listed below will be in **<new MCO Name>**:

Name SSN	Name SSN
Name SSN	Name SSN
Name SSN	Name SSN
Name SSN	Name SSN
Name SSN	Name SSN
Name SSN	Name SSN

You will have **ONE** new health plan to take care of **BOTH**:

- Your physical health care
- AND your mental health care and drug and alcohol treatment.

You can call **<new MCO>** for free at **<MCO phone>**.

Before November 1, 2008, keep using the same doctors, clinics, and other places you get care. You’ll be in **<current MCO>** until then.

Starting November 1, 2008:

You **must** get care from doctors and other health care providers that take your **new** TennCare health plan. Talk to your doctors. If you get mental health care, talk to them too. Ask if they will take **<new MCO name>**. If they say yes, you don’t have to change doctors.

What if your doctor says he won’t take <new MCO name>? You have 2 choices:

1. You can keep seeing your doctor **until at least November 1, 2008**. After that, **<new MCO name>** can help you move to a **new doctor** that takes your **new** health plan.
2. OR, you can ask if your doctor will take the **other** new health plan in West Tennessee. If so, you can pick that health plan. If you do, other people in your household on TennCare **must** change too (unless they can be in TennCare Select). BUT, you must pick the other plan **by December 16, 2008**. You **can’t** stay in **<current MCO>**.

What if you're in the middle of getting care for a health problem 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 1st).

What if you're pregnant on November 1, 2008? If you're less than 3 months pregnant, you may have to pick a **new** doctor who takes your **new** health plan. What if you're more than 3 months pregnant on November 1, 2008? You can keep the same doctor while you're pregnant and for 6 weeks after.

WHY is your health plan changing?

Starting November 1, 2008, <MCO> will no longer be a TennCare health plan.

And, you can **ONLY** be in TennCare Select IF:

1. You're under age 21 AND getting **SSI** (Supplemental Security Income).
2. You're under age 18 AND in State custody.
3. You're under age 21 AND getting long-term care that TennCare pays for—like care in a:
 - nursing home,
 - developmental center for persons with mental retardation (ICF-MR), or
 - **HCBS (Home and Community Based Services)** waiver program.
4. You're a Tennessee resident but, for a short time, you're living outside Tennessee.
5. You're age 20 or older AND in TennCare **Standard**.
6. You don't have legal papers to be in the U.S. but need emergency care. The federal government says States must cover emergency medical care for people who don't have legal papers to be in the U.S.

Our records show that you're **not** in one of these groups.

So, starting November 1, 2008, you **can't** be in <current MCO> or TennCare Select.

[Tenn. Comp. R&Regs. 12-13-13-.03]

But, **you can pick the other new health plan in West Tennessee**. If you do, other people in your household on TennCare **must** change too (unless they can be in TennCare Select). Soon, <new MCO name> will send you a letter about their plan and a new TennCare card. And, they'll send you a list of doctors, clinics, and other health care providers that take your new plan.

After you talk to your doctor or get the list from your new health plan, you can decide if you want to change health plans. You have **until December 16, 2008** to decide.

You should only ask to change your health plan **one time** before December 16, 2008. To pick the other new health plan in West Tennessee, you **don't** need to appeal. Just fill out the **I Want to Change Health Plans** page with this letter. Get it to TennCare **by December 16, 2008**.

AFTER December 16, 2008, the **ONLY** times you can change plans are:

- **One time** in 12 months. We'll only change it because you ask **once every 12 months**.
- OR, if you move out of the area where your plan does business,
- OR, if you have a medical (hardship) reason to change. If you do, call TennCare Solutions for free at **1-800-878-3192**.

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 **1-800-523-2863** 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**.

Do you think we made a mistake changing your health plan? Starting November 1, 2008, you **can't** stay in <current MCO>. They will no longer be a TennCare health plan. AND, you can **ONLY** be in TennCare Select if you're in one of the groups listed on page 2.

Are you in one of the groups that can be in TennCare Select? Then call TennCare Solutions **right away** 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.

<h2 style="text-align: center;">How to file a TennCare appeal</h2>
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You have **until <40 days>** to appeal.

If you appeal, **your health plan will still change on November 1, 2008**. But, we'll look at your appeal. If you win, we'll change your MCO back to TennCare Select.

What if you lose? Then you'll stay in <new MCO name>. You can check with them to see if your doctors take your new health plan. If they don't, they'll help you pick new doctors.

After <40 days>, 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:

- You're under age 21 AND you're getting **SSI**.
- You're a child under age 18 in State custody.
- You're under age 21 AND you get long-term care that TennCare pays for.
- You're a Tennessee resident AND for a short time, you're living outside Tennessee.
- You're age 20 or older AND in TennCare **Standard**.
- You need emergency care but don't have legal papers to be in the U.S. The federal government says States must cover emergency medical care for people who don't have legal papers to be in the U.S.

Before we give you a hearing, we'll check to see if you're in 1 of these groups.

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 health plan you have now.
- You want to keep seeing your doctor and he/she only takes the MCO you have now.

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". To have TennCare mail you an appeal form, call **1-800-878-3192** for free. Or, you can write your appeal on plain paper.

If you write your appeal on plain paper, **be sure you include:**

- Your full name (first name, middle initial, last name)
- Your Social Security Number
- The names of anyone else in your household with the same problem
- Your daytime phone number and the best time to call
- The **specific mistake** you think we made (for example, that you're under age 21 and getting SSI or you're under age 21 and getting long term care that TennCare pays for.)
- Any proof that shows why you think we made that mistake

Mail your appeal to this address: TennCare Solutions
P.O. Box 593
Nashville, TN 37202-0593

Keep a copy of your appeal. Write down the date that you sent it to TennCare Solutions.

OR, fax your appeal to **1-888-345-5575**. It's a free fax line.
Keep the page that shows your fax went through.

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:

Request to Change MCOs	TN A005 W
Do You Need Special Help?	TN A003
Foreign Language Assistance	TN A014